



Annual Report 2019 - 2020



IMPROVING LIFE FOR CARERS



Chair's Report



My annual report for Carers Link Lancashire 2019 / 2020 is a very poignant one indeed because it is the last time I will write it. This is because my term as a Trustee and Chair of this amazing charity comes to an end after 9 years of voluntary service.

Whilst I feel sad to be leaving this role I also feel honoured and privileged to have supported a charity very close to my heart. I am now a former carer but over the years I have had experience as a young carer aged 16 years and also several times as an adult carer caring for members of family and neighbours.

In addition to that I worked as a social worker for 20 years and supported many carers in their loving, tiring and at times very challenging situations.

All the Trustees of this charity regularly read our carers stories (anonymised) at Board meetings and this keeps us focused to ensure that carers needs are met and their feedback used to develop the charity further. The Board also oversees that the finances of the charity are used appropriately and spent wisely and the governance of the charity ensures that the correct policies and procedures are in place and business continuity is maintained.

If you are interested in becoming a Trustee for the charity please request further information through the office address, by telephone or email. I can endorse that it is a very rewarding experience.

A great achievement for the charity this year was the opening of a carers hub, charity shop and community café. All was progressing well until the restrictions due to the coronavirus pandemic forced temporary closure in March.

The restrictions also affected the way that the charity works with carers and this enabled proactive innovation via the use of flexible working, social media and internet methods including Facebook, Skype and Zoom.

The number of all carers identified this year continues in an upward trend and this year has seen more media awareness of young carers.

I would like to thank all those who volunteer for the charity in any way because with your gift of time the charity can do so much more to support carers.

I thank all funders who continue to support the successful work of the charity including Lancashire County Council, East Lancashire Clinical Commissioning Group, Children in Need, Hyndburn Borough Council, Ribble Valley Council, Triangle Trust, Tesco, Eric Wright Group, Carers Trust and all individuals who have made donations with the benefit of Gift Aid.

Most importantly I say an enormous thank you to all our carers, staff, volunteers, trustees, funders and partners for the vital role you play supporting and contributing to the continued success of the charity.

And on this final note I say "Good Bye" to Carers Link Lancashire and wish the charity well for the future.

With kind regards

Anne McCarthy



10952

Adult Carers
Registered

12 %

from the BME
Community

13%

Dementia
Carers

5672

1:1 sessions
provided

1681

new carers

**49% of carers
are caring for
their mum**

Board of Directors/Trustees

Patricia Ahmed	Director/Trustee - Vice Chair
Cllr Barbara Ashworth	Nominated Representative (Rossendale Borough Council)
Cllr Susan Bibby	Nominated Representative (Ribble Valley Borough Council)
Brian Birtle	Director/Trustee - Treasurer
Cllr Melissa Fisher	Nominated Representative (Hyndburn Borough Council)
Rebecca Hodgson	Company Secretary & CEO
Jeff Leahy	Director/Trustee
Anne McCarthy	Director/Trustee - Chair
Mohammed Mustafa	Director/Trustee
Brian Ozenbrook	Director/Trustee - Vice Chair
Carol Pollard	Director/Trustee
Shakil Salam	Director/Trustee

Registered Adult Carers

26%

Burnley

24%

Pendle

14%

Rossendale

23%

Hyndburn

11%

Ribble Valley

2%

From another
area but care
for someone
living in our
Local Authority

Treasurer's Report



During the course of the year the previously extended Lancashire county council contract has been retendered successfully in partnership with Ncompass. This has secured our principal source of funding and, due to changes in the specification, will result in it being a larger proportion of our overall funding, with an increase of 27% on the previous contract value.

Financial Year 2019/20



£961,334

Total funding received

An increase from £907,864 in 18/19



£821,127

Total expenditure

A decrease from £828,960 in 18/19

During the year our financial performance overall was expenditure of £821,127 compared to total income and grants of £961,334

Although our principal source of funding is from Lancashire county council we are equally grateful to all current and former funders, whether large or small who enable us to provide support to all our registered Carers.

Brian Birtle

During the year we have continued to establish our operations in our new headquarters and have been able to obtain external capital funding from a number of sources including the Heritage Lottery Fund to make this possible. This work is enabling the charity to continue to develop both the interior and exterior of the property, however due to delays in some of the works, this is still not complete.

These delays and latterly the effects of covid-19, have impacted the financial performances of both the shop and cafe, however, this has been mitigated by receipt of a £25,000 grant from Hyndburn council, which is included in overall reserves for the year, although most of the effects will be in 2020-21.

At the end of the year our reserves amounted to £298,593 which represents 4 months budgeted recurrent expenditure and therefore meets the reserves policy of retaining 3 months operating costs.



The financial information set out opposite does not constitute the charity's statutory accounts and may not contain sufficient information to allow for a full understanding of its financial affairs. The information has been extracted from the full accounts for the year ending 31st March 2019 which can be obtained from the Finance Officer at the registered office.

The audited report on the accounts was unqualified. In our opinion the financial summary is consistent with the full accounts of the charity for the year ended 31st March 2020.

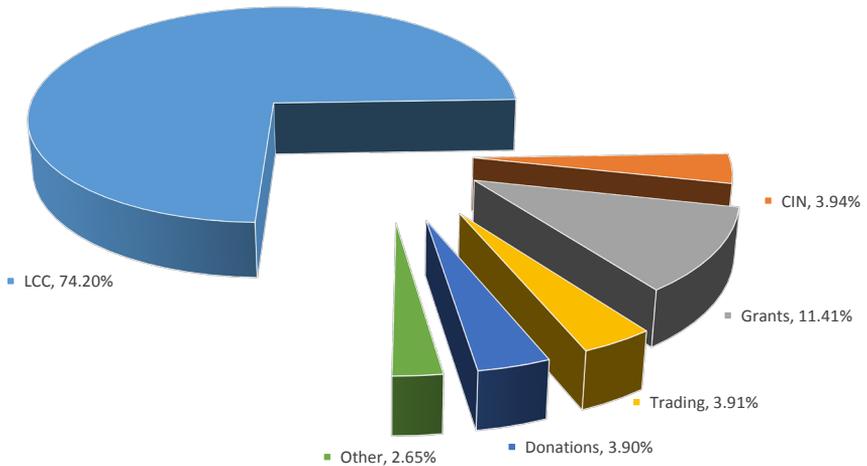
MHA Moore & Smalley LLP
Richard House, 9 Winckley Square,
Preston, PR1 3HP

Financial Activities



Income

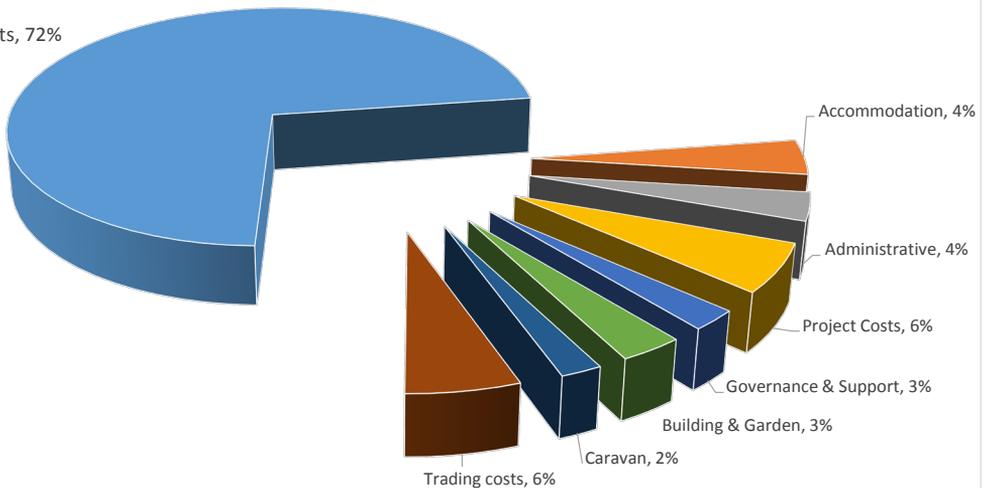
Apr 19 - Mar 20 - Split by Type



Expenditure

Apr 19 - Mar 20 - Split by Type

Staff Costs, 72%



CEO's Report



Well what a year 2019/20 has been, a year of great achievements and milestones for Carers Link Lancashire and its beneficiaries, however, ending strangely with a pandemic taking over the country and forcing us into lockdown. Our ethos now more than ever, continues to be ensuring we are robust, sustainable and able to support unpaid carers and their families to the very best of our ability.

The year saw our new community facility finally opens its doors during an official launch in carers week, which was supported by our local MP, Funders and Commissioners. Our community facility now houses a charity shop, community café and garden alongside a much needed accessible information and support hub where carers and the wider community can access support and services in the centre of Accrington. The facility receives around 100 visits per day which is a fantastic achievement for our charity.

Moving forwards into 20/21, the community facility will continue to develop and grow its services, including developing a community kitchen and undertaking restoration to the front of the property as part of the wider Heritage Lottery Initiative on Blackburn Road in Accrington. We will also continue in our quest to source another leased property in a further part of East Lancashire to implement a second charity shop and support hub, COVID19 permitting.

The year also saw our charity join forces with Ncompass Northwest, where we successfully jointly tendered for the Lancashire Carers Service. This partnership has continued to flourish and develop throughout the year and has demonstrated our ability to jointly provide exemplary statutory carers services on behalf of Lancashire County Council. Throughout the year, our charity has undertaken a staggering 4608 Carers Assessments and Reviews, an significant increase of +44.7 % compared to those undertaken in 2018/19.

A proud moment for me, as the leader of the charity, was being awarded the overall Non For Profit Award at the Hyndburn Business Awards. This was a great achievement for the charity and demonstrated charitable impact, support and services across Hyndburn throughout the year.

My highest priority and focus moving forward into 20/21, regardless of the pandemic, will still continue to be ensuring our staff, carers and wider communities and their families are healthy and safe whilst continuing to deliver high quality services and support for carers in East Lancashire and Preston, including ensuring we are still fully functioning and providing our valuable services. The end of the year saw us developing more virtual support platforms which we will continue to develop to ensure our carers do not feel isolated in their roles.

As ever, I want to thank our incredible team of staff and volunteers who continue to be one of our greatest assets, working tirelessly to raise awareness of unpaid carers, always showing great enthusiasm, commitment and compassion in identifying and supporting carers through their journey.

I hope that you enjoy reading this year's annual report, and if you are passing Accrington, please do come and visit our community facility, we will need extra support moving forwards now more than ever and by supporting the facility, you will also be directly supporting unpaid carers across East Lancashire.

Take care and stay safe
– Rebecca Hodgson



Our Purpose

Carers Link Lancashire's purpose is to provide person centred and holistic support and services to unpaid carers and indirectly the people they care for, across Burnley, Pendle, Rossendale, Hyndburn, Ribble Valley and areas of Lancashire by provision of information, training and support and to raise public awareness in all aspects relating to carers and caring.

Our Values

- Carers to feel valued as individuals and recognised for their contribution to society
- Carers to lead happy, fulfilling lives with access to good quality person centred support and services
- Carers to improve their overall physical and mental health and wellbeing
- Carers to continue with their caring role preventing them from reaching crisis point

Our Mission

To make a positive difference to the lives of carers and the people they care for by offering tailored support that is professional, respectful, non-judgemental and meets individual need.

- Ensure that carers are recognised and supported
- Involve carers in shaping and influencing our services
- Deliver high quality services and support for carers and the people they care for
- Establishing and maintaining effective partnerships
- Ensure our charity is sustainable

Our carers support people with a variety of conditions as demonstrated in the categories below:

37%

Older Person

18%

Physical Disability or Sensory Impairment

14%

Dementia

12%

Disabled Child (under 18yrs)

8%

Mental Health Condition

9%

Learning Disability

0.5%

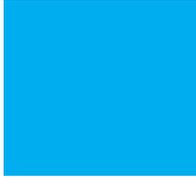
Substance Misuse

1.5% unknown

Carers Community Facility



Our new Community Café, Shop, Garden and Information and Support Hub opened during Carers Week June 2019 in the centre of Accrington.



The charity's longer term business objectives have been supported through the charity commencing charitable trading by opening its very first trading facility in Accrington.

The new trading facility is based on the ground floor of the charity's head office and staff base in the town centre of Accrington. Over the past 12 months, extensive redevelopment and restoration work has continued to be undertaken, creating a new community facility which houses a charity shop, community café and garden and an information and support hub.

This facility officially opened during carers week in June 2019 and provides carers and the wider communities with much needed accessible support and services, but also, a new diversified unrestricted income stream for the charity.

During the year, the facility has been supported by 47 volunteers and on average the facility is visited by between 75-100 members of the public daily. Future business objectives for the coming 12 months include opening a second charity shop in another part of East Lancashire which will also house an accessible information and support hub.



Adult Carers



We provide a wide range of support and services to unpaid adult carers living in East Lancashire across the boroughs of Burnley, Pendle, Rossendale, Hyndburn and the Ribble Valley. Identifying these carers, particularly hidden carers is a prime objective for us. A total of 1681 new carers have been identified and registered with the service throughout the year, an increase of 10% from newly identified carers in 18/19.

A further 3833 existing registered carers also requested further support and services from the charity an increase of 29% of existing carers requesting and receiving additional support, compared with 2018/19

Throughout the year we have provided 5672 one-to-one sessions with carers, an increase of +28% compared to one-to-ones delivered in 2018/19.

Carers Assessments



Throughout the year, the charity has undertaken a total of 4608 statutory carers assessments, of which 1292 were new Carers Assessments and 3316 were reviewed Carers Assessments. This was an increase of +44.7% Carers Assessments undertaken in comparison to 2018/19.

Of these Carers Assessments, both new and reviewed, 43% have been commissioned a monetary personal budget of between £200 - £350+ and 57% of carers needs have been met by the carers service and locally through universal services and support. Throughout the year, the charity has commissioned £555,216.03 to carers in East Lancashire through personal budgets.



Carers save the UK economy £132 billion each year



Adult Carer Statistics

1411

Carers attended support groups & activities/ events

4608

New and reviewed Carers Assessments completed

666

POM4C emergency plans completed

1293

Outgoing referrals made

52

Support groups held

116

Events, activities & therapy sessions held

6055

Members of the public we spoke to about Carers Link Lancashire

134

Outreach events attended

Young Carers



As of the 31st March 2020, the young carers team were supporting 130 registered young carers who are providing support to 129 people, with two children caring for a family member in the same household

Throughout the year the young carers projects have successfully :

- Provided 77 targeted group sessions
- Undertaken 396 one to ones
- Provided 739 free respite opportunities through engagement in recreational trips, activities and events aimed at providing young carers with normal childhood interventions.



77

Groups

396

1-2-1's

739

Respite
spaces

Andrew cares for his mum....

'I met Andrew aged 13, for the first time when I went to pick him up for our trip to the beach. He was quite quiet and reserved and seemed to have a lot on his mind. Andrew cares for his mum who has both mental and physical health problems. Andrew is also struggling to attend school and indeed engage with any services (or spend time with his peers) so it felt even more important that he joined us on our day out. We went on to pick up another young carer and the two of them started chatting away about their intention to go paddling in the sea which I thought was very brave as it wasn't that warm! This was actually the first thing they did when we arrived and the coolish weather didn't put them off at all!

All the young carers had a fabulous day and enjoyed playing on the beach, eating a picnic and playing in the outdoor water park. Andrew commented how much he enjoyed being on the beach and said he had only been once before. We even ended up getting a spade and digging a hole which was something he really wanted to do.

I felt he was happier child when I dropped him back at home later that day as he had a chance to be carefree for a few hours. The next time I saw him he mentioned the great time he had that day so I'm hoping it is a happy memory that brightened up his summer and he will remember for a long time to come.'



Our Young Carers took part in a Ethel Carnie Holdsworth project which looked at her life and her work as a local poet and author. They produced this wonderful banner which has done a tour of our local libraries and now will be on display in our Community Cafe in Accrington. A big thanks to Dominic Cooper and Martin Proffitt from Investing in Communities for asking the Young Carers to come on board with this project as they benefitted so much from learning about this local hero.

Young Carer Statistics

39%

Caring for a sibling

49%

Caring for their mum

12%

Caring for their dad

57%

of our Young Carers are aged 11-15 years old

25%

are caring for someone with a mental health condition

1 in 5

of our young carers have their own mental health issue

129

The number of people cared for by our Young Carers

Activities & Groups



Activities for carers are not funded through the contract but are funded through the charity and bring added value to the contract. Funding has been sourced through additional grants, fundraising practices and donations to the charity.

A total of 52 support groups have been held attended by 314 carers.

A total of 28 events and activities saw 270 carers attend.

A total of 14 courses took place including Understanding Dementia & First Aid for carers which were attended by 145 carers.

A total of 54 free complementary therapies days were held including nail treatments, reiki, complimentary therapies and massage engaging with 83 carers.

From Skiing to Make-up master classes to Cream Tea and Cinema to Christmas Parties our carers activities provide a much needed break, a chance to make new friends and to try something new.

"It is such a relief to share thoughts and feelings with likeminded people without judgement or guilt. To explain a problem, feeling or situation and see people nodding and saying 'I've been there – try this'"

"The day was uplifting, what a lovely day, many thanks"

"It gave me the time to relax and have some very rare 'me time'. It was also beneficial to be with other carers and to share experiences with people who are in similar positions"

"A true break from the every day. This was one of my best days ever."

Our colourful carers magazine is posted to over 12,000 people twice a year in April and October. It includes information about:

- Carers activities
- Monthly Carers Cafes across East Lancs
- Carers support groups
- Free legal advice clinics
- Benefit & Welfare drop ins
- Dementia Support
- Specialist Mental Health Support
- Information and advice



Volunteers



As at the 31st March 2020, Carers Link Lancashire has 111 active volunteers who are assisting in supporting in the direct delivery of services. Throughout the year 172 volunteers (not including Trustees) have provided the organisation with a total of 3924 volunteering hours an increase of +24% compared to 2018/19.

If this was quantified into a paid salary at national minimum wage, this would work out as £32,216.04 (£8.21 minimum wage per hour). Therefore, in terms of social investment, volunteers have provided a value of over £32,000 worth in volunteering hours.

Volunteers offer their free time in many different ways for the organisation, these include roles such as Trustees to support the governance of the organisation, driving, handyman tasks, administrative support, events, outreach, sitting in service, complementary therapies, beauty therapies, shop, cafe and garden, health support work, volunteer helpline and young carers support.

Meet Christine who volunteers in our Charity Shop



How did you start or what motivated you to volunteer with Carers Link Lancashire?

I was a carer for my husband, and was supported by Carers Link. After his death in December 2016 I was very lonely and decided to join the Carers Drumming Circle. I enjoyed it very much and met lots of lovely people. When it was decided to open the shop, I volunteered right away as this was something I had always wanted to do.

What is the best thing about volunteering?

Best thing is meeting new people all the time and helping people where necessary.

What is your role as a volunteer?

I volunteer in the Charity shop and enjoy it very much. I enjoy sorting and displaying goods and help out behind the counter

Why do you volunteer?

I volunteer because it gives me something to do even for only one half day a week. Besides meeting and greeting people, you are never lonely.

What would you say to someone who was thinking about volunteering?

"Go for it", at least give it a try, if you like meeting new people, this is the job for you."

Throughout the year the charity has provided 222 free respite opportunities for carers through volunteer led respite services. In total 528.75 hours of free respite has been provided through volunteers.

Throughout the year, volunteers have provided 170 free counselling sessions to 35 carers



Carers Clinics



We continue to work collaboratively and in partnership with primary and acute care and throughout the year have provided 150 Carers Clinics offering 394 accessible appointments and outreach sessions across primary care

'Many family carers don't see themselves as a 'carer'- they're just husbands, wives, partners, mothers, daughters, brothers doing what is necessary to look after someone they love'

Carers Caravans



The Carers Caravans help carers to enjoy a much deserved break. The eight berth static caravans are based at Haven Holiday parks in Blackpool and Grange-over-Sands as well as a six berth at Park Dean holiday park in Morecambe.



'A very relaxing 5 days. The complex was lovely and the staff very helpful. We can't wait to go again next year.'

'Its a chance to recharge your batteries and have a break from routine. Its very affordable and lots of discounts when you get there too.'



Hyndburn Business Awards



The charity was awarded the Non for Profit Award 2019 at the Hyndburn Business Awards. This was a great achievement for the charity and demonstrated charitable impact, support and services across Hyndburn throughout the year.

"The people of Hyndburn have been incredibly supportive of the awards and this year we received the highest ever number of nominations. The judging panel had a difficult job to do because the quality of the entries received was very high" Hyndburn Business Awards



The Lancashire Carers Service



During the year, the charity has also been successful in securing The Lancashire Carers Service in partnership with ncompass northwest, with the charity maintaining delivery of statutory carers services in East Lancashire until 30th June 2021.



Carers Link Lancashire and ncompass northwest have teamed up to form a partnership to deliver an improved service through shared knowledge, experience and combined resources.

Peace of Mind for Carers Plan



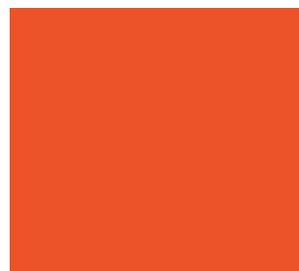
Many carers worry about who will look after the people they care for if something unexpectedly happens to them. This constant worry can cause stress and prevent carers from having a life of their own alongside their caring role. Our FREE Peace of Mind for Carers service takes away the 'what if' and replaces it with the reassurance and confidence that the person you care for will be supported if an emergency occurs.

During the year, the charity has undertaken 859 new Peace of Mind for Carers plans.

Staff Team



Noreen Akhtar	Assessment and Support Officer
Yasmin Akhtar	Assessment and Support Officer
Neal Atkinson	Participation and Engagement Officer
Suafina Aslam	Volunteer Co-ordinator
Angela Austin	Review and Support Officer
Lou Boulton	Finance Officer
Amy Blundell	Young Carer Sessional Worker
Rachael Campbell	Project Support Officer
Sara Duckworth	Retail Development Manager
Sophie Duckworth	Review and Support Officer
Paul Fairweather	Young Carers Sessional Worker
Diane Flynn	Review and Support Officer
Audra Higgin	Service Manager
Rebecca Hodgson	Chief Executive Officer
Rhosyn Howell	Lead Project Support Officer
Rukhsana Hussain	Review and Support Officer
Kathryn Immins	Assessment and Support Officer
Momtaz Islam	Young Carers Development Worker
Julia Johnson	Young Carers Development Worker
Simon Kay	Review and Support Officer
Jill Laing	Assessment and Support Officer
Lynne Lewis	Review and Support Officer
Emma Logan	Team Manager
Emma Lawson	Assessment and Support Officer
Ann Mobey	Project Support Officer
Angela McKeefery	Participation and Engagement Officer
Carole Moulton	Young Carers Development Worker
Khatibin Nisa	Review and Support Officer
Rebecca Ormerod	Team Manager
Heather Prendergast	Finance Officer
Jamila Rauf	Assessment and Support Officer
Georgia-Mae Riley	Assessment and Support Officer
Carolyn Teed	Finance Officer
Alison Thomas	Project Support Officer
Graham Walton	Senior Carers Development Worker
Rabekah Whiteside	Review and Support Officer
Adrian Wordsall	Cafe Assistant
Charlotte Wright	Cafe Manager



East Lancashire



Carers Link Lancashire

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