

**Lanarkshire
Carers Centre**



Annual Report

April 2015 to March 2016





Chairperson's Introduction

On behalf of Lanarkshire Carers Centre Board of Directors I am pleased to present you with our annual report for the financial year 2015-2016.

We are celebrating 21 years of delivering information, advice and support services and making a positive difference to the lives of carers across Lanarkshire. First and foremost I would like to thank each and every staff member, volunteer, and board member for their hard work and dedication to the cause, without whom Lanarkshire Carers Centre simply would not exist. The input of everyone involved has helped the organisation flourish through what can only be described as another challenging year; we've emerged stronger and better prepared for any further challenges we may face.

We have developed a number of our existing services and introduced some new opportunities which you will read about in the main body of the report, which aim to empower carers to effectively continue their caring role. Lanarkshire Carers Centre is proud to have achieved and maintained our Volunteer Friendly award, Healthy Working Lives bronze award and Performance and Quality Assurance System for Small Organisations (PQASSO) Level 1 award. All of these are a testament to the organisations worth and the approach we take to the work we do.

We have continued to support a growing number of carers and have seen an increase in the number of carers registered with the organisation over the last year. This at a time when resources are tight and reporting requirements demanding. Throughout the year, we took the opportunity to reflect on the things that carers informed us really made a difference to them and where we should focus our efforts going forward. Consequently our business plan for the next 5 years has been developed based on what we know, from carers, to be the priorities and issues affecting them. We have asked carers what services they value and have set out in the business plan how Lanarkshire Carers Centre will deliver these going forward.

The integration of the health and social care and the introduction of the new Carers (Scotland) Act 2016 will have huge implications on the services we provide; we must remain vigilant and ready for the impact these changes will have on the organisation. We will continue to work closely with our key funders and partners to ensure we are able to maintain the services we provide.

As a carer led organisation, our Board of Directors consists of carers and former carers and has continued to strengthen in numbers and consequently skills. Many of the trustees have complex caring roles and they govern the organisation based on their in-depth experience of the impact that caring can have on all aspects of life. If anyone is interested in finding out more about any aspect of the organisation please contact us.

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

S. Sheikh

Samar Sheikh, Chairperson

Manager's Report

Lanarkshire Carers Centre is celebrating 21 years of delivering information, advice and support services valued by carers throughout Lanarkshire.

2015/2016 was another busy year, during which our organisational change and development work has been consolidated. The Board of Directors have prepared a business plan for the future that will underpin our work going forward. As a carer led organisation with an established reputation throughout Lanarkshire, we are in a strong position to continue to deliver dedicated carer support services that are quality assured, effective and adaptable. To do this requires continued support from our funding partners North Lanarkshire Council, South Lanarkshire Council and NHS Lanarkshire and on behalf of everyone involved in the organisation I would like to thank them for the financial and other support they provided throughout this reporting year.

Our Vision

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

Our Mission

To ensure that carers in Lanarkshire are well informed, involved, supported and empowered



Lanarkshire Carers Centre's vision, mission statement and values come from people who have dedicated much of their lives to caring for others. They are underpinned by a resilient commitment to place carers at the heart of the organisation and ensure they are engaged in planning and shaping what we do.

I am pleased to present the work of the organisation for the reporting period, providing a flavour of what has been achieved and how this links to the overall aims of the organisation. This annual report highlights only some of the work that we report in detail through the quarterly performance management arrangements with our funding partners.

We continue to operate as an affiliated network partner of Carers Trust Scotland. The Carers Trust is a charity for, with and about carers, working with a unique network of 116 independent Carers Centres to make sure that information, advice and practical support are available to carers. Lanarkshire Carers Centre is involved in the Scotland Working Group and is recognised as an active network partner both at manager and trustee level. We also work in partnership with the other national carer organisations, regularly attending and contributing to, for example, the work of the Coalition of Carers in Scotland.

Lanarkshire Carers Centre Aims

- Carers in Lanarkshire are identified to ensure that they are informed, supported and empowered to manage and sustain their caring roles
- Carers can access breaks from their caring role and enjoy a life outside caring
- Preventative and emotional support is available to carers at an early stage and ongoing throughout their carers journey
- Carers have a voice which is heard, listened to and effective
- Carers receive training and development relevant to their caring role
- Communities and partner organisations are aware of carers and their issues
- Ensure carers are aware of their rights and are recognised and valued as equal partners in care

At our AGM in October 2015 we previewed the carer digital diaries DVD which detailed personal accounts of the difference that Lanarkshire Carers Centre made to individual carers accessing our services. When we asked those who attended the AGM to tell us what they thought they told us the content was powerful, informative, moving, helpful, inclusive and respectful. Carers told us that the film showcased the wide range of support offered to carers and how important this was. This extremely positive feedback is a great example of how Lanarkshire Carers Centre ensures carers have a voice which is heard, listened to and effective. The organisation seeks to empower carers to take a central role in designing, developing and delivering services. This year we have agreed a service user involvement policy which summarises the various ways in which carers can get involved and contribute to the organisation.

Staffing

One of the most valuable resources we have is the highly skilled and professional staff team employed to deliver core and project services. In June 2015, we were able to offer a job placement to one of our volunteers who had previously accessed our services as a result of her caring role. At the end of the job placement we were able to offer employment with the organisation as a Centre Support Worker which is a welcomed addition to the staff team. It is also a wonderful example of our service user involvement policy in action. In September 2015, we started a new project and employed a Chinese Community Engagement Worker and we were joined by a new Training Officer in December 2015. In January 2016, we started a Young Adult Carers Support Worker. The successful applicant for this position was one of the staff involved in our realignment year who returned to the organisation after a period in London. We were also able to retain two further members of the realignment staff team through securing funding for a Volunteer and Respite

Worker and the Board of Directors decision to invest reserve funding in an Information and Communication Technology Development Worker. The Short Break Carers Information Service was extended in North Lanarkshire which has enabled us to look at options for continuing this valuable service and expand it to ensure that carers in South Lanarkshire also benefit.



17

Volunteers provide 3-10 hours of their time each week

Throughout the year we have been joined by a number of new volunteers, taking on a variety of new roles within the organisation and this is something we will look to continue over the coming year. It is a good example of how we might further develop the capacity of the organisation to identify, engage and support an ever increasing number of carers.

Our Staff Team



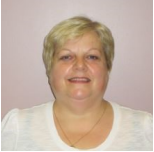
Barbara McAuley
Centre Manager



Helena Kelman
Carer Resource Worker
South Lanarkshire



Pauline Pollock
Information Worker



Avril Whiteside
Steps of Caring
Training Coordinator



Sheena Bogan
Administrative Assistant



Ewan Roy
Young Adult Carer
Support Worker



Karin Thomson
Carer Support Worker
Coatbridge



Jacqui Budris
Carer Support Worker
Airdrie



Shirley Scott
Carer Support Worker
North Lanarkshire



Dian McFadden
Carer Support Worker
South Lanarkshire



Anne Fitzpatrick
SBCIS* Administrative
Assistant



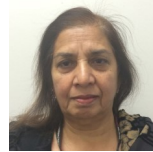
Colin Smith
Carer Resource Worker
North Lanarkshire



David McCord
ICT Development Worker



Liz Findlay
Volunteer & Respite
Development Worker



Parveen Asghar
Blood-Borne Virus
Carer Support Worker



Isbah Khan
Black & Minority Ethnic
Carer Support Worker



Ann Wilson
Centre Support Worker



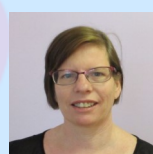
Lorraine Caldwell
Carer Support Worker
Motherwell



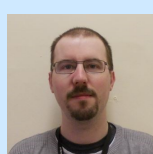
Bobby McBride
Carer Support Worker
Cumbernauld



Julie Lennox
Carer Support Worker
South Lanarkshire



Helen McAllister
SBCIS*
Development Worker



Sammy Pollock
Clerical Worker

*SBCIS: Short Break Carers Information Service

We are currently recruiting a training officer for Lanarkshire Carers Centre.

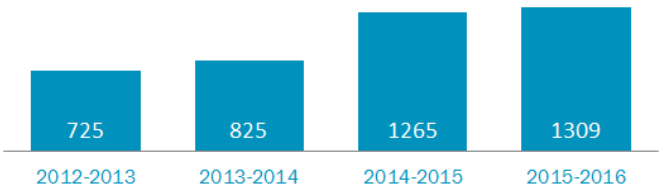


1,309

New Carers engaged with Lanarkshire Carers Centre



Over the last 5 years, we have seen a significant increase in the number of new and existing carers engaging with Lanarkshire Carers Centre to access support.



Increased demand for our services resulted in the need to make some changes within the organisation to support a greater number of carers with the resources we have. At last year's Annual General Meeting, I highlighted some of these changes as well as some of our key achievements. I am pleased to report that carers continue to benefit from the changes made which have allowed us to develop some new and exciting opportunities.

Examples of this include further development of the Carers' Journey framework and our capacity to utilise this good practice to identify carers support needs and ensure that actions and services are put in place to achieve the agreed outcomes. We are working with carers across Lanarkshire to identify, record, review and report on their support needs, including short breaks and emergency planning. We are liaising with our local authority partners regarding the contribution Lanarkshire Carers Centre can make to the new requirements that will accompany the implementation of the Carers (Scotland) Act 2016. This has been a significant investment for the organisation throughout this year and we hope that this will be recognised in the future planning and implementation of provisions in relation to the new legislation.



3,132

Carers accessed our services

- **1,047 South Lanarkshire**
- **2,085 North Lanarkshire**
- **218 BME Carers accessed services**
- **22% Male Carers**
- **78% Female Carers**

There has been a 6% increase in the number of new and existing carers accessing the services we provide. Every carer registered with the organisation received the summer newsletter in September 2015 which highlighted some of our work and provided contact details for further information, advice and support.



6,604

Carers registered with Lanarkshire Carers Centre

This year we have implemented a former carer policy developed in partnership with staff, carers, our main funders and informed by practice from other carers centres. This policy ensures that carers have access to support when their caring role ends or changes. This work has included Moving Forward from Caring as part of our training programme to ensure that carers are appropriately supported at the beginning, during and end of their carer journey.



Over 8,800

Requests for Information on services relevant to carers

Lanarkshire Carers Centre is not defined by a building in Hamilton or a base in Airdrie. Although these premises are important, providing venues for some of our work and a point of contact for carers, our locality work, online presence and outreach activity make us

accessible throughout Lanarkshire. We are successfully reaching out to more carers in different ways to make sure they have access to the information, advice, individual or group support they require. Our Black and Minority Ethnic Carer support project has, for example, supported the delivery of dedicated support to carers from the Polish community within Lanarkshire and recently secured start up funding for a new support group.



356

Carers attended training opportunities

Our comprehensive training programme was delivered following the collation of information gathered from the Training Needs Analysis that again was sent out to every carer registered with the organisation. This is routinely issued to all new carers engaging with the organisation and is also promoted through partnership activities and other events.



- Condition Specific
- Steps of Caring
- Managing the Caring Role
- Health & Wellbeing
- Moving Forward

Lanarkshire Carers Centre also regularly delivers awareness raising presentations to, for example home care workers, carer champions, community organisations and others.

We deliver our services on days and times to suit demand and we respond to transport and access issues some carers may face. We deliver training courses in the evening as part of the programme, carer support groups have evening meetings and other events take place at weekends. Sunday Fun Day, as part of Carers Week in June 2015, was a fantastic social gathering for carers throughout Lanarkshire and received very positive feedback.

Our online presence provides constant sources of information and the opportunity for carers to contact the organisation out with working hours.



The website and social media platforms include an online enquiry facility, training request section and online referral procedures which further enhance access to our services.



£52,000

Creative Breaks funding awarded to carers to take a break from their caring role

This year significant developments were achieved in the range of services we offer carers particularly through the further development of our Short Break Carers Information Service and Respite project. We successfully secured a range of opportunities for carers to take a much needed break from their caring role. Lanarkshire Carers Centre makes a positive contribution to the national development work in relation to these projects and we have strong links in place with Shared Care Scotland. Lanarkshire Carers Centre successfully applied to Shared Care Scotland's Short Break Fund, resourced by the Scottish Government. We have been able to support many more carers in the form of funding for a short break through the Creative Breaks programme. This year we developed a mini break fund as part of this work. Mini breaks have been available since October 2015 with match funding secured in most localities in recognition of the value of supporting carers in this way. In June 2015, we delivered 2 Short Break Information events which were both oversubscribed.



Over 1,000

Carer Registration Cards issued

Our Carer Registration Card continues to be very popular and a number of opportunities have been developed linked to this work. This year we established new legal clinics that enable carers to access a free 20 minute appointment with a lawyer for advice in relation to Power of Attorney, Guardianship and Wills. We have carer foot clinics available in a number of venues and have been able to provide free tasters of our pampering services through our partnership with Pampering on the Move.



Young Adult Carers have been engaging in a number of events and activities provided through Lanarkshire Carers Centre, including a trip to the BBC Scotland studios.

The development of the Young Adult Carer project has successfully engaged a number of young people and plans are in place for the future roll out of a variety of age appropriate activities. The Board of Directors recognise that this is an important piece of work and we must look at ways to continue this work beyond the initial 1 year project funding. Young Adult Carers have unique needs and the project has shown the benefits of engaging with young people, particularly at the point of transition from young carer services, to ensure they continue to access the support required as they continue in their caring role.



Over £6,000

Made from Fundraising and Donations

Lanarkshire Carers Centre receives donations from individuals and groups which all go towards providing the services we offer to carers in Lanarkshire. This can be in the form of cash and gift donations. Throughout the year many individuals and business have made contributions in this way and we really value every one. Our fundraising group also oversee a range of activities which generate funds for the organisation including our 50/50 club.

This year we were delighted that SoundRoutes Singers chose us as their nominated charity and this partnership is proving to be very successful.



435

Carers supported to access Grants and Benefits

- **£97,500 Grant funding obtained**
- **£130,700 Benefit funding awarded**
- **£10,600 Backdated Benefits**

Organisational and Partnership Development

Lanarkshire Carers Centre supports positive partnerships with a wide range of organisations to improve carer experiences and progress shared priorities.

The organisation has reviewed all aspects of our policies and procedures to make sure we meet our responsibilities as an employer and provider of valued carer support activities throughout Lanarkshire.

We made a significant investment in the development and implementation of a new relationship management platform. Our Carers Information System has the capacity required to effectively record, review and report on the workload of the organisation.

Carer Review Survey

Every carer has the opportunity to complete a Carer Review survey. The questions we ask have been reviewed in order to make sure our services meet carers needs and that we gather information that will inform future service delivery. This survey is distributed annually to all carers registered with the organisation. It is sent out by post and also available online. When asked about the difference Lanarkshire Carers Centre services make the surveys returned indicated that:

93% Said their health & emotional wellbeing has improved.

91% Are able to continue in their caring role and feel confident about the future.

78% Said their financial situation has improved.

77% Participated in opportunities to take a break from their caring role

83% Feel less isolated

93% Are better informed

88% Recognise themselves as a carer and feel valued

86% Said their home life has improved

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

Carers are given the opportunity to provide contact details in order for us to follow up with them regarding anything they have disclosed in the survey. These carers are contacted to discuss their comments and suggestions. This also provides the opportunity to re-engage with carers, note any change of their circumstances and highlight new and existing services.

What carers told us	What we have done
Carers sometimes struggle to access services due to the demands of their caring role	Conversations with carers to highlight the importance of looking after their own health and wellbeing. Sharing details of opportunities for short breaks and discussing approaches to other barriers such as transport and availability of replacement care.
Carers in employment need services out with working hours	Promoting our carer support services available out with working hours such as evening and weekend carer support groups, training provision, information events, social activities and our online/ social media platforms.
Carers are not always aware about all of the services we provide	We have implemented the carers' journey/carer support plans across Lanarkshire. This ensures that outcomes are identified relating to many aspects of the caring role and different services identified to meet these outcomes. Importantly, scheduled follow up reviews for each plan will ensure that appropriate support is revisited regularly.
Carers would like more access to information	We are working closely with our partner organisations to increase awareness of Lanarkshire Carers Centre and support inter-agency signposting and referring. We have reviewed our website to make it easier to navigate and produced a comprehensive annual newsletter which will go out to all carers.

Treasurer's Remarks

The financial year to 31 March 2016 has been a year in which we have consolidated the work undertaken in the previous financial year.

The previous year's £109K realignment investment laid the foundation for Lanarkshire Carers Centre to transform the way it operated and ensure that we had systems and processes in place to meet the demands placed on the charity by an ever increasing number of unpaid carers registering for our services (from around 4,500 registered carers 2 years ago, to 6,604 this year).

In the financial year to 31 March 2016 we have continued to invest in making improvements in the way we work and how we record and track our workload with our new Carer Information System software. This bespoke software development, designed specifically for Lanarkshire Carers Centre, will help us record and monitor our workload and also help us to review outcomes for carers to help ensure that we develop our services to meet carers needs.

A full copy of the detailed audited accounts can be requested from our Hamilton Centre and are also available for download from our website: www.prtlcc.org.uk/publications

Net Incoming/(Outgoing) Resources

Net outgoing resources in the year totalled £21,856.

This net outgoing of resources in main, is due to timing differences of when income is received and the lifespan of the project expenditure of the Restricted Funds (projects run by Lanarkshire Carers Centre) straddling the financial year end.

Net outgoing resources of the Restricted Fund totalled £48,194 however there was a net inflow of funds into our Unrestricted Fund of £26,338

Income

Overall income in this financial year reduced from £848,654 in 2014/15 to £749,016 in 2015/16.

The majority of this reduction can be accounted for by last year's £109K realignment funding as mentioned above. Stripping out that funding stream, we have actually seen an increase in the incoming funds of the charity.

Resources Expended

Charitable Expenditure in the 2015/16 financial year increased to £692,057 from £618,505 in the previous year. Again the majority of this increase is a result of timing differences in the lifespan of different projects.

Governance costs increased to £78,815 from £70,169 in the previous year. This has been the result of a change in the accounting treatment of overhead costs of the various projects now being incorporated into governance costs, rather than project costs.

Funds Carried Forward

Unrestricted Funds carried forward amounted to £123,211

Restricted Funds carried forward amounted to £212,701

Overall Funds carried forward amounted to £335,912

Statement of financial activities for the year end 31 March 2016

	Notes	Unrestricted Fund £'s	Restricted Fund £'s	2016 £'s	2015 £'s
Incoming Resources					
Donations, Legacies & Similar Income	3	238,313	510,703	749,016	848,654
Total Incoming Resources		238,313	510,703	749,016	848,654
Resources Expended					
Charitable Expenditure Objects	4	133,160	558,897	692,057	618,505
Governance Costs	5 & 6	78,815	0	78,815	70,169
Total Resources Expended		211,975	558,897	770,872	688,674
Net Incoming/(Outgoing) Resources		26,338	(48,194)	(21,856)	159,980
Total Funds Brought Forward		96,873	260,895	357,768	197,788
Total Funds Carried Forward		123,211	212,701	335,912	357,768

Notes: Please refer to detailed audited accounts.

Thank You

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

Volunteers

Jonathan Sharpe
Aneela Zafar
Asha Latif
Salma Iftkhar
Paul Cowan
Liz McDonald
Pauline Smith
Lesley Law
Lorna Gray
Jan O'Hare
Isabel McQueen
Liz Dornan
Ann Collinson
Anne Loudon
Magdalena Izbinska
Pamela Connor
Jimmy Gray
Joy Chawner
Jane Jackson
Gail Tobin
Gabriela Mitas

Farewells

Lesley Fishleigh
Anna Maria Rossi
Ruby Ng
Ray Gardiner

Special Thanks

Carole Davies
Alison Harvey
Jacqueline Gray
Claire Butters
Tricia Beattie
Theresa McGroarty
Angie Donnachie
Paula Shaw
Candice Matthews
Sarah Tough
Lesley Coin

Many of our Board Members also volunteer with the organisation, donating their time to help in Hamilton, Airdrie and with the delivery of community outreach activities.

Board of Directors

Samar Sheikh Chairperson
Phil Hughes Vice Chairperson
Brian Fitzgerald Treasurer
Jeanette Hodge Secretary
Liz McCann Director
Arlene MacNeil Director
Kevin McGoldrick Director
Liz Seaton Director
Bill Craig Director
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@prtcc.org.uk

Urdu/Punjabi Telephone

07780 926595

Young Adult Carer Line

07746 303612

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

www.prtcc.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.

