

*"They have helped me with a lot of problems and continue to do so. Thank you very much for all you have done for me"*



**Lanarkshire Carers Centre**  
  
**carerstrust**  
 Scotland  
 a Network Partner



*"I work closely with Lanarkshire Carers Centre as I am a social worker. They provide a great service to people I work with. I would also say on a personal note they provide a great service"*

# Annual Report

## April 2017 to March 2018



*"Invaluable advice and essential one to one support, I couldn't have managed without this. Being able to speak to someone face to face is so important to me"*



## Chairpersons Introduction



On behalf of Lanarkshire Carers Centre Board of Directors, I would like to present you with our annual report for the financial year 2017-2018. I would like to thank each and every member of staff, volunteer, and board member for their hard work and dedication, without whom Lanarkshire Carers Centre simply would not exist and certainly would not be the success it is today. I would also like to thank every carer involved with our organisation, by accessing our services and contributing, you help develop and shape our work.

It has been a busy and challenging year. The implementation of the Carers (Scotland) Act 2016 extends and enhances the rights of carers in Scotland and aims to help improve their health and wellbeing, so that they can continue to care, if they so wish, and have a life alongside caring.

Lanarkshire Carers Centre has been at the forefront of supporting North and South Lanarkshire Local Authorities to develop the key duties they have as a result of the legislation. This work has included the development of Local Eligibility Criteria and Adult Carer Support Plans, which have replaced Carers Assessments and Carer Journeys. We have also contributed to the development of Short Breaks Service Statements.

Lanarkshire Carers Centre has achieved national recognition through an external assessment showing we are fit for purpose. The National Council for Voluntary Organisations scrutinised our work and quality standards through a recognised framework of assurance called PQASSO (Practical Quality Assurance System for Small Organisations). We previously held this at Level 1 and in December 2017 achieved Level 2. We are now one of a very small number of carer centres in Scotland to have reached this level. Carers can be confident that they are supported by a quality organisation.

We are currently facing our biggest challenge to date. Following a period of consultation and review in 2017, North Lanarkshire Health and Social Care Partnership took the decision to put carer services out to open competitive tender. The result of this process will determine who will be delivering carer services across North Lanarkshire from March 2019 onwards. Lanarkshire Carers Centre is working tirelessly to ensure our quality approved, user led organisation continues to be at the forefront of services for carers following the tender process.

This report highlights some of the operational highlights for the year demonstrating the hard work of our staff and volunteers working with and for carers to achieve outcomes that enable them to continue caring.

I hope that you find this report interesting and informative and I look forward to your continued support over the coming years.

S. Sheikh

**Samar Sheikh, Chairperson**

*"As a carer myself I recognise the value of all the services that Lanarkshire Carers Centre provides. As a carer from a black and minority ethnic background I know how important it is to have services that specifically consider the cultural, language and other barriers carers can face"*



# Managers Report

It is a pleasure to present some highlights of the achievements of Lanarkshire Carers Centre during the operational year April 2017 to March 2018. The organisation remains focused on our mission to ensure that carers in Lanarkshire are:

Identified

Well Informed

Supported

Involved

Empowered

Established in 1995, Lanarkshire Carers Centre works with and for carers to develop and deliver services that make a positive difference to the lives of carers in Lanarkshire. We have a proven track record of delivering effective and innovative carer led services. The outcomes achieved by the individuals and groups with whom we work demonstrate the value of what we do. The positive feedback we receive daily reminds us of the importance of our work.

We are a value based organisation and these values underpin our work, providing the foundations for our governance, operation and practice.

*"Lanarkshire Carers Centre as a whole should be very, very proud of themselves. The staff are so friendly and warm, you instantly feel at ease, so much so, you're glad you found the courage to walk through the door. There is always a fear of the unknown and feeling how I did that day, well everything is heightened.*

*Lanarkshire Carers Centre offer a fantastic service that I don't think is available anywhere else. The training courses are vast and relevant with almost immediate access, which is totally unheard of from my experience with mental health issues. So, to say the support you provide for a carer is exceptional is indeed a fact and a very true statement. I look forward to continuing my personal development through taking up as many courses as I can, work/life balance permitting"*

The implementation of the Carers (Scotland) Act 2016 has made this a year of preparation. We look forward to ensuring that our experience delivering high quality, carer led, integrated information, advice and support to carers continues to inform the development of this work.

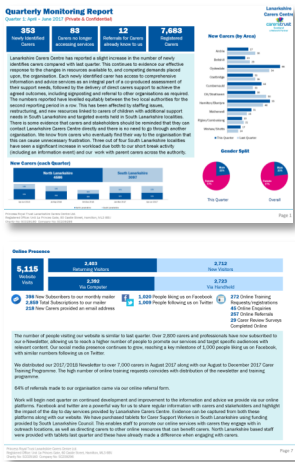
Thank you to the two Health and Social Care Partnerships in Lanarkshire, the main funders of our organisation. Thank you also to Shared Care Scotland for the Creative Breaks Time To Live funding they allocate on behalf of the Scottish Government. This fund enables us to ensure that many carers in Lanarkshire benefit from a short break. Thank you to the Carers Trust for the support they provide us as an affiliated network partner.



This annual report will give a flavour of why this investment is so important, demonstrating the impact of locality based, early intervention and prevention initiatives which improve the health and wellbeing of carers in Lanarkshire.

# Performance Reporting

Lanarkshire Carers Centre produces quarterly monitoring reports detailing the outcomes achieved from the investment made in our organisation. There is a robust performance management process in place that captures the numbers, highlights, case studies and developments throughout the year. We have recently published our annual newsletter that covers the diversity and impact of our work giving the stories behind our performance. This provides the most powerful evidence of our work and should be read in conjunction with this annual report.



The demand for our services continues to grow, requiring a flexible and responsive service delivery model. We have worked hard to ensure that the individual experience for every carer is tailored to meet their needs. Our highly skilled and experienced staff team have ensured that we are able to meet this increased demand and respond to the numerous requests to share our practice and contribute to national and local development work.

**1,353**  
**New carers identified by Lanarkshire Carers Centre**

Most carers find out about Lanarkshire Carers Centre from other carers and get in touch directly by visiting us, calling us or contacting us online. Our outreach work in localities across Lanarkshire further improves this access to information, advice and support that we know makes a difference to carers. Through our effective partnership working some carers are also signposted and referred to us by other organisations. Our relationships with social work, health and voluntary sector colleagues helps ensure that the needs of more carers are met. By working together, we ensure appropriate support is provided throughout the caring journey.

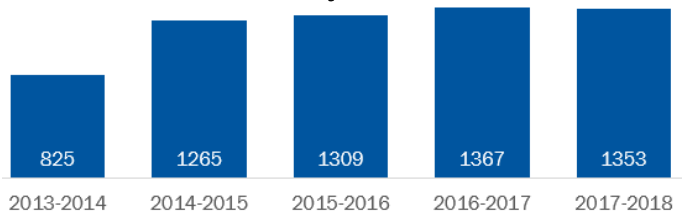


**8,468**  
**Carers are registered with Lanarkshire Carers Centre**

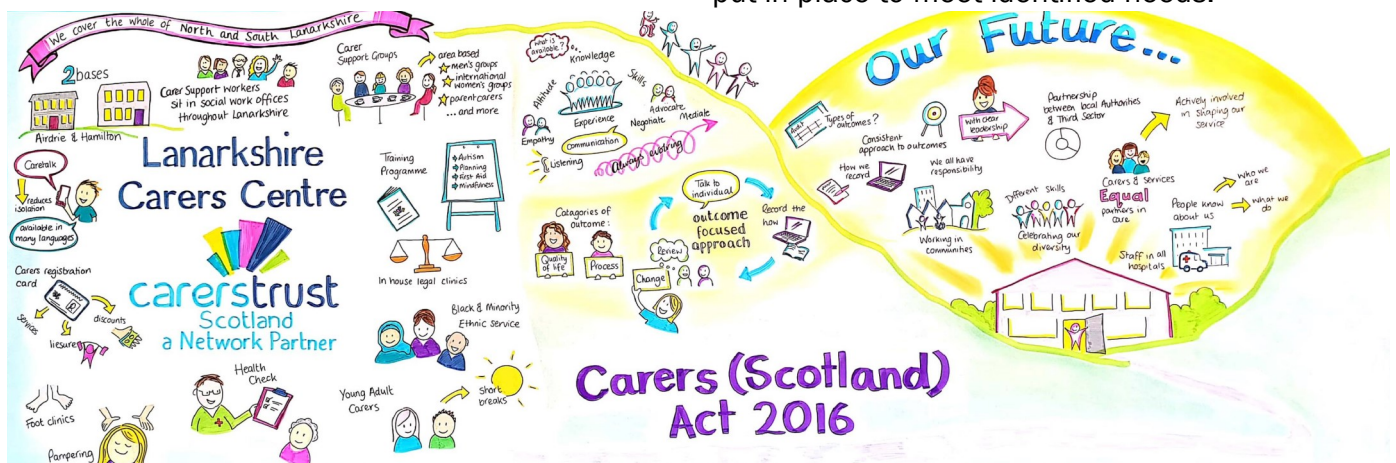
- ▲ 14% Increase since March 2017
- ▲ 53% Increase since March 2015

<b>North Lanarkshire</b> 5008	<b>South Lanarkshire</b> 3460
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**New carers in the last 5 years:**



The team at Lanarkshire Carers Centre has many years' experience of having meaningful conversations with carers, discussing the caring role and what is important to each individual, their aims and hopes. Through these conversations outcomes are agreed and a plan is put in place to meet identified needs.

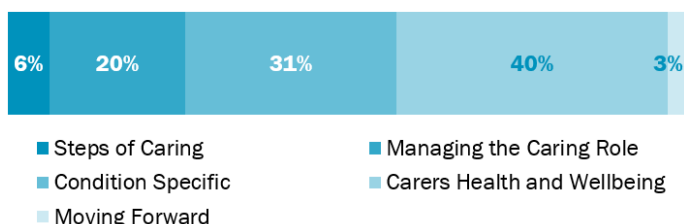


The Carers (Scotland) Act 2016 means that all carers now have the right to an Adult Carer Support Plan. The experience of our organisation in this work has meant that we are recognised as key local delivery partners.



**434**  
**Carers attended training opportunities**

Throughout the year we have delivered a comprehensive, innovative, varied, and carer led training programme. Feedback from over 400 completed training needs analysis forms help develop the programme. Over 500 individual comments and suggestions from carers at groups and at existing training sessions have also informed this work along with suggestions from individual carers who contact us.



Some of the most popular courses this year have been the newly introduced Laughter Club, the Physicare Moving and Handling group and one to one sessions, Art Therapy, Tai Chi, Dementia-Carers Education, Autism focused sessions, Mindfulness, Caring at Christmas and Certificated First Aid. We are always keen and open to look at new ways of informing and educating carers to enable them to carry out the challenges of a caring role with a bit more ease. The training programmes have not only given carers this expert knowledge but have also been a place for people to meet and discuss their caring role in a safe and welcoming environment.

*"To be honest, I felt a bit silly to begin with but once we all got into the swings of things, we couldn't stop. I was laughing for days afterwards"*  
**Laughter Club**

*"Knowing my husband was being looked after in the room next door, made a huge difference. I learned so much and it was lovely to be able to chat to people who are also caring for someone with Dementia. I would highly recommend this"*  
**Dementia: Carers education**

*"The ceremony was so relaxing and Martin really made me think about how to live my life in a more positive and calm way. I cannot wait for more sessions on this"*  
**Mindfulness with Japanese Tea Ceremony**



**775**  
**Adult Carer Support Plans completed**

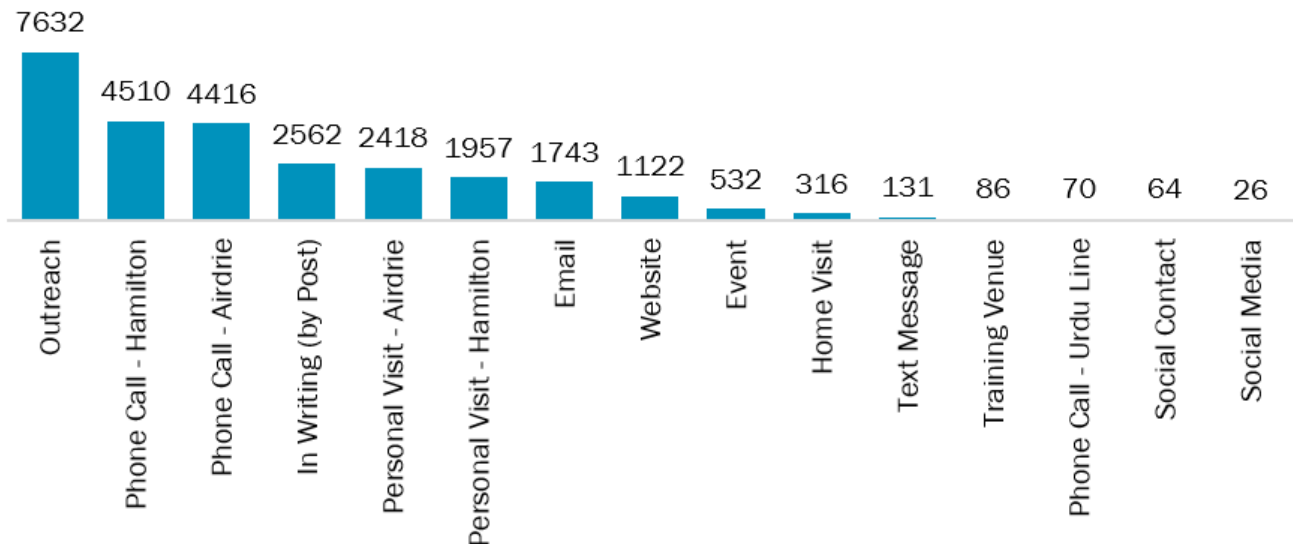
Support Plans	Q1	Q2	Q3	Q4	Total
North Lanarkshire	108	118	96	124	446
South Lanarkshire	95	94	62	78	329
<b>Total</b>	<b>203</b>	<b>212</b>	<b>158</b>	<b>202</b>	<b>775</b>

Each individual Adult Carer Support Plan can identify several outcomes important to the carer. Outcomes relating to Coping with Caring Role and Carers Health and Wellbeing feature most frequently. Access to our range of services can effectively address many of the outcomes agreed. Our capacity to support carers to access short breaks, make social and community connections and further develop their confidence and skills is very important. We provide regular case studies to evidence this impact and help develop our practice further. An example of an outcomes-based approach to carer support can be found on pg 13 of our 2018-2019 newsletter. It is important to acknowledge that a caring role can change over time and we understand the importance of ongoing support and regular opportunities to review the support needs of carers.



Lanarkshire Carers Centre has been integral to the preparation for implementation of the Carers (Scotland) Act 2016 in North and South Lanarkshire. Our work and experience has been recognised and valued. Our service delivery model has been incorporated into the guidance and practice used by both Health and Social Care Partnerships. The co-location of Lanarkshire Carers Centre staff with our key partners further strengthens the capacity to identify and support carers effectively.

## How carers engaged with us/how we engaged with them:



Lanarkshire Carers Centre delivers services throughout North and South Lanarkshire. We have our main centre in Hamilton, along with our Airdrie base and staff co-located in each locality. Our services are delivered in locations, venues and times to meet the needs of carers. We have worked in this way for many years and our experience fits well with the current agenda of establishing and developing community hubs. Opportunities to further enhance our outreach activity is always welcomed.

Lanarkshire Carers Centre is extremely proud of the positive and productive working relationships we have with our many partners throughout North and South Lanarkshire.

Our partners add value to our carer training programme. For example, we worked collaboratively with Alzheimer's Scotland's North and South Lanarkshire teams to deliver 'Dementia Carers Education' sessions. These were held in numerous locations throughout Lanarkshire and have been a great success, providing positive experiences for both carers and the person they care for. Our partnership with New Law Solicitors ensures that carers can have access to a free 20 minute consultation with a solicitor to discuss legal issues relating to their caring role. Our partnership with the NHS Keep Well team ensures carers can access a free 30 minute health check with a Keep Well nurse. Our partnership with independent providers delivers carers foot clinics and therapy sessions across Lanarkshire and the number of partners participating in our Carers Registration Card scheme continues to grow.



**126**

**Legal Clinic appointments attended**



**195**

**Carer Foot Clinics attended**



**93**

**Keep Well Health Checks attended**



**1,961**

**Carers have a Carer Registration Card**

We would like to take this opportunity to extend our thanks to all the partner organisations who work with us to improve the lives of carers throughout Lanarkshire.

*"Pointing people in the right direction of what is available to carers in the community, knowing someone will help and listen to me"*

*"Making unpaid carers feel valued. You really do help carers with their own health and wellbeing"*

*"Thank you! Very happy to have stumbled upon Lanarkshire Carers Centre. The support you provide is fantastic"*





3,541 Services accessed by carers through Lanarkshire Carers Centre



418 Black and Minority Ethnic carers are engaging with Lanarkshire Carers Centre. 64 of these carers were newly identified this year and 26 regularly attend our International Women's Group



376 Short Breaks were awarded to carers to have a break from their caring roles



112 Carers supported by our Care Talk



£7,624 Raised through fundraising activities



511 Carers attended carer support groups

## Evaluation and Carer Review

Lanarkshire Carers Centre annual carer review process told us carers:

**95%** Said their Health and Wellbeing had improved

**97%** Are able to continue in their caring role and feel confident about the future

**75%** Said their financial situation had improved

**74%** Participated in opportunities to take a break from their caring role

**88%** Feel less isolated

**83%** Are better informed

**89%** Recognise themselves as a carer and feel valued

**87%** Said their home life has improved

**99%** Would recommend Lanarkshire Carers Centre to anyone needing help with their caring role

## Staff Members (November 2018)



**Barbara McAuley**  
Centre  
Manager



**Colin Smith**  
Depute  
Manager



**David McCord**  
Carer Resource and  
Communications  
Officer



**Francine O'Donnell**  
Carer Resource and  
Training Officer



**Carla Maxwell**  
Carer Resource and  
Partnership Officer



**Ailsa Tweedie**  
Assistant Carer  
Information Worker



**Ann Wilson**  
Centre Support  
Worker



**Anne Fitzpatrick**  
Short Breaks  
Administration Worker



**Adrienne Lennon**  
Carer Support  
Worker



**Dian McFadden**  
Carer Support  
Worker



**Gail Fulton**  
Carer Support  
Worker



**Helen McAllister**  
Short Breaks  
Development Worker



**Isbah Khan**  
Black and Minority  
Ethnic Carer Support  
Worker



**Jacqui Budris**  
Carer Support  
Worker



**Julie Lennox**  
Carer Support  
Worker



**Karin Thomson**  
Carer Support  
Worker

During the reporting period April 2017 to March 2018 Lanarkshire Carers Centre staff retention rate was 100%. Our people are our biggest asset and we will continue to deliver opportunities for learning, development, and growth.





**Linda Craig**  
Carer Support  
Worker



**Liz Findlay**  
Volunteer and  
Respite  
Development Worker



**Lorraine Caldwell**  
Carer Support  
Worker



**Sammy Pollock**  
Centre Support  
Worker



**Sheena Bogan**  
Centre  
Administration Worker



**Linda Moran**  
Centre Finance and  
Administration Worker



**Craig Muir**  
Carer Support  
Worker



**Lynda Freeman**  
Carer Support  
Worker



**Paul Stewart**  
Carer Support  
Worker



**Emma Morgan**  
Short Breaks  
Administration Worker



**Ifthkare Yaqoob**  
Carer Support  
Worker



**Liz Campbell**  
Carer Support  
Worker



**Fiona Rough**  
Carer Support  
Worker

**Carers quotes about specific members of staff:**

*"[Staff Member] was an absolute godsend to my family and myself, would have been lost without her"*

*"Excellent Service. [Staff Member] is excellent, so understanding and helpful. Good place to turn to"*

*"Fantastic organisation that keeps you up to date with everything. Love the support groups, our [Staff Member] is very supportive"*

*"Handy office that you can visit when you need help with any problems. Also, and most important you can allocate a core worker which is invaluable"*

*"Being able to lift a phone and get assistance there and then, or a visit from my support worker"*

## Treasurers Remarks

The statutory accounts once again show a healthy set of figures with overall income having increased from £806,340 in 2016/17 to £883,589 in 2017/18 and a net inflow of resources of £131,352 for the year, compared to a net inflow of resources of £21,184 in the previous year.

The rise in net inflow of income was due in the most part to Carers Act Implementation funding, which was designed to ensure that Lanarkshire Carers Centre was and is ready to face the challenges posed by the Carers (Scotland) Act 2016. This funding has allowed us to invest in various measures to build capacity in meeting the demands of the Act and has certainly helped to bridge the gap in funding caused by the NHS Lanarkshire spending review which impacted on our core and CISG funding in the previous financial year.

This past year has been a year of consolidation, where our attention to carer services have been very much outcome focused. We have tried to ensure that our services deliver the best support, the best training opportunities, the best short break opportunities, that our resources enable us to provide to carers. Once again, we secured the largest Creative Break Time to Live grant awarded in Scotland. This has allowed us to continue to provide grants to more carers than ever before, helping carers to take a break from their caring roles.

Health and Social Care carer services in North Lanarkshire are currently being prepared for a tendering process which is expected to come to a conclusion in the 2018/19 financial year. Any tendering process causes some anxiety due to the uncertainty involved in the outcome of these processes. At Lanarkshire Carers Centre, we are confident that our historical ability to deliver and improve upon carer services across Lanarkshire, stretching over a period of more than 20 years, will be capably demonstrated during the tendering process and lead to a successful outcome for both Lanarkshire Carers Centre and carers throughout Lanarkshire.

My thanks go once again to all of our main funding partners for their continued support throughout the year and also to the many individuals who provide not only financial support to Lanarkshire Carers Centre, but also by donating their own time in volunteering activities.

A copy of the Statement of Financial Activities for the Year Ended 31 March 2018 from the DRAFT audited accounts has been included for reference. A full copy of the detailed audited accounts will be available from the office by request and will also be available shortly after the AGM for download from our website [www.lanarkshirecarerscentre.org.uk](http://www.lanarkshirecarerscentre.org.uk).

### **Incoming /(Outgoing) Resources**

Total net incoming resources in the year totalled £131,352.

Net incoming resources to the Restricted Fund (projects run by Lanarkshire Carers Centre) totalled £10,619 and there was a net inflow of funds into our Unrestricted Fund of £120,733

### **Income**

Overall income in this financial year increased to £883,589 in 2017/18 from £806,340 in 2016/17.

### **Resources Expended**

Charitable Expenditure in the 2017/18 financial year actually decreased to £650,337 from £697,705 in the previous year. Timing differences in the lifespan of different projects can affect the amount of resources expended in any particular financial year and in the 2017/18 year, the income for the Carers Act Implementation funding, was received quite late on in the year. This funding will be continue to be spent throughout the 2018/19 financial year.



Governance costs increased to £101,900 from £87,451 in the previous year. Almost all areas of our overheads have gone up in cost in the past year, but additional pension auto enrolment costs, Employers NIC contributions, PQASSO level 2 Certification Costs (legal and professional costs), carer celebration events have been the source for the majority of the increase in overheads expenditure.

## Funds Carried Forward

Unrestricted Funds carried forward amounted to £150,064

Restricted Funds carried forward amounted to £338,384

Overall Funds carried forward amounted to £488,448

These funds provide the financial support and strength, to enable us to carry on providing the services that we offer and to build upon those services in the future.

## Statement of Financial Activities for the Year End 31 March 2018

	Notes	Unrestricted Fund	Restricted Fund	2018	2017
		£'s	£'s	£'s	£'s
<b>Incoming Resources</b>					
Donations. Legacies & Similar Income	2	224,565	659,024	883,589	806,340
<b>Total Incoming Resources</b>		<b>224,565</b>	<b>659,024</b>	<b>883,589</b>	<b>806,340</b>
<b>Resources Expended</b>					
Charitable Expenditure—Objects	3	112,046	538,291	650,337	697,705
Governance Costs	4	101,900	0	101,900	87,451
<b>Total Resources Expended</b>		<b>213,946</b>	<b>538,291</b>	<b>752,237</b>	<b>785,156</b>
Net Incoming/(Outgoing) Resources		10,619	120,733	131,352	21,184
Total Funds Brought Forward		139,445	217,651	357,096	335,912
<b>Total Funds Carried Forward</b>		<b>150,064</b>	<b>338,384</b>	<b>488,448</b>	<b>357,096</b>

## Our Plans for the Future

Whilst we recognise the challenges ahead, Lanarkshire Carers Centre is confident that our uniqueness, as well as many years of experience developing and delivering information, advice and support for carers will place us in a strong position going forward. We very much look forward to developing our practice further in line with local and national priorities and hope to play an important part in the continued delivery of effective local personalised support for carers.

*“Training courses are relevant and life changing to how we care. Social nights are great! I’ve had a respite break, it was just when I needed it. Staff are friendly, approachable and informative. Thank you for doing what you do. I have told lots of people about Lanarkshire Carers Centre. Excellent Organisation.”*

# Acknowledgements

We would like to acknowledge the following individuals for their contribution to Lanarkshire Carers Centre over the year:

## Volunteers

Margaret Barrie  
Liz Beattie  
Asha Latif  
Jan Caithness  
Ann Collinson  
Isabel McQueen  
Isa Brady  
Jane Jackson  
Jimmy Gray  
Joy Chawner  
Sadaf Khan  
Vicki McCracken

As a volunteer friendly organisation, we appreciate the contributions each and every one of our volunteers makes, including our Board of Directors. Their hard work, dedication and support is greatly appreciated across the organisation.

*"I feel like I am not alone in this. You are always there for me"*

## Farewells

Magdalena Izbinska  
Bobby McBride  
Avril Whiteside

## Special Thanks

Carole Davies  
Jacqueline Gray  
Tricia Beattie  
Hazel Dunsmore  
Leanne Darroch  
Angela Soave  
Susan Smyth  
NHS Keep Well Team  
Archie Peffers

Thank you to all the individuals, groups and businesses who have helped and supported Lanarkshire Carers Centre through various fundraising activities and donations.

# Board of Directors

**Samar Sheikh** Chairperson  
**Jeanette Hodge** Vice Chair & Secretary  
**Brian Fitzgerald** Treasurer  
**Liz Beattie** Director  
**Arlene MacNeil** Director  
**Bill Craig** Director  
**Liz Seaton** Director  
**Kevin McGoldrick** Director  
**Kim McDougall** Director  
**Margaret Moncrieff** Associate Member  
**Kaye Harmon** Associate Member

**Hamilton Centre**  
Unit 1a Princes Gate  
60 Castle Street  
Hamilton, ML3 6BU  
Tel: 01698 428090

**Airdrie Base**  
Airdrie Locality  
92 Hallcraig Street  
Airdrie, ML6 6AW  
Tel: 01236 755550

**Email**  
info@lanarkshirecarerscentre.org.uk

**Urdu/Punjabi Telephone**  
07780 926595



Further information about Lanarkshire Carers Centre services can be found on our website:

[www.lanarkshirecarerscentre.org.uk](http://www.lanarkshirecarerscentre.org.uk)

We are also on facebook and twitter, where you can keep up to date with our latest news. Please feel free to drop into one of our centres, call or email us and we will be happy to assist you further.

