

# Lanarkshire Carers Centre



# Annual Report

April 2016 to March 2017

## Chairperson's Introduction



On behalf of the Lanarkshire Carers Centre Board of Directors I would like to present you with our annual report for the financial year 2016-2017.

Lanarkshire Carers Centre develops and delivers information, advice and support services that make a positive difference to the lives of carers across Lanarkshire. This is achieved by working with and for carers enabling them to effectively continue their caring role. First and foremost 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. We faced another challenging year when reduced funding required the restructuring of our workforce to enable the organisation to continue to support carers effectively. I commend everyone for their determination and dedication to the cause that has kept Lanarkshire Carers Centre strong and ensured the continued delivery of our valuable services, evidenced through the increase in carers registered, and the outcomes achieved.

The main body of the report will inform you further on the impact of the changes to our funding and the upcoming tendering procurement of which we have been notified. We have had to restructure and review our services, maintaining existing services and developing new opportunities for carers which you will also read about in this report.

Lanarkshire Carers Centre is proud to have achieved the Performance and Quality Assurance System for Small Organisations (PQASSO) Level 1 award. We are working towards achieving our Level 2 award and recognition of the quality of our work is such an incentive to continue what we do, day in day out.

The significant contribution our volunteers make was acknowledged by Voluntary Action North Lanarkshire and our organisation was winner of Voluntary Action South Lanarkshire's Advice, Support or Campaigning Organisation award earlier this year.

Our evaluation and review activities inform us which services carers value and make a positive difference to their lives, and consequently these are set out in our business plan which Lanarkshire Carers Centre will deliver over the next 3 years.

The integration of health and social care and the introduction of the new Carers (Scotland) Act 2016 has already had an impact on the services we provide and we are working hard to meet increased demand. We will continue to work closely with key funders and partners to ensure the best possible outcomes for carers throughout Lanarkshire.

Six months in to our current operational year has already been full of changes, challenges and choices. Our priority continues to be delivering high quality information, advice and support directly to carers throughout Lanarkshire. We want to continue to work with and for many more carers and ensure that the commitments made within the Carers (Scotland) Act 2016 are achieved.

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 directors 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 do contact us.

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

Thank you

A handwritten signature in black ink that reads "S. Sheikh".

**Samar Sheikh, Chairperson**



## Managers Introduction

Lanarkshire Carers Centre has had a busy and eventful year full of challenges and opportunities. It is my pleasure to present some of the highlights of our work in this annual report.

The focus of our work is always to make a positive difference to carers in Lanarkshire and throughout this year we have been able to evidence that we do this effectively, providing services that are valued. We recognise the need to be flexible, adaptable and innovative. Increased demand for our services, the requirement to make our resources go further and the commitment to continual improvement are at the centre of our decision making and planning. Lanarkshire Carers Centre continues to be in a strong position to deliver the quality assured and integrated information, advice and support services for carers and we look forward to celebrating many more years in Lanarkshire.



Thank you to our funders, whom without this investment we would be unable to do what we do. This annual report will highlight some of the returns that come from this investment and the value for money achieved from the early intervention, preventative and improvement agenda we promote.

## Annual General Meeting 2016

During our AGM in September 2016 we asked carers to give examples of our services they use and what difference this has made to them in their caring role. Carers told us that Lanarkshire Carers Centre helps them:

- Access other services, benefits and community opportunities
- Build confidence and reduces isolation
- Relieve frustrations and anxiety
- Provide the chance to relax and forget for a while

- Improve self worth and provide access to discounts
- Learn new techniques and skills that help them to care
- Communicate more effectively and overcome barriers
- Understand other services better
- Take part in new experiences and meet new people
- Improve health and wellbeing
- Reduce stress and feel able to cope with their caring role
- Take a short break to relax, unwind and put things in order
- Meet and share experiences with people who understand
- Increase awareness and knowledge about their caring role
- Make friends and get time away from caring
- Have fun and take part in enjoyable activities
- Feel welcome in a friendly atmosphere with someone to talk to
- Provide the individual support needed
- Feel listened to and valued
- Improve relationships and given a life back



Lanarkshire Carers Centre's Annual General Meeting, September 2016

The focus for the 2016 AGM was Short Breaks and Respite. During the table discussions we asked carers why it is important to have access to a short break and what would help carers know more about short breaks. Much of what they told us reinforced the comments made about services that make a difference. Carers highlighted that they need something to look forward to and the chance to spend time with other family members and friends. Carers need positive experiences, in which their role and contribution is recognised, valued and supported. We have used this feedback to underpin our work over the last 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.

## Our 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 caring 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

## Staffing & Volunteers

Our highly skilled and experienced staff team is the most valuable resource we have. We welcomed new staff members to Lanarkshire Carers Centre this year. They bring a wealth of skills and experience to the organisation and we are delighted to have them as part of the team. Some staff have moved on and we wish them every success in their future career.

Volunteers at Lanarkshire Carers Centre are important and make a valuable contribution to our work. There are a variety of roles for volunteers and the opportunity to grow and develop new skills throughout the time spent with us. This year a volunteer induction programme was developed and delivered to volunteers at Lanarkshire Carers Centre. New and existing volunteers attended and provided helpful suggestions and feedback on the induction programme, which has been incorporated into our volunteer handbook to support new volunteers in future.

37 Volunteers support Lanarkshire Carers Centre's activities; many of whom are carers and former carers and have a range of backgrounds and experience that complement the organisation. The opportunity to volunteer is an

important part of our service user involvement policy and anyone interested in getting more involved at Lanarkshire Carers Centre is encouraged to consider volunteering as a first step. The volunteer team is multi-lingual, speaking more than 5 different languages between them. This is a great asset to the organisation and enables us, for example, to deliver the Care Talk Service to carers from ethnic minorities. Volunteers bring a wealth of skills and experiences to the organisation and we are delighted to have them on board.



## Our Staff Team (August 2017)



**Barbara McAuley**  
Carers Centre Manager



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



**Carla Maxwell**  
Carer Support Worker  
Short Breaks Link



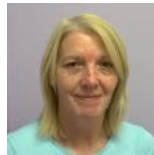
**Avril Whiteside**  
Carer Support Worker



**Sheena Bogan**  
Carers Centre  
Administration Worker



**Dian McFadden**  
Carer Support Worker



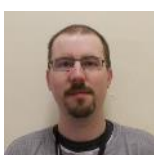
**Karin Thomson**  
Carer Support Worker



**Jacqui Budris**  
Carer Support Worker



**Gail Fulton\***  
Carer Support Worker



**Sammy Pollock**  
Carers Centre Support  
Worker



**Anne Fitzpatrick**  
SBCIS\*\* Carers Centre  
Administrative Worker



**Colin Smith**  
Carers Centre  
Depute Manager



**David McCord**  
Carer Resource and  
Communications Officer



**Liz Findlay**  
Carer Support Worker  
Volunteer and Respite  
Development



**Adrienne Lennon\***  
Carer Support Worker



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



**Ann Wilson**  
Carers Centre Support  
Worker



**Lorraine Caldwell**  
Carer Support Worker



**Bobby McBride**  
Carer Support Worker



**Julie Lennox**  
Carer Support Worker



**Helen McAllister**  
SBCIS\*\* Development  
Worker

\* New members of staff who have recently joined Lanarkshire Carers Centre

\*\* SBCIS: Short Break Carers Information Service

## Performance Reporting

Lanarkshire Carers Centre submits detailed monitoring reports to our funders, providing a profile of the carers we support and details of the information, advice and support services delivered and the outcomes achieved. This includes our high volume activities and details of the specialised, intensive and ongoing support services.

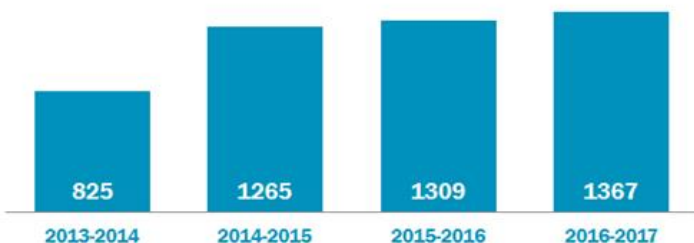


**1,367**

**New carers engaged with Lanarkshire Carers Centre**



The number of new carers registering with Lanarkshire Carers Centre has increased over the last 4 years:



In each report, details are provided on the total number of carers registered with Lanarkshire Carers Centre and the number of new carers identified within that reporting period.



**7,414**

**Carers registered with Lanarkshire Carers Centre**

- 12% increase since previous year
- 35% increase since March 2015

We continually review our records when carers no longer need to use our services/change in circumstances. The figures reported therefore include a number of people whose caring role has changed or ended. Lanarkshire Carers Centre supports people throughout this period and provides information, advice and support to help them adjust, consider new opportunities and move on to services better able to meet their needs.



**3,882**

**Attendances at 29 Carer Support Groups throughout Lanarkshire**

Towards the end of 2016, we conducted a review of all the carer support groups we facilitate which helped us plan resources more appropriately. The groups normally meet on a monthly basis and have varied programmes of guest speakers, activities and discussions. They deliver the information, advice and support carers need in a setting where they feel comfortable to ask questions and share experiences with people who understand. Some groups are generic, others are aimed at specific carers groups such as parent carers and male carers. We also facilitate two condition specific focus groups. Two of the groups provide bi-lingual support making them more relevant and accessible. This year we have also been part of the multi-agency response and development of activities at South Lanarkshire Autism Resource Co-ordination Hub (ARCH) providing carers support input and other services.

Many of the groups operate/take part in activities that take place in the evening and weekends. Our Young Adult Carer Group visited the Scottish Parliament and a tour of the BBC. The male carer group attended a football match and took part in indoor bowling. The Airdrie and Clydesdale groups organised a number of fundraising activities. The Coatbridge group met with a local MSP, and the groups in Cumbernauld had pampering days. Some of the groups received foot care awareness and the International Women's Group learned to ride bikes.



Carers who attend our International Women's Group took part in Cycling Training at Strathclyde Country Park.



**349**

**Carers attended training opportunities**

Lanarkshire Carers Centre training programme provides support to carers at the beginning, during and end of their caring journey. The courses and opportunities delivered address information and support needs, condition specific topics and issues that regularly affect carers such as back problems, sleep deprivation, loss of identity and self-confidence, stress and anxiety. The programme provides opportunities to learn new skills, improve health and wellbeing, make new friends, feel less isolated and more able to care.



Quotes from training evaluations included:

*“Really enjoyed this course. I feel more confident and able to administer first aid now.”*

*British Red Cross, Introduction to First Aid*

*“Initially I did not know what to expect from this course but have found it extremely beneficial and enjoyed the experience thoroughly”*

*Steps of Caring*

*“Great session. Very beneficial and informative”*

*Legal Workshop for Parent Carers*

*“We have a future. We need to learn how to deal with our situation. We are all dealing with problems, some similar, some different, but talking to people can help”*

*Moving Forward from Caring*

Our training programme takes place in community venues throughout Lanarkshire on days and times that suit carers. We always ask carers about their training requirements. A training needs analysis can be completed throughout the year online and in hard copy.



**4,600**

**Requests for information and advice for carers**

- 13,200** visits to our website
- 2,263** online subscribers to our eNewsletter
- 901** people liking our Facebook page
- 938** following us on Twitter
- 27** Young Adult Carers joined our facebook group

Our website provides a user-friendly experience for anyone who wants to access information and contact us in this way. We have expanded the use of online facilities enhancing our phone in, drop in and outreach access points.

The number of new visitors to our website increases each quarter as well as the number using a hand held device for access. We are able to report on some of the outcomes from visiting our website, online requests, enquiries and referrals. Carers can now apply for a Lanarkshire Carers Centre Carers Registration Card online and upload their photograph. This has greatly improved the efficiency of the work involved in administering this resource for carers. Lanarkshire Carers Centre’s Twitter and Facebook platforms help us to share information, raise awareness and celebrate achievement on a daily basis. Anyone who can engage with us in this way is encouraged to do so. Young Adult Carers communicate and share information through their own dedicated facebook group providing an extremely valuable way of quick and effective communication and peer support. We know from carers that it improves engagement and encourages participation. For those who choose not to engage with us in this way, all Lanarkshire Carers Centre staff can help carers access the information, advice and services they require. We have a full range of information leaflets that are widely distributed. Lanarkshire Carers Centre Summer/Winter newsletter was distributed to over 7,000 carers and to community venues and partners. Staff regularly participate in information events organised by partner organisations and share information through presentations, events and other outreach activities

Carers can contact us in relation to a single enquiry or service. This initial conversation can result in more in-depth information, advice, support and details of other services we provide. This one-stop shop approach has many advantages for carers who tell us that it is not



helpful to have to go through multiple contact points as they have to tell their story over and over again. Our aim is to stop that cycle by providing integrated services and identifying solutions in partnership with carers.

We ask carers at the initial point of contact if they are aware of their right to an assessment of their own support needs. The vast majority are not aware and we will explain this to them and offer information about this as part of our conversation. The Carers (Scotland) Act 2016 will soon be implemented and the importance of this awareness raising and support will increase.



**£6,763**

**Made from Fundraising and Donations**

Lanarkshire Carers Centre recognises that we need to look for innovative ways to raise funds and encourage individual and group donations. These make a valuable contribution to our work. Thank you to everyone that has contributed to the organisation over the last year by joining the 50/50 club, giving a raffle prize, buying a ticket, bringing in cakes, biscuits, recycling, purchasing from the shop, making a cash donation or giving your time to help with our work. Your contribution makes a difference to carers in Lanarkshire.



Staff from Lanarkshire Carers Centre raising funds and providing information on centre services at SoundRoutes Singers Summer Concert in June 2016.

Our partnership with SoundRoutes Community Choir continues and has raised money and awareness over the last two years. This partnership supports the organisation, our carers choir, our Respite project and our Carers Registration Card. The singing at our AGM last year was warmly welcomed and we know from the carers involved in our singing workshops the feel good factor this promotes. Lanarkshire Carers Centre Choir is developing well and we know that it is enjoyed by everyone taking part.



**£58,692**

**Creative Breaks funding in direct grants to carers**

With the support of the Health and Social Care Integration Fund in South Lanarkshire, our Short Break Carers Information Service became Lanarkshire wide in April 2016. This, along with continued funding from North Lanarkshire Council, NHS Lanarkshire and the Community Capacity Building and Carer Support Programme funds this work currently in place until March 2018.

## CREATIVE breaks

Lanarkshire Carers Centre successfully secured one of the largest Creative Breaks Time to Live awards in Scotland. This has supported 147 carers to access a short break that meets their individual needs and circumstances. The individualised and intensive nature of this work and the administration of this fund is a resource intensive part of our work. It requires to be closely monitored to ensure compliance and reporting requirements. It brings to Lanarkshire a large sum of money that goes directly to carers to help improve their quality of life.

The feedback we received confirms that this is time and money well spent. Carers tell us how important these opportunities are to them and their families. We would like to thank our many partners for their valuable contribution to this work.



**Short breaks fund**

## Partnership Working

Lanarkshire Carers Centre works in partnership with many organisations across Lanarkshire. Inter-agency signposting and referral pathways are in place to improve identification of and support to carers and to help carers address the issues that are important to them.



**1,700**

**Carer Registration Cards issued**

Over **2,300** carers have a Lanarkshire Carer Centre Carers Registration Card



25 businesses and partners currently participate in the Carer Registration Card discount scheme and new providers enquiring regularly about joining the scheme.

**89** carers attended Legal Clinics

Lanarkshire Carers Centre 's partnership with New Law Scotland provides carers with access to a free 20 minute appointment with a lawyer to discuss any aspects of their caring role. This can include, Guardianship, Power of Attorney and will writing.

### Issues Carers Face



Lanarkshire Carers Centre has worked in partnership with carers for many years to facilitate conversations that identify the issues affecting them and how to address these. Built on the good practice established through the carers journey and supported by our comprehensive bespoke Carer Information System, this work has the potential to ensure that Lanarkshire sets the benchmark in the roll out of this work as the Carers (Scotland) Act 2016 is implemented in April 2018.

**844**

**Carers Journey/Support Plans completed**

- 573 North Lanarkshire Carers
- 271 South Lanarkshire Carers

We have worked very hard to inform our health and social carer partners of our work in this area and the contribution it will make to the new duties that accompany the act.

The staff team at Lanarkshire Carers Centre are managing larger and more complex caseloads and regularly receive feedback of the difference their support makes. Our adult carer support planning process helps ensure the quality of our work, helping carers to manage their unique personal situations in a way that is right for them. We use an asset-based approach to our work with and for carers to find solutions and make life better.

### Outcomes from Information, Advice and Support



### Evaluation and Carer Review

The ongoing monitoring and evaluation of our services through the carer review process, evaluation activity and consultation work has kept our business and operational plans relevant and

meaningful. Lanarkshire Carers Centre is a community-led organisation, run by carers for carers and our service user involvement policy ensures that there are many ways for everyone to contribute and shape services.

## Restructuring

Throughout the past year Lanarkshire carers Centre has faced unprecedented resource challenges that has had an impact on a number of our work areas. This has required a restructuring of the organisation to reflect the current funding levels and work priorities. Throughout this time, we have continued to deliver frontline services as demand continues to grow.

We will continue to work with and for carers to develop and deliver services that make a positive difference to the lives of carers in Lanarkshire. In January 2016 the Board of Directors of Lanarkshire Carers Centre issued a statement to ensure that carers were kept informed of issues affecting the organisation.

The importance of the Carers (Scotland) Act 2016 and Health and Social Care Integration demands further change. We will continue to robustly defend the services that we know make a positive difference to the lives of carers living in Lanarkshire.

- 93%** Said their Health and Wellbeing had improved
- 92%** Are able to continue in their caring role and feel confident about the future
- 46%** Said their financial situation has improved
- 40%** Participated in opportunities to take a break from their caring role
- 52%** Feel less isolated
- 56%** Are better informed
- 90%** Recognise themselves as a carer and feel valued
- 87%** Said their home life has improved
- 98%** Would recommend Lanarkshire Carers Centre to anyone needing help with their caring role

## Carers Health and Wellbeing

Carers can sometimes overlook their own health and wellbeing, being too concerned about the person(s) being care for. More than 50% of the new carers we identify each quarter report their own health concerns. Mental Health conditions always feature highly, which can be linked to the stress, anxiety and isolation carers can face. Lanarkshire Carers Centre develops services that relieve stress, reduce isolation and promote health and wellbeing. The Independent services we provide in partnership, including pampering and foot clinics throughout Lanarkshire receive very positive feedback. They enable carers to take some time out, think about themselves and relax in surroundings where they can also access information, advice and support in relation to their caring role.



*Pampering treatments were offered to carers at our Carers Week Event in June 2016*

In October and November 2016 we delivered a number of health and wellbeing open days and evenings. These took place over 12 evenings and 4 Saturdays in our Hamilton centre and Airdrie base. This ensured that carers who find it difficult to access services during the day were able to attend. Following on from the success of this, at the beginning of 2017 we delivered Wellness Wednesdays and Therapy Thursdays to encourage carers to think about their own health needs. In partnership with NHS Lanarkshire Keep Well team we offer carers a free 30-minute health check appointment in a welcoming and supportive environment. The uptake of this has been high with many carers engaging for the first time or re-engaging due to a change of circumstances. The outcomes from this work highlight both the relevance and effectiveness of this partnership.

92 carers attended Keep Well Health Checks

122 carers received weekly telephone calls through our Care Talk service delivered by volunteers

## Enabling Social Connections, Happiness and Wellbeing



We often evidence the difference Lanarkshire Carer Centre makes and share the stories that carers have taken the time to tell us. We appreciate greatly that even although life can be challenging carers still make the effort to share with us the impact our services have had on them and their families.

One of the things we want to highlight more is the value placed on opportunities when carers can relax, have fun, laugh and make new friends. Our Carers Week programme provides great examples of this. Step Out Saturday in June 2016 brought together over 80 Carers, their family and friends. They shared cultural music, dance, and many other activities on the day, thoroughly enjoyed by everyone. Coffee mornings, afternoon teas, and other social gatherings arranged with carers across Lanarkshire were also enjoyed by all.

This year all carer support groups took part in social outings at Christmas, enjoying a meal together, the theatre, a pantomime, in door bowling and other entertainment. Over 400 carers accessed these activities.

The Young Adult Carers group took part in music workshops and went on an outdoor experience residential in the summer taking on new challenges, learning new skills and most importantly 'having a laugh'.

Carers often tell us that without Lanarkshire Carers Centre and the other carers they have met they simply would not have the opportunity to do such things that make such a difference to their quality of life. Carers find out about Lanarkshire Carers Centre because other carers tell them, demonstrating the value placed by carers on the service they have accessed and the impact this has had.

## Lanarkshire Carers Centre at its Best



Lanarkshire Carers Centre is delighted to have achieved our Carer Positive Award in August 2016, becoming one of the growing number of carer positive employers in Scotland. As a carer organisation we have always been aware of the importance of supporting our own employees with caring responsibilities. A high proportion of our staff and volunteer team are carers and we recognise the benefits for everyone in ensuring that they have the flexibility that a caring role can require. We were therefore pleased to have our practice endorsed in this way.

Lanarkshire Carers Centre has the Performance and Quality Assurance for Small Organisations (PQASSO) Award at Level 1. This quality assurance award was a Carers Trust requirement of network partners. Our external assessment for the renewal of our award will take place shortly. Designed specifically for the voluntary and community sector, PQASSO is the most commonly used quality systems in the UK and is increasingly being used internationally.

Our volunteers were nominated for a VANL Voscars award and those who attended enjoyed the awards ceremony and hearing all the powerful stories about the work of volunteers.

This year, Carers Trust and the Marsh Christian Trust presented the Marsh Award for Carers for the sixth consecutive year, to reward carers or former carers for their outstanding contribution to volunteering. We were delighted that one of our volunteers was the regional winner of this award. We continue to be a Volunteer Friendly recognised employer. Volunteering has a significant social value, providing the chance for people to share their experience and build their confidence and

skills through helping others. It is important that Lanarkshire Carers Centre can demonstrate that we are good at involving, managing and supporting our volunteers.



Winner of Vaslan's Third Sector Awards for Advice, Support or Campaigning organisation.

Lanarkshire Carers Centre was nominated and won overall winner of Vaslan's Third Sector Awards for Advice, Support or Campaigning organisation. Representatives attended the awards ceremony in November 2016.

We received an international visit from the staff at the carers centre in Helsinki, Finland, interested in learning from our BME project and how we engage and meet the need of carers from BME communities. This visit, facilitated by MECOPP, was a welcomed opportunity to share practice and learn from colleagues from another country.

Lanarkshire Carers Centre was invited by Carers Trust to present at their annual UK conference with colleagues from England, Wales and Northern Ireland interested in finding out more about our Short Break and Respite work. This showcase of our work received very positive feedback and helped secure new breaks for carers in Lanarkshire at an award-winning venue.

Lanarkshire Carers Centre continues to operate as a Healthy Working Lives Bronze award employer and benefit from the focus this provides. This work supports and informs many activities and services. An interactive workshop for staff in February 2017 aimed at helping the conversations about mental health in the workplace and the stigma surrounding mental health. Further activities include hydration week, staff wellness sessions, health eating, and access to literature.

## Treasurers Remarks

The statutory accounts show a robust set of figures with overall income having increased from £749,016 in 2015/16 to £806,340 in 2016/17 and a net inflow of resources of £21,183 for the year, compared to a net outflow of resources of £21,856 in the previous year.

Our Short Breaks Carer Information Service continued to develop strongly and much needed respite services for carers were maintained for another year through partnership initiatives such as “Pampering on The Move” with Caring for Carers and funding from North Lanarkshire Council to offer a number of free therapies to carers in need. We were also lucky enough to receive an increase in the grant funding awarded by Shared Care Scotland for our “Creative Breaks” initiative and I believe that the amount awarded to us, was the largest in Scotland. This has allowed us to provide grants to more carers than ever before and give carers a helping hand to obtain some well earned respite in their caring roles.

The whole way of structuring Health and Social Care services in Lanarkshire is currently being integrated, with the aim of providing a more efficient service to everyone who uses those services. We need to ensure that the current process of integration, delivers not only cost savings to our funding partners, but actually delivers a benefit to carers in Lanarkshire if the process is to be considered a success. Everyone involved with Lanarkshire Carers Centre wants to see the process be successful so that we can enhance and build upon the strong working partnerships and services that Lanarkshire Carers Centre has developed over the past 20 years throughout Lanarkshire. My thanks go once again to all of our main funding partners for their continued support.

A copy of the Statement of Financial Activities for the Year Ended 31 March 2017 from the audited accounts has been included for reference. A full copy of the detailed audited accounts will be available from the office if requested and will also shortly be available for download from our website [www.lanarkshirecarerscentre.org.uk](http://www.lanarkshirecarerscentre.org.uk)

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

Total net incoming resources in the year totalled £21,183. Net incoming resources to the Restricted Fund (projects run by Lanarkshire Carers Centre) totalled £4,949 and there was a net inflow of funds into our Unrestricted Fund of £16,234.

### **Income**

Overall income in this financial year increased to £806,340 in 2016/17 from £749,016 in 2015/16. The main areas of increase in funding were to our Short Breaks Information Service and to our Shared Care Scotland Creative Breaks/Mini Breaks grant service where we have been particularly successful in facilitating various forms of respite for local carers.

### **Resources Expended**

Charitable Expenditure in the 2016/17 financial year increased to £697,706 from £692,057 in the previous year. Timing differences in the lifespan of different projects can affect the amount of resources expended in any particular financial year. Governance costs increased to £87,451 from £78,815 in the previous year. Almost all areas of our overheads have gone up in cost in the past year, but additional investment was put into IT support and HR support during this year.

### **Funds Carried Forward**

Unrestricted Funds carried forward amounted to £142,944  
Restricted Funds carried forward amounted to £214,151  
Overall Funds carried forward amounted to £357,095

## Statement of financial activities for the year ended 31 March 2017

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.

	Notes	Unrestricted Fund £'s	Restricted Fund £'s	2017 £'s	2016 £'s
<b>Incoming Resources</b>					
Donations, Legacies & Similar Income	3	255,636	550,704	806,340	749,016
<b>Total Incoming Resources</b>		<b>255,636</b>	<b>550,704</b>	<b>806,340</b>	<b>749,016</b>
<b>Resources Expended</b>					
Charitable Expenditure Objects	4	151,951	545,755	697,706	692,057
Governance Costs	5	87,451	0	87,451	78,815
<b>Total Resources Expended</b>		<b>239,402</b>	<b>545,755</b>	<b>785,157</b>	<b>770,872</b>
Net Incoming/(Outgoing) Resources		16,234	4,949	21,183	(21,856)
Total Funds Brought Forward		123,211	212,701	335,912	357,768
<b>Total Funds Carried Forward</b>		<b>139,445</b>	<b>217,650</b>	<b>357,095</b>	<b>335,912</b>

## 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  
Liz McDonald  
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

### Farewells

Helena Kelman  
Ewan Roy  
Pauline Pollock  
Shirley Scott  
Gabriela Mitas

### 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  
**Ailsa Tweedie** Director  
**Margaret Moncrieff** Co-opted 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

### Young Adult Carer Line

07746 303612

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

[www.lanarkshircarerscentre.org.uk](http://www.lanarkshircarerscentre.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.

