



Lanarkshire Carers

Information, advice and support for people who care



CARERS AT THE **CENTRE**

Annual Report 2022–2023



Barbara McAuley
Chief Executive Officer



Samar Shiekh
Chairperson

Lanarkshire Carers proudly presents our annual report for the operational year April 2022 to March 2023. 'Carers at the Centre' highlights our activities and achievements during another extremely busy year.

Caring roles and experiences are unique because individual circumstances are different for each person. The contribution carers make across every locality in Lanarkshire is enormous, with people of all ages and in various situations providing care for someone else.

We start this annual report by thanking every carer in Lanarkshire for everything they do. Lanarkshire Carers purpose is to make sure that carers get greater recognition and have access to the right support at the right time. Carers play a vital role in society and without them there would be even more pressure on health and social care services. Everyone needs to understand what it is like to be a carer and commit to the actions required to help and include people who care.

Lanarkshire Carers is an independent organisation with charitable status that has operated in Lanarkshire for over 27 years. We work with and for carers to develop and deliver

services that make a positive difference to their lives. We support carers to achieve personal outcomes, helping to improve their health and wellbeing so that they can continue to care, if they so wish, and have a life alongside caring. Run by carers for carers, we are well known for delivering high quality, rights-based and innovative services. The staff team manage demanding and busy workloads. They set high standards and have been consistent, positive and productive during a sustained period of continued growth in demand for the services we provide.

We value our reputation, and our reputation comes from our values. Values are integral to our work; they guide behaviour and expectations no matter what we are doing are. They inspire us, help us deliver our carer-led mission and put carers at the centre of what we do. Throughout this annual report there is feedback from Lanarkshire Carers staff and board members detailing how they view our values in practice.



Values in Practice

“We strive to be an organisation that carers and partners value. To do this, it is important that we are transparent in everything we do. We regularly share our knowledge, successes and challenges with carers and partners. We seek their views and opinions to ensure we are getting things right and protecting the needs and interests of carers in everything we do.”



Lanarkshire Carers recognises the contribution carers make, the rewards and challenges of caring and the impact a caring role can have on many aspects of life. We really appreciate it when carers make time during their busy and demanding days to contact us about our services. The feedback tells us why the information, advice and support we provide matters. Comments are always read and shared and it is very reassuring to hear about the positive difference we make. We have published a collection of our #feedbackfriday posts to accompany this annual report.



Values in Practice

“Our values are put into practice throughout the organisation and are evident in the governance undertaken by the board in all our work. Equality is at the heart of Lanarkshire Carers. We are constantly evolving as an organisation whilst remaining true to our core values and purpose.”



789
Full
Members

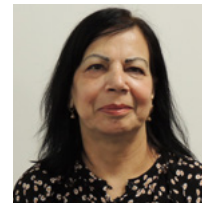
10,802
Affiliate
Members

'Carers at the Centre' begins with our governance and membership. As a carer-led organisation, carers can choose between full or affiliate membership and can easily change between the two. The Board of Directors is elected from and by the full membership. Directors volunteer their time to carry out this governance role and have overall responsibility for the organisation, our mission, vision and strategy. Some directors are currently caring for someone whilst others have cared for someone in the past or have particular skills and knowledge the board needs. They all share a genuine and strong commitment to influencing and shaping services that identify, engage, inform, involve, empower and support carers. Board members make a significant contribution to the organisation both individually and collectively. Thanks for the work they do, which is valued and appreciated by everyone associated with the organisation. Learning and development opportunities are provided along with resources and ongoing support for board members. We issued an updated Board of Directors Handbook in December 2022. Two board development days took place in June and December 2022 focusing on achieving a sustainable organisation by involving everyone in creating a sustainable organisation.

Board development topics included working together, leadership, achieving and nurturing, governance checkup, along with exploring the unique role and responsibilities of the Board of Directors. We noted achievements, recognising the skills and interests of board members and highlighting the benefits of making the best use of individual and group talents and expertise. The board adopted The Scottish Good Governance Code for the Third Sector, (Ref: Scotland's Third Sector Governance Forum, SCVO) and are committed to the five core principles for improvement:

- Organisational purpose
- Leadership
- Board behaviour
- Control
- Effectiveness

Our Board of Directors



Samar Shiekh



Phil Hughes



Linda Craig



Lynn O'Hara



Gordon Lennox



Colin Toal



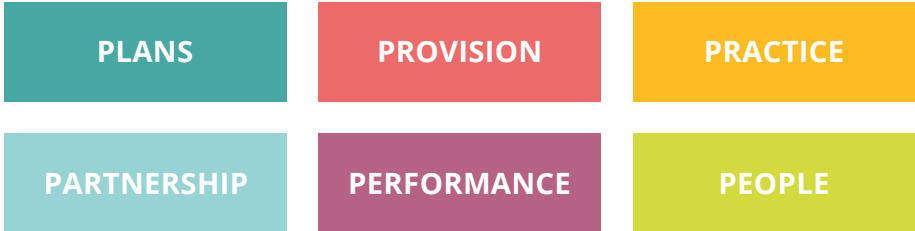
Liz Beattie



Lanarkshire Carers Strategic Framework

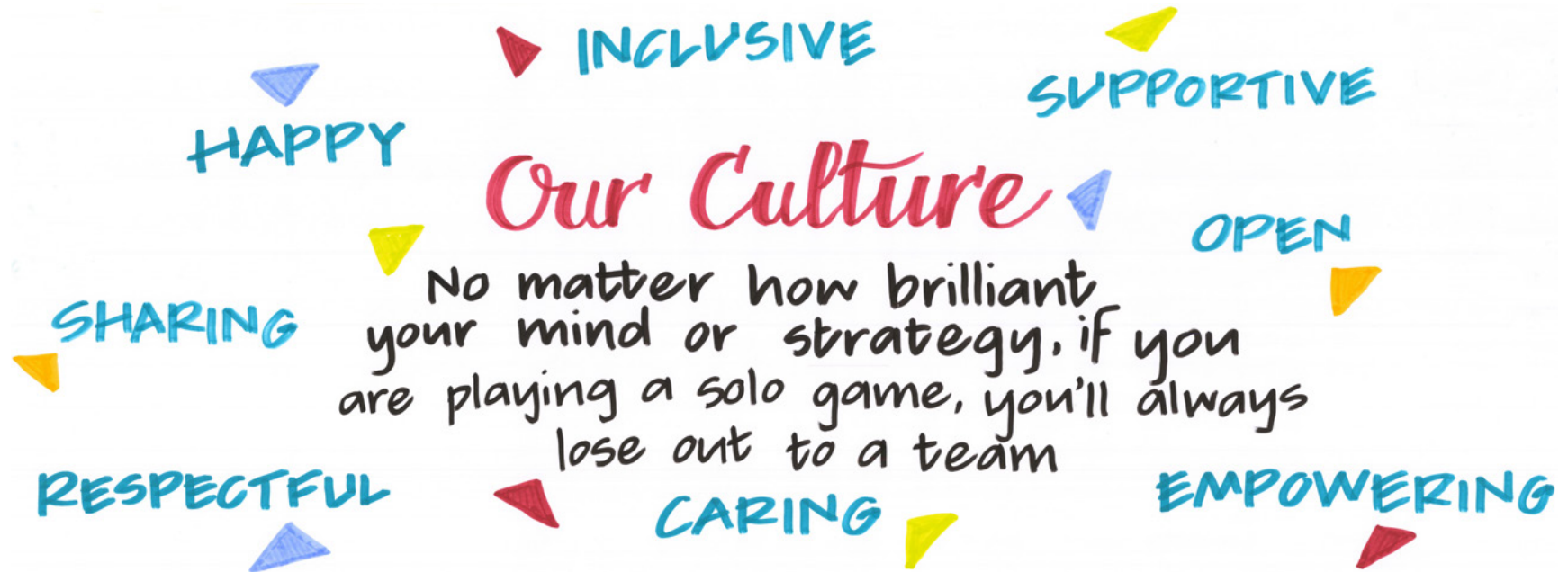


This document sets out service foundations and intentions through work streams, ambitions and actions that help us plan work and monitor progress. Throughout the second year of this four-year strategic framework, we have been able to meet the standards and expectations relating to all aspects of our work. Good progress has been made across each of the six work streams that include both governance and operational matters.



Project plans support the delivery of new and existing services and the financial management of planned and new additional resources. Examples include; Creative Breaks Time to Live funding, a new Carer Counselling and Wellbeing service, enhanced hospital linked project, an established Carer Flexible Support Fund, CarerSpace portal developments, Making Carers Count project, website refresh and Carers Information System upgrade. Each adds value, choice and control to our breadth of provision provided through flexible service delivery methods. Inclusion and Equality are key drivers in our project planning and development.

Connecting with members of the organisation is time well spent and full member activities have taken place throughout the year. We are always keen to hear from carers about how they can contribute to the organisation and encourage carers to get in touch and get involved. Throughout the year information sessions are held for carers who have chosen full membership and want to find out more about how they can get involved. This is an opportunity to meet some of the Board of Directors and staff team and talk to other carers who are also full members. We share information about our work, the role of the Board of Directors, what they do and how full members can help them. The Board of Directors hold their business meetings quarterly and also have other topic and working group meetings as required throughout the year. The Annual General Meeting (AGM) takes place in September each year and is an important date in our calendar of full member events.



Lanarkshire Carers culture creates and sustains the organisation. It is central to all our work and project plans and actions. We are all responsible for making and keeping our culture inclusive, supportive, open, empowering, caring, respectful, sharing and happy.



Culture plays a big part in sustainable leadership and success, enabling us to be good ancestors and pioneers for carers of the future. We are all committed to the culture of the organisation through a desire to: change and improve; demonstrate responsibility towards staff; colleague and carer wellbeing; continue to put carers first; and embed the one team approach. Culture is a shared responsibility, and we all play a part in making, shaping and sustaining it.

Values in Practice

“We work with a wide range of carers and we acknowledge and support accordingly. Staff learning and development sessions help us understand protected characteristics; age, disability, gender re-assignment, marriage/civil partnership, pregnancy/maternity, race, religion or belief and sex. We take all of this into consideration when we are planning our work and dealing with carers on a daily basis and this helps us provide the right support at the right time.”



The 2022 Annual General Meeting (AGM) took place on 21 September 2022 at Low Park Museum, Hamilton, and returned to an in-person event with great success.

Positive feedback was received from the 40 full members who attended along with board members and staff on the day. The annual report was presented, resolution agreed, and annual accounts approved. During the table-top discussions lots of suggestions were shared about how full members' involvement and contribution could be further developed. 88% of carers thought the AGM was very good and 12% thought it was good. Carer comments and feedback included:

“Lanarkshire Carers offers an amazing service and have supported both my mental and physical health and wellbeing by providing courses and financial help”,

“Excellent interaction with carers”

“It felt so nice to be part of today's AGM, learning more about Lanarkshire Carers and meeting staff”,



Values in Practice

“We take responsibility for our intentions, actions, commitments and decisions. We also accept and recognise the consequences of things that need to improve and we learn from this. We are all responsible for adhering to the values of the organisation and doing our best to meet agreed aims. We have a responsibility for being truthful, recognising and sharing the importance of this. Our values support our long-term vision and working together to achieve goals.”



Lanarkshire Carers is regularly involved in influencing others, sharing our practice, developing case studies, reviewing national resources and submitting data and information as part of national and local planning processes.

The National Carers Census Data Return for 2021/22 was submitted to Scottish Government. In total, the required anonymised data for 6,366 carers, along with anonymised data for 7,798 cared-for persons was included in the return we submitted (North and South Lanarkshire combined). This was the highest return for any carer organisation in Scotland. Lanarkshire Carers approach to carer support and our systems were discussed at a meeting with Scottish Government following this submission.

Values in Practice

“Internal systems and processes ensure that we can respond in a timely manner to questions from commissioners, stakeholders, and our Board of Directors. Staff and board hold themselves accountable, creating a culture of trust. Our enhanced membership encourages engagement and increases carer involvement in decision making processes.”



A National Care Inspectorate Inquiry: Understanding Carers' Experiences of Social Work and Social Care delivery took place at the beginning of this operational year. As the commissioned service for Direct Adult Carer Support which includes delegated responsibility to deliver Adult Carer Support Plans, Lanarkshire Carers involvement and contribution supported North and South Lanarkshire Health and Social Care Partnerships with the care inspectorate inquiry of their work. Following our contribution to the enhanced inquiry for North Lanarkshire, we received a detailed report from the Care Inspectorate outlining the key messages and areas of learning and improvement. Lanarkshire Carers noted a number of highlights in the local report for the enhanced inquiry in North Lanarkshire and our practice leading to more positive experiences for carers in Lanarkshire including that:

- 69% of carers in North Lanarkshire said their Adult Carer Support Plan helped them do things that are important to them compared with 42% in Scotland.
- 74% of carers in North Lanarkshire said their Adult Carer Support Plan helps make sure that they get the right support to keep caring compared with 54% in Scotland.

One carer from Lanarkshire, quoted in the report, refers to support available for carers and draws attention to the impact of our approach:

“All the above support is provided to me by Lanarkshire Carers. They have always been transparent, honest, and timely, I would have been lost without the help and support Lanarkshire Carers have provided to me.[..] Funding to buy a cooker and folding bed from [Lanarkshire Carers Short Break Bureau] supported me through a hard time and helped [..] to cook for my family”.

The Care Inspectorate published a national report which summarised the picture across Scotland and made 8 recommendations for health and social care partnerships to support continuous improvement.

A National Carer Strategy for Scotland was published in December 2022, following an extensive consultation and engagement process. The national strategy recognises the challenges of the cost-of-living crisis and COVID-19 recovery and supports long-term change that will allow carers to care for their loved ones in a way that balances all other aspects of their full and busy lives. It sets out a range of actions to ensure carers are supported fully in a joined up and cohesive way. There are five pillars, which include Valuing, Recognising and Supporting Carers, Health and Social Care Support, Young Carers and Social and Financial Inclusion.

Values in Practice

“When a carer knows you are trustworthy and care with compassion not as a job, it often leads to building trust and having frank and open conversations regarding their feelings and support needs. Carers need to know you will be their voice when needed. Every carer we speak to should feel listened to and understood.”



Values in Practice

“We have strong moral principles. We are not afraid to challenge things that do not align well to our values and the rights and needs of carers. Integrity goes beyond being trustworthy to carers, staff and partners, it is embedded in every decision made.”



2,240

New carers in contact with Lanarkshire Carers
(1,127 North Lanarkshire, 1,113 South Lanarkshire)

11,591

Carers known to Lanarkshire Carers
(5,976 North Lanarkshire, 5,615 South Lanarkshire)

6,662

Carers accessing our services
(3,363 North Lanarkshire, 3,299 South Lanarkshire)

51,195

Services accessed by carers
(26,062 North Lanarkshire, 25,133 South Lanarkshire)

34,679

Unique visits to our website (over the year)

Lanarkshire Carers is contracted by Health and Social Care North Lanarkshire (HSCNL) to provide information, advice and direct support services to unpaid carers and by South Lanarkshire Health and Social Care Partnership (SLHSCP) to provide engagement, empowerment, representation, information, advice and direct support services to unpaid carers. We provide consistent, flexible, Lanarkshire wide services across each locality in North and South Lanarkshire. We know that our Lanarkshire wide approach is important to carers who live, work and care across Lanarkshire.

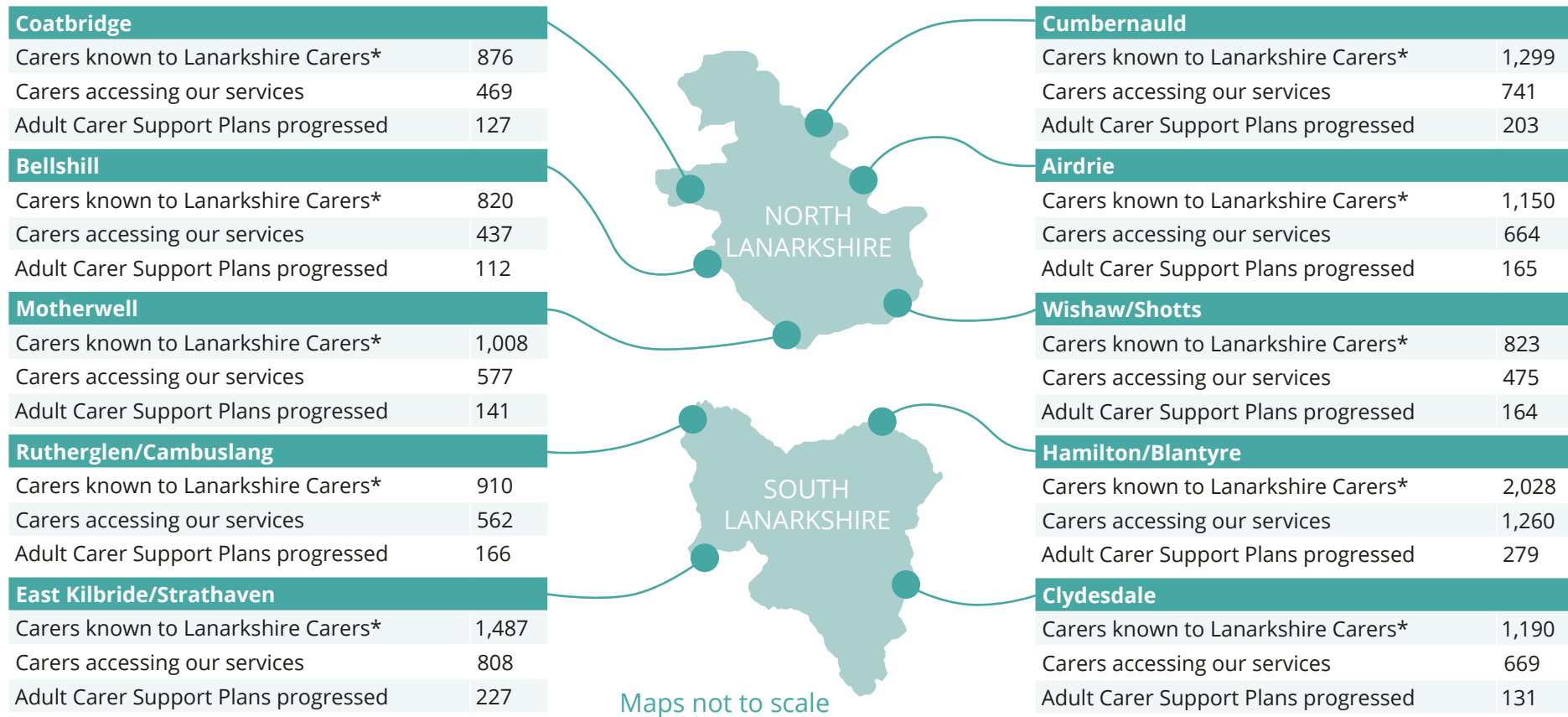
Values in Practice

“Treating all carers and colleagues fairly and with dignity is important. Interactions with carers are respectful and consistent. All carers are included and considered in our work. No two people are on the same journey and we treat everyone as an individual and with fairness.”



Lanarkshire Carers information team ensures that we fully utilise our email distributions lists with targeted and regular news updates that complement our website and social media platforms. We plan our response to national campaigns and activities, local issues and events throughout the year and we monitor engagement. We also follow up with phone calls and other contact targeted for specific groups. We have a range of publicity and promotional materials that are used at venues and activities throughout Lanarkshire to reach those carers who have not yet accessed our services.

Carer Statistics (from April 2022 to March 2023)



*Number of carers known to Lanarkshire Carers on 31 March 2023

Lanarkshire Carers regularly contact all carers known to the organisation using mailshots and social media channels. We promote our services and outline how we can support carers. Our records are also updated reflecting changing circumstances such as a caring role changing or ending.

1715

Adult Carer Support Plans progressed
(912 North Lanarkshire, 803 South Lanarkshire)

Values in Practice

“As an organisation, we are focused on making sure that carers are informed about how we operate and our priorities. We provide information on our website as well as printed material that can be accessed by both carers and professionals to help make sure that everyone is clear about who we are and what we stand for.”



We have a ‘conversation first’ approach, developing relationships and giving carers the time and space to talk. We are trusted professionals, and our role is to listen, understand and help. We provide practical and emotional, strength-based support to carers, enabling them to continue to care whilst maintaining or improving their own health and wellbeing and quality of life. This role often involves negotiation, representation and informal advocacy assistance, whilst always encouraging and promoting empowering self-advocacy skills for carers. Our one-stop-shop model, along with delegated responsibility for progressing Adult Carer Support Plans and the established partnerships and systems we have for recording all carer interactions, ensure that carers do not need to repeat their story. They can access the services we provide through many different channels at times that suit them. Emergency and anticipatory care planning are included as part of the conversations we have with carers.

208

Carers attending one or more Carers Week Events

(99 North Lanarkshire, 109 South Lanarkshire)

We have been able to restart in-person delivery of carer awareness presentations and organisation presentations to complement our extensive online interactions for this area of our work. This has included maintaining good links with health and social care colleagues, including those in general practice and local authority new staff inductions and also partnership learning and development delivery. Our “see carer, think carer” message recognises the shared responsibility we all have for identifying carers in the community, knowing about local service arrangements, and how to signpost and refer to the support best placed to meet their needs.

During Carers Week 2022 – Visible, Valued and Supported, we had a full programme of events and it was great for carers to meet together in-person and online to raise awareness and provide support. Highlights included Ready, Steady, Cook hosted by our partners NL Community Food and Health Partnership, Carers Rights and Services sessions held in Polish and Urdu and a Bollywood Dance workshop. Carers Week closed by welcoming carers to Chatelherault Country Park for outdoor mindfulness, Tai Chi and a drop-in session. Many carers came along for refreshments, cake and a conversation about their caring role. Feedback included:

“I’ve never thought of doing this before. I really enjoyed the outdoor mindfulness session. I could fit that in each day.”

“It was great being able to see you all again in person. It was a great day and very well attended. Thanks for everything you do for us.”

129

Carers referred to Counselling and Wellbeing Service (73 North Lanarkshire, 56 South Lanarkshire)

Our Counselling and Wellbeing service for carers was initially established in early 2022 with funding from the Scottish Government to increase capacity for carers support. Due to significant uptake and positive feedback about this support, we sought to continue it as part of our expanding range of direct carer support services. An evaluation of the work was completed detailing the impact and evidencing the need for it to continue. This highlighted the effectiveness of our innovative delivery model and strong evidence of the continued unmet need/demand. It also identified ways in which we could further improve the value of this over a longer time period. 91 carers accessed this service during the initial trial period (January to March 2022). The highest need for carers was in relation to counselling sessions to help them manage anxiety and low mood. The sessions adopt a personal outcome-based approach, linking well with our carer conversations and Adult Carer Support Plans. One of the many benefits reported is that the service is accessible 24/7 and 365 days a year, putting Carers at the Centre of the delivery arrangements. We work closely with local partners ensuring carers continue to access the specialist services they provide, making referrals when this is more appropriate than our service offering. We want to complement existing local services, filling identified gaps and have taken a robust approach to the planning, implementation and development of this new service.

Values in Practice

“We have a responsibility to listen to carers and their needs, if there is a gap in services, we have a responsibility to create or identify new opportunities for this support as we did with the carers counselling and wellbeing service. This independent service depends on trust, good relationships and encouragement, interpreting the information shared with us and identifying/meeting need.”





Lanarkshire Carers Short Breaks Bureau has been front and centre this year. The prominence of the work they deliver is notable locally and nationally. Levering in additional resources and funds has helped support carers to access short breaks and deal with the financial impact that caring often has. The amount of individual carer grant funding Lanarkshire Carers has awarded to carers over the year is further detailed in our financial summary. The focus remains on supporting carers in need of a personalised short break from caring as well as those needing financial assistance to cover essential and emergency costs. We have also increased the maximum grant award available in response to inflation and cost of living. We work intensively with carers to help them identify and address their support needs. Our grant funding operates seamlessly and makes a huge difference to carers, supporting them to meet personal outcomes. We continually review and improve our practice, processes, eligibility criteria and maximum grant awards to make the funds accessible and responsive to circumstances. Short Breaks Bureau staff regularly attend outreach activities and information sharing events. We have developed a targeted expression of interest form to assist us when engaging with new and existing carers about short breaks funding. This was initially developed in response to increased Creative Breaks Time to Live funding. We are looking at ways this process can be utilised further, particularly through our new referrals process and in relation to other funding streams.

£344,917

Creative Breaks Time to Live funding awarded
(£196,791 North Lanarkshire, £148,126 South Lanarkshire)

£118,356

ScotSpirit Holiday Voucher Scheme awarded
(£63,831 North Lanarkshire, £54,525 South Lanarkshire)

£190,484

Carer Flexible Support funding awarded
(£103,323 North Lanarkshire, £87,161 South Lanarkshire)

£5,424

Other grant funding awarded
(£2,269 North Lanarkshire, £3,155 South Lanarkshire)

1,596

Carers benefitted from grant funding
(928 North Lanarkshire, 668 South Lanarkshire)

We always ask carers about the arrangements for the person they care for that will help them to access a break and if any issues are identified we will advise, negotiate and represent on their behalf to address this need. We also support carers to self-advocate in relation to the needs of their cared for person and liaise effectively with statutory services.

Values in Practice

“Transparency when communicating with carers is always key, particularly when assisting with accessing Short Breaks. We have open and clear guidelines and timings in relation to individual grant funding. We support realistic expectations and carer requests are informed through open, honest and clear communication with them. Clarification is provided to help carers understand from the outset our processes and role.”



Shared Care Scotland report on Rethinking Personalised Short Breaks for Unpaid Carers during COVID-19 was produced by Iriss on behalf of Shared Care Scotland, to hear directly from carers about the impact that microgrant funding such as the Creative Breaks Time to Live scheme had on their lives during the COVID-19 pandemic. As Shared Care Scotland’s local delivery partner, Lanarkshire Carers contributed to this work by identifying carers and staff who shared their knowledge, expertise and experiences to help shape this report.

The final report and a collection of carer stories were published and included some from carers in Lanarkshire. This research highlights the importance of short breaks to carers and that taking a person-centred, outcome-focused approach like ours really helps make a positive difference to carers lives. Additional development and delivery funding this year, as part of the Creative Breaks Time to Live allocation, also enabled us to build capacity and further improve short break opportunities for carers in Lanarkshire and consider the options to expand short break opportunities for carers in their local communities.

We also delivered the ScotSpirit Holiday Voucher Scheme and ensured additional breaks and holidays for carers across Lanarkshire through this national scheme. Developing short break initiatives such as Respiteability has further expanded options for carers and we continue to deliver Lanarkshire Carer Card with access to many perks and discounts. The move to a digital card has maximized efficiency in managing this scheme, which we know is valued by many carers in Lanarkshire who apply/renew each year.

2,275
Carer Card Holders
(1,173 North Lanarkshire, 1,102 South Lanarkshire)



We have responded to the cost-of-living crisis through partnership and development to meet the needs of carers quickly and efficiently. Lanarkshire Carers Flexible Support Fund supports this crucial part of our work, ensuring funding is available as part of a support plan for carers when this need is identified. These grants can help meet the costs of a range of things to help improve carers situations and are linked to a recorded outcome in an Adult Carer Support Plan. Many carers are facing immediate financial hardship and our response included establishing a Carer Supermarket Food Voucher Initiative. This proved to be extremely well received, offering immediate help to carers who are struggling financially. Due to the outcomes achieved, we are continuing this initiative, funded through Carers Flexible Support Fund and have developed the processes required for its successful delivery.

The funding streams that we directly deliver, along with many other national funds and trusts, help support carers with the things that are important to them. Our grant funding provision always includes broader, preventative and future action discussions and ongoing information, advice and support.

£2,500

Worth of Carer Supermarket Food Vouchers

27 Carers benefitted North Lanarkshire

23 Carers benefitted South Lanarkshire

The grant award panel process has been outstanding this year, meeting as required and often on a weekly basis to ensure due diligence, fairness and speedy responses.



A big thank you to the carer representatives who contribute and volunteer their time to bring lived experience to this process. Thanks also to the staff who volunteered to work extra evenings through peak times of carers enquiries and referrals to ensure a timely response to everyone.

Values in Practice

“Creative Breaks Time to Live Fund and the Carers Flexible Support Fund are two of the main grant funds that we operate. Through these two funds all carers are treated with respect and fairness. Respect is taken when reading through and considering applications and the information that carers have provided is handled in a sensitive and respectful manner. Fairness is always applied when a decision is made at panel regarding carer circumstances and if a break can be approved or if further information and consideration is required.”



1,598

Carers attended one or more training sessions
817 North Lanarkshire, 781 South Lanarkshire)

An extensive Carer Training Programme provides in-person, online and some hybrid options to suit carers circumstances. The group work delivery methods enable carers to meet together, share experiences, develop connections/friendships and access self-managed peer support, often outwith the particular carer training activity. Wide ranging topics cover helping carers to manage the caring role, understand specific conditions, look after their own health and wellbeing, as well as supporting carers when a caring role changes or comes to an end. It has been an exciting year for the carer training staff working group, developing relationships with new providers and with carers voices shaping the programme. Evaluation, feedback and expressions of interest inform future provision and planning.

“Very informative, was advised what support was available which will be invaluable to me as a carer. The facilitator was great and helped me to understand that I have needs as well. Didn’t know what help I could get as didn’t know this service was available to me. Thank goodness I attended; information will help me greatly. Thank you”

An Introduction to Self-Directed Support

“Top marks, very helpful. It has given me more confidence in moving and handling my brother following the training session”

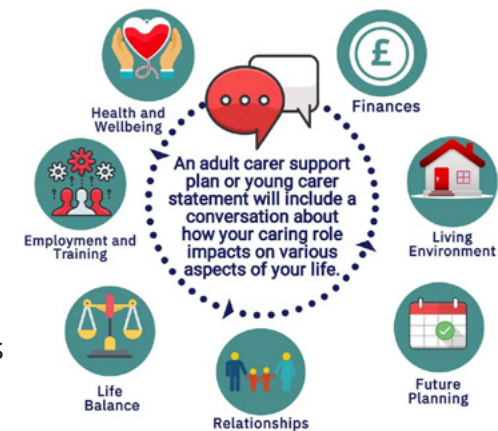
Moving and Handling at Home (Physicare)

2,904

Carers signposted, referred, informed about partners
(1,395 North Lanarkshire, 1,509 South Lanarkshire)

Well-established referral routes and pathways have supported a record number of carers to contact the organisation for information, advice and support. A new approach to referrals has helped to increase our capacity and manage this increase in demand. We are very proud to have continued to meet our response times throughout this incredibly busy year. Co-location in social work and health settings further enhances the access routes and understanding of our services.

Lanarkshire Carers values promote confidence in our practice and allow for the development of open, professional relationships that facilitate the trust of the carers we support. The focus is on what matters to each individual person who contacts the organisation. The service delivery model is designed to ensure that we are available, responsive and have the skills and knowledge required to explore the impact of caring and agree a plan. We use an embedded personal outcomes toolkit, further enhanced by the digital development through our CarerSpace portal, to support early and preventative interventions and to de-escalate situations that can develop in many areas of a carer’s life.



1715

Adult Carer Support Plans progressed
(912 North Lanarkshire, 803 South Lanarkshire)

Lanarkshire Adult Carer Support Plan Partnership Statement has been rolled out directly to Social Work Team Leaders, Fieldwork Managers, Social Workers and Social Work Assistants. This will ultimately help to support carers across Lanarkshire more effectively and feedback has been very positive so far. More sessions are planned for the coming year.

Individual carer support including generic and dedicated work is the at the centre of all our day-to-day activities. We have a journey route model and membership structure that offers flexibility when choosing the options best suited to individual needs and circumstances.

As part of the organisations reporting processes, we have produced and shared over 108 case studies, telling the stories and experiences of carers, raising awareness of individual journeys, issues faced, what has worked well and what improvement could be made. Case studies also highlight our development activities and other events and achievements:

'The impact of caring on me is all emotional'.

'It's a good idea to get away and enjoy each other's company and chat openly about how our life has changed.'

'I came in with no great expectations and our conversation today has inspired me to think about me and our new future, whatever this may look like'.

Values in Practice

"The partnership working has created opportunities for social work and other organisations to establish strong relationships based on trust and effective communication. An example of this is the adult carer support plan partnership statement which sets clear expectations from each partner agency. This has increased the knowledge of everyone included as to who is responsible for each action and shapes the standard to which each carer should be supported fully and holistically."



Innovation and best practice are central to our work. An extensive staff learning and development programme supports a highly skilled workforce. This year, it has included the delivery of bespoke and specialised diversity, equality and inclusion opportunities which also helped us achieve the Scottish Rainbow Partnership award and work towards a suitable charter mark. We strive as a team to include every person so they can participate fully and equally in carer activities and events, access services and feel empowered. We embrace diversity and work to actively remove barriers, enabling individuals to feel respected and important.



Values in Practice

“Lanarkshire Carers has a dedicated BAME and Equalities service who have shaped learning and development sessions for board members and staff members. This helps to ensure that everyone has the knowledge and skills needed to support all carers to the highest standard, with respect and dignity. Lanarkshire Carers website, alongside the ReachDeck resource, enables carers to access support and information in a format that meets their needs.”



We have built accessibility into our website incorporating the ReachDeck tool that customises the online user experience, not just with regards to language, but also disability and neurodiversity. The provision of interpretation services helps carers communicate in the language they are most comfortable with when talking to staff and when attending events. A multi-cultural staff team cultivates cultural sensitivity that in turn helps build stronger relationships, and contributes to more harmonious human experiences, both within the staff team and with carers.

Throughout the year several of our policies and procedures have been updated. This ensures that everyone understands the arrangements, their role and expectations. Regular review also ensures that staff have the information they need to keep their knowledge and skills relevant.

569

**Black, Asian and Minority Ethnic (BAME)
Carers known to Lanarkshire Carers**
(363 North Lanarkshire, 206 South Lanarkshire)

319

Young Adult Carers known to Lanarkshire Carers
(182 North Lanarkshire, 137 South Lanarkshire)

34

**LGBTQ+ Carers who have chosen to provide
this information to Lanarkshire Carers**

Due to the additional pressures faced by carers during the pandemic, it became clear that some carers and those they care for could be more likely to become adults at risk of harm. An increased number of these carers are contacting Lanarkshire Carers for advice and support and staff are required to act on any potential risks of harm in the correct way. We have developed our Adult Support and Protection policy to tackle common stumbling blocks or barriers, increase confidence among the team and reassure everyone of the support arrangements. This is essential in order to safeguard carers, staff, volunteers, board members and the organisation as a whole and keep everyone safe.

Partnership and collaboration have ensured our continued contribution to a broad range of local and national strategies, plans and activities. Full member involvement and development is creating more opportunities for carers to directly participate in events, surveys, focus groups and consultation. Lanarkshire Carers is a key partner attending both locality and strategic partnerships, networks, consortiums, groups and forums. We have good links with national organisations and are regularly invited to participate in events, asked to host visits to our organisation and contribute to a shared improvement agenda. Our engagement with elected representatives further enhances the recognition of carers and the importance of ensuring they are supported.



Carers Connected has grown throughout the year and acts as a consultative forum. The group has agreed terms of references and has started to meet in-person as well as online and hybrid. Over the last year they have explored many topics and shared their voice and experience in relation to new technology, community pharmacies, variety and choices of short breaks, caring through COVID, carers allowance supplement, strategic commissioning, fire safety/smoke alarms and accessibility.

We are very aware of how often carer views are sought through local and national surveys. Our approach is to ask for and provide feedback about the results gathered and any reports published, action taken. We aim to ensure that carers' views are respected and valued throughout consultation and involvement activity.

Values in Practice

“Lanarkshire Carers creates an environment in which we can be honest and truthful not only with each other as staff but with carers, this enables carers to create trust with the organisation, it allows us to create positive relationships and to have very open conversations.”





Carers at the Centre includes those who work for Lanarkshire Carers. We are delighted to have been awarded Exemplary Status for Carer Positive. This award is presented to employers in Scotland who are recognised for exemplary support for working carers. It is recognition of our creative and innovative approaches to supporting and involving carers employed by Lanarkshire Carers. Through continuous improvement we have strengthened our support to carers in employment, with an ongoing focus on staff health and wellbeing. As an organisation we have been commended for our strong commitment and culture of supporting carers within the organisation and the wider community.



Thanks to the staff and volunteer team that make Lanarkshire Carers a great place to work. They have gone above and beyond to achieve the outcomes reported by the organisation. Our baselines, trends and overall numbers along with the individual stories and experiences that sit behind these demonstrate the level of service delivery maintained, whilst our satisfaction rates and review activities continue to reflect and evidence the high standards achieved. This is an outstanding achievement.

All our services are provided at no cost to carers. Evaluation and feedback processes ensure responsive, carer-led services with involvement and participation throughout.

News Flash! Lanarkshire Carers won Proud Scotland Small Employer Award in June 2023.





Sharron McGrath

Having worked at Lanarkshire Carers as a Carer Support Worker for the past few years, I was delighted to be able to take advantage of an opportunity to progress within the organisation recently and moved into the post of Carer Services Co-ordinator. This is a new post created specifically to respond to the ever-increasing number of new carer referrals that we are receiving, and to help ensure that we are able to continue to provide the high-quality service to carers that we are known for. Staff development is positively encouraged here at Lanarkshire Carers. As a staff team, we feel that our efforts are recognised and that our contribution is valued by the organisation as a whole, and this has led to a very encouraging working environment for everyone.



Val Corcoran

I recently joined the team at Lanarkshire Carers as a Carer Support Worker, having worked in a similar role elsewhere. I was amazed at the range of services and support available to carers in Lanarkshire and how these can be used to design a unique package of support to help meet carers' individual needs. I recall a conversation I had with a carer during my first few weeks at Lanarkshire Carers, where they disclosed that their mental health was significantly impacted as a result of caring and they had tried everything they could think of to try and improve it. We discussed different options that the carer could perhaps try, including the Carer Counselling Service available through Lanarkshire Carers. The carer disclosed they had tried to access a similar service elsewhere before but were unable to get the support they needed. The carer was surprised and relieved to know that Lanarkshire Carers could make the referral directly on their behalf. Following the referral, initial contact was made within a week and the carer had their first counselling session not long after. The carer stated they felt much more empowered and calmer, even after just one session. It had made such a difference to them and they were thankful for the support we provided. If it wasn't for services like this in Lanarkshire, this carer's health would likely have deteriorated further and their support needs would have been more intense.



Lorna Johnston

A key highlight this year has been my involvement in the Hospital Linked Project and how the wide range of services provided by Lanarkshire Carers can assist carers in this situation and circumstance. One service in particular is the Moving and Handling at Home training we provide in partnership with Physicare (Occupational Therapy), which supports carers in their own homes. Through this partnership with Physicare, we have supported carers to look after their own health and wellbeing, receive training on using equipment and adaptations within their homes. This facilitates a timely discharge home for their loved one, meeting both the carer and cared for person's support needs.



Paul Stewart

A highlight for me this year was the use of our online Carer Conversation Toolkit via CarerSpace, which was used to gain a better understanding of a carer that I have supported for a while. This particular carer had a complex caring role and we'd had several conversations previously. A good relationship had developed with this carer and I felt that I had got to know them pretty well in terms of their caring role and the support they required. Whilst I was on annual leave, the carer contacted Lanarkshire Carers to speak with me. A colleague offered to pick up with them in my absence but the carer wanted to speak with me. An offer was made to the carer to continue their conversation with me using our online conversation toolkit, which they agreed to. The carer took time to submit a response via CarerSpace and I was able to pick this up on my return. The carer had actually disclosed things that I was unaware of and I was able to pick up with them to discuss this in more detail. As a result, a number of additional outcomes were identified for this carer and we were able to put support in place for them to address their needs.



Values in Practice

“The membership structure has created the space and focus needed, to provide increased opportunities for board and staff members to talk to full members, working with carers to inform, influence and shape what we do. We are accountable to our members and those who choose full membership have an important contribution within the organisation.”





Linda Craig
Treasurer

Lanarkshire Carers is pleased to have received notification of extensions to both the contracts we currently have in place to deliver commissioned services for carers in Lanarkshire. This gives some comfort and security and enables us to continue with our plans taking us to 2025. The contracts we have from Health and Social Care North Lanarkshire (HSCNL) and South Lanarkshire Health and Social Care Partnership (SLHSCP) provide the main income of the organisation and cover the majority of staff salary and operational costs.

Our thanks go to both our main funding partners for their continued trust in and support of the organisation. We have continued to surpass contract requirements and obligations with compliance across all areas and we have received very positive feedback through the contract monitoring processes. We also note and appreciate the agreement of recurrent funding for Carer Flexible Support from both our main funders and the capacity this creates to support carers in financial hardship. Thanks also to Shared Care Scotland who operate the short breaks fund programmes on behalf of the Scottish Government. As their local delivery partner, Lanarkshire Carers secure the largest proportion of our funding for carers from the Creative Breaks Time to Live fund from Shared Care Scotland. The additional development and delivery allocation associated with this funding has been a welcomed and positive improvement.

Our thanks for their supportive and continued collaboration with Lanarkshire Carers, helping to meet hundreds of carer outcomes. The positive feedback given about our approach, systems, processes, and practice is always reassuring and the positive carer experiences reported demonstrate, without any doubt, the impact of this work. Thanks also to other funders including SCVO, Carers Trust and individuals who kindly donate to Lanarkshire Carers.

Following the election of our new Auditors in September 2022, we have worked with our key contacts at Robb Ferguson to take forward the agreed change/improvement agenda. A full financial review of systems and procedures was conducted in June/July 2022 and the recommendations from this were approved by the Board of Directors on 17 August 2022. The Business and Finance support team has overseen the planning and implementation of this work including actions associated with the banking system, payment of invoices, payment of grants, budget planning and monitoring, knowledge documentation, payroll, income and delegated authority. This is an extensive ongoing project that has supported streamlining and continued due diligence across a growing organisation. The organisation has grown significantly along with changes in financial personnel and treasurer over recent years that provided the opportunity for a comprehensive review. The Board of Directors has oversight and assurance that our internal process ensures they are meeting their responsibilities for overall governance of the charity in accordance with OSCR guidance.

Changes to our financial procedures in response to the changing business needs have enabled us to run more efficiently and manage the increased amount of grant funding and initiatives that we secure, develop and manage for distribution to carers in Lanarkshire.

The move to commercial banking for this has had a significant impact on our capacity to manage this work within very tight timescales. This supports a quick and responsive service to carers, providing the immediate support often required.

Lanarkshire Carers distributed a total of £659,181 grant payments, which is made up of £617,554 cash and £41,627 pledged across several grant funds and initiatives for carers in Lanarkshire this financial year. This equates to £12,676 of direct carer grants per week. The impact that grants have on carers’ lives is evidenced through the extensive evaluation activity and the feedback received. We have a well-established ‘conversation first’ approach to agree support plans that can include grant funding as part of a full support package to meet agreed outcomes.

Lanarkshire Carers staff salary and benefits package reflects our commitment to rewarding staff appropriately and competitively, providing an attractive offer for current and future employees. We have also ensured that staff are supported during the cost-of-living crisis and continue to focus on their health and wellbeing. Like all organisations we are facing increased costs across many budget headings, and this is being carefully managed to ensure the best value and to protect the crucial direct carer support services we provide.

A copy of the Statement of Financial Activities for the year ended 31 March 2023 from the audited accounts has been provided for reference. A full copy of the detailed audited accounts is available on our website. At our annual general meeting we recommended the reappointment of Robb Ferguson for the financial year 2023/2024.

Statement of Financial Activities For the year ended 31 March 2023

	Notes	Unrestricted Fund (£)	Restricted Funds (£)	2023 Total Funds (£)	2022 Total Funds (£)
INCOME AND ENDOWMENTS FROM					
Donations and legacies	2	654,786	1,415,253	2,070,039	2,151,192
Investment income	3	885	-	885	281
Total		655,671	1,415,253	2,070,924	2,151,473
EXPENDITURE ON					
Charitable activities	4				
Charitable Expenses – Objects		376,384	1,459,312	1,835,696	1,527,222
Governance Costs		188,956	-	188,956	146,351
Total		565,340	1,459,312	2,024,652	1,673,573
NET INCOME/(EXPENDITURE)		90,331	(44,059)	46,272	477,900
RECONCILIATION OF FUNDS					
Total funds brought forward		306,770	965,186	1,271,956	794,056
TOTAL FUNDS CARRIED FORWARD		397,101	921,127	1,318,228	1,271,956





CARER TRAINING PROGRAMME

SHORT BREAKS BUREAU

ADULT CARER SUPPORT PLAN

BAME CARER SUPPORT

LEGAL CLINICS

LANARKSHIRE CARERS CALL

VIRTUAL DROP-IN SERVICE

CARER WELLBEING

CARER ACTIVITIES AND EVENTS

CARER CARD

CARERSPACE

YOUNG ADULT CARDS

Registered Office

Ground Floor Left, Princes Gate
60 Castle Street, Hamilton ML3 6BU
Company Number: SC209296
Charity Number: SC029160

Centres

Lanarkshire Carers Centre: Hamilton
Ground Floor Left, Princes Gate
60 Castle Street, Hamilton ML3 6BU

Lanarkshire Carers Centre: Airdrie
Airdrie Locality Support Service
92 Hallcraig Street, Airdrie ML6 6AW



lanarkshirecarers.org.uk

South Lanarkshire: 01698 428090
North Lanarkshire: 01236 755550
Email: info@lanarkshirecarers.org.uk



Board of Directors

Samar Sheikh | Chairperson
Lynn O'Hara | Vice Chairperson
Linda Craig | Treasurer
Liz Beattie | Director
Phil Hughes | Director
Gordon Lennox | Director
Colin Toal | Director

Auditors

Robb Ferguson Chartered Accountants
Regent Court
70 West Regent Street, Glasgow G2 2QZ

Information, advice and support
for people who care

