



Lanarkshire
Carers

Annual Report

April 2020 to March 2021

Partnership through the
Pandemic

Introduction

It seems quite surreal thinking back to April 2020. We thought at first that working from home was going to be short-term and the pandemic would be quickly under control. However, throughout this reporting year (1 April 2020 to 31 March 2021) and beyond, the challenges we have all faced have sometimes felt insurmountable. Lanarkshire Carers staff team and volunteers heard from carers on a daily basis about how important it was we were still there to inform, advise and support them. We listened carefully and took action.

In the last month of this operational reporting year, March 2021, Lanarkshire Carers experienced the highest demand for our services ever recorded. Everyone demonstrated a committed, flexible and adaptable approach in our response, which has kept us going throughout the year. A year during which carers have stepped up and stepped in, with increased caring roles; more crucial, demanding, isolating and sometimes more overwhelming than ever before.

Lanarkshire Carers priority, as always, was to make sure we were there when carers needed us. "Still here to help" was our key message and we did this by doing things differently to keep everyone safe as we continued existing services and took on new work to contribute to the response.

The number of unpaid carers and their input, throughout this time, needs special recognition. The existing support systems, and the people it supports, would not have coped without these carers. The ways in which the pandemic has affected the emotional and physical wellbeing of carers must also be taken into account. The impact of caring through COVID-19 has been far-reaching and extremely intense for many new and existing carers.

We want to make sure carers' voices are heard and that they receive the recognition and support they need and deserve.

We are very proud of Lanarkshire Carers – of each staff member, volunteer, and board member - for everything they have done this year. We continue to demonstrate how resilient, flexible and adaptable our organisation is. We were ready for the unexpected and we have continued to develop and innovate. We value every phone call, conversation, activity, follow-up and plan that has made a positive difference to the lives of carers in Lanarkshire. This is why Lanarkshire Carers exists, our purpose, vision and mission.

A massive thank you to every carer in Lanarkshire for everything you do. Those known to us, and those who are not. Lanarkshire Carers is committed to supporting you in any way we can to help you look after yourself and continue to care. Carers matter, carers need to be recognised, listened to and valued.

We are pleased to present this annual report to highlight our year and the important work we do to providing information, advice and support to people who care.



Samar Sheikh
Chairperson

S. Sheikh



Barbara McAuley
Chief Executive Officer

Barbara McAuley

Information, advice and support for people who care

The services provided by Lanarkshire Carers remain vital to carers, particularly with many struggling to cope throughout the pandemic. The meaningful conversations we have with carers and the personal outcomes we help them to identify and achieve continue to make a positive difference to their lives. This is evident in the feedback we receive from carers as part of their continued Adult Carer Support Plan, through conversations or as comments, feedback and thank you messages we regularly receive.

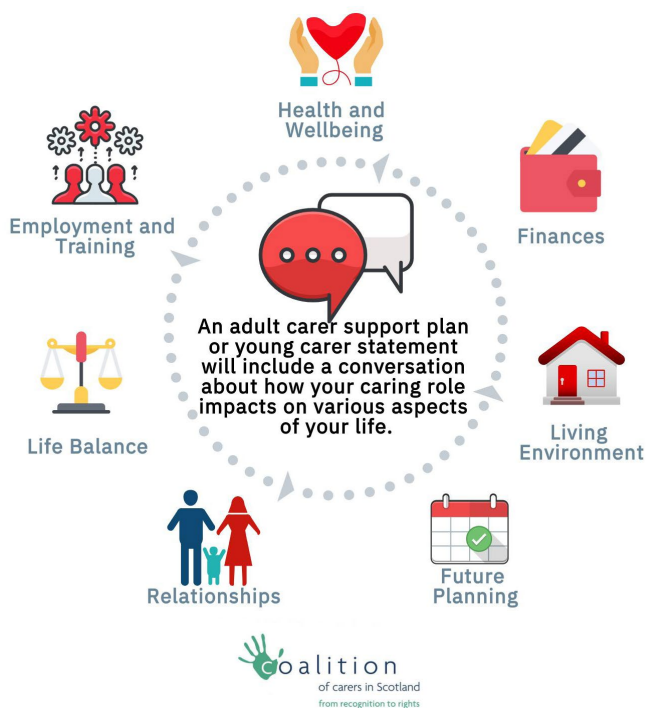
This has been our busiest year to date in terms of identifying, engaging and supporting carers. This is in addition to the many activities the organisation has carried out to collaborate, develop and raise carer awareness in the wider community.

The duty on local authorities to provide Adult Carer Support Plans was temporarily relaxed due to the coronavirus pandemic to allow them to prioritise support where they felt it was needed most. Lanarkshire Carers understand and recognise the efforts of unpaid carers in supporting the most vulnerable members of society. This caring role has been more important than ever due to the upheaval of everyday life over the past 18 months. Due to the impact of restrictions including social distancing and the economic effects of the nationwide lockdown, the risk of unpaid carers being disproportionately affected as a result was identified. The impact of COVID-19 on carers has been widely researched and recognised along with the important contribution carers have made throughout the pandemic.

Every member of staff at Lanarkshire Carers knew that it was important our services continued. We also knew that good conversations with carers mattered and we increased our Adult Carer Support Plan activity throughout the year. Lanarkshire Carers enhanced our services to ensure carers felt connected, valued and supported during this time.

We invested significantly in robust digital solutions to enable us to provide an uninterrupted service for carers from the

start of lockdown. Online and telephone contact became our primary methods of engagement and carers were able to continue to get in touch with us when they needed to. Our staff team were immediately available to talk to, listen to and support carers. We were on hand and accessible through our main contact numbers as well as many existing and newly developed online channels.



Summarising 12 months of achievements in one report is not an easy task, particularly with the current pace of change and the volume of work we have undertaken. Our focus remained on identifying, engaging and supporting carers, adapting to change, embedding our new ways of working and developing our service for the benefit of carers. Now (September 2021) with COVID-19 restrictions beginning to ease across Scotland our focus is shifting towards recovery and remobilisation. In this report we have outlined just some of our activities each month throughout the reporting period, highlighting our key achievements and successes, as well as some of the challenges carers experienced and how we responded.

Our Year In Figures

2,211

new carers in contact with Lanarkshire Carers (877 North Lanarkshire, 1334 South Lanarkshire)

10,668

carers known to Lanarkshire Carers (5,751 North Lanarkshire, 4,917 South Lanarkshire)

6,057

carers accessing one or more of our services (2,959 North Lanarkshire and 3,098 South Lanarkshire)

1,309

Adult Carer Support Plans progressed (520 North Lanarkshire and 789 South Lanarkshire)

North Lanarkshire

877

New carers identified

2,959

Carers engaged and supported

17,406

Services accessed by carers

520

Adult Carer Support Plans (ACSPs) progressed

Black, Asian, Minority Ethnic Carers (BAME) North Lanarkshire

New carers identified	31
Carers engaged/supported	173
ACSPs progressed	82

Coatbridge

New carers identified	149
Carers engaged/supported	436
ACSPs progressed	74

Bellshill

New carers identified	116
Carers engaged/supported	429
ACSPs progressed	55

Motherwell

New carers identified	137
Carers engaged/supported	478
ACSPs progressed	92

Cumbernauld

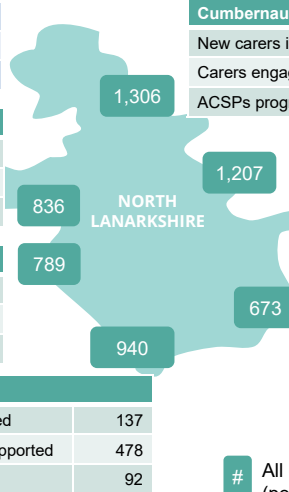
New carers identified	199
Carers engaged/supported	657
ACSPs progressed	134

Airdrie

New carers identified	168
Carers engaged/supported	580
ACSPs progressed	94

Wishaw/Shotts

New carers identified	108
Carers engaged/supported	379
ACSPs progressed	71



All carers known to Lanarkshire Carers (per locality area) 5,751 in total

South Lanarkshire

1,334

New carers identified

3,098

Carers engaged and supported

18,914

Services accessed by carers

789

Adult Carer Support Plans (ACSPs) progressed

Hamilton/Blantyre

New carers identified	413
Carers engaged/supported	1040
ACSPs progressed	249

Rutherglen/Cambuslang

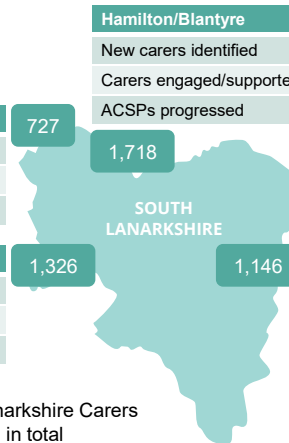
New carers identified	184
Carers engaged/supported	435
ACSPs progressed	152

East Kilbride/Strathaven

New carers identified	400
Carers engaged/supported	893
ACSPs progressed	217

Glydesdale

New carers identified	337
Carers engaged/supported	730
ACSPs progressed	171



All carers known to Lanarkshire Carers (per locality area) 4917 in total

Black, Asian, Minority Ethnic Carers (BAME) South Lanarkshire

New carers identified	26
Carers engaged/supported	105
ACSPs progressed	60



Caring and Coronavirus

With public information and guidance around Coronavirus (COVID-19) changing on a regular basis, we updated and shared information from local and national sources via our website, social media channels and through electronic mailers with carers, including professionals engaging with carers also. Weekly updates to our staff team were provided to ensure we could share relevant, up to date information with carers and professionals engaging with us.

29,758
visits to our website

“Thank you so much, I was so worried about how I was going to get shopping. I don’t need to worry now”



Partnership Working

Many of the services that carers and those they care for access regularly were impacted by the pandemic and carers were sometimes struggling to cope. We reviewed referral pathways regularly with partner organisations to ensure carers could continue to access the right support at the right time if they needed it. A number of new services were introduced and we proactively developed partnerships to ensure the needs of carers were understood and addressed. Information and resources were shared with carers throughout, linking them with local community responses. This included working closely with many local community and national organisations that were coordinating a response to the pandemic.

1,192
carers signposted to, referred to, or told about the role of partner organisations

“Between the information and links you’re emailing me, I really appreciate your help. You don’t know how grateful I am that you’re there. Thank you so much.”



Carer Wellbeing Calls

From the start of lockdown we increased our regular outgoing call service. Staff contacted many carers in the first few weeks to check in and help. We invested in our volunteer team to support the demand for this service, which continues to be a lifeline for many carers across Lanarkshire. This service is available in a number of languages.

1,945
wellbeing calls made



Personal Protective Equipment (PPE)

Unpaid carers access to PPE moved from the NHS National Services Scotland to local hubs being responsible for the provision. We worked closely with South Lanarkshire HSCP to put in place triage systems for carers needing to access PPE and to support those who may not have been eligible. In North Lanarkshire, we supported carers to access PPE through their local hub and with how to manage if they were not eligible.

901

requests for Personal Protective Equipment (PPE) received

“ I appreciate all the information and support given to me around accessing PPE



Creative Breaks Time to Live

Access to short break opportunities remained vital for many carers throughout the pandemic. Lanarkshire Carers received an extra £11,375 worth of Creative Breaks Time to Live funding, from Shared Care Scotland, to enable those caring for someone under the age of 21 to apply. This temporary relaxation was in place until end of July 2020.

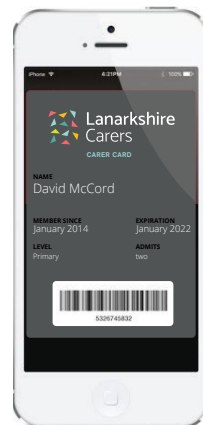
1,122

carers in Lanarkshire benefitted from grant funding



Lanarkshire Carers Carer Card

Due to the increased demand for our Carer Card and no access to card printing facilities, we introduced a temporary electronic version of the Carer Card. Funding secured through The National Lottery Community Fund helped us to introduce a more robust, longer-term digital solution for carers, which is now operational.



2,716

digital carer cards issued to date

“ I find the digital card great. It's easy to use and quick to re-register.



Carers Emergency Fund

Lanarkshire Carers Short Breaks Bureau continued to be a high performing, trusted local and national delivery partner distributing funding and other vital support throughout the pandemic. Funding secured from Carers Trust meant we could administer emergency grants for carers locally with additional funding awarded by the Scottish Wellbeing Fund via SCVO to meet demand. Examples of emergency items included replacement washing machines, fridge freezers, laptops, tablets and phones, beds, funding for food and travel expenses.

£16,300
worth of emergency grant funding awarded to carers

“ *Thank you once again for making daily tasks a lot less stressful* ”



Volunteering

The importance of our volunteers and the support they provide is vital to the success of our organisation. Lanarkshire Carers' new Volunteering Strategy was published, setting out our intentions for ensuring the best experience for those volunteering with us and recognising the importance of volunteering to our services, staff and carers. Our volunteers' contribution has been crucial throughout this year and is very much part of our future plans for increased capacity.

278
volunteer hours donated by 14 volunteers



Staff Health & Wellbeing

Lanarkshire Carers COVID-19 response involved the development of an adapted service delivery model to support home working with digital and online delivery. Whilst our staff continued to work at home during the pandemic, we introduced our 'Working from Home Principles' to maintain and promote staff health and wellbeing. We remained connected as a team using digital technology and online collaboration tools such as Microsoft Teams and Workplace to engage with colleagues and support each other.

“ *I have felt very supported making the transition to working at home.* ”





Anticipatory Care Planning and Emergency Planning

We provide anticipatory care plans and emergency plans to carers across Lanarkshire based on carers needs. In addition, Lanarkshire Carers worked closely with NHS Lanarkshire to design systems to enable us to become the single point of access for the third sector in South Lanarkshire. We continue to work in partnership with Equals Advocacy, who are the single point of access for Anticipatory Care Plan (ACP's) in North Lanarkshire and are respectively part of the Lanarkshire digital ACP programme with the three primary care practices that are participating.

49

Carers referred for legal telephone appointments

JUNE 2020



Young Carers

As the delivery partner for Lanarkshire, we secured an additional £11,890 worth of Creative Breaks Time to Live funding through Shared Care Scotland to award breaks for Young Carers. We continue to work in close partnership with Action For Children and other organisations across Lanarkshire to promote this fund and increase the number of grant funding applications received from young carers.



Restructure and Change

Our contract to provide integrated engagement, empowerment, information and representation services for South Lanarkshire Health and Social Care Partnership started with two new staff members joining the team from the previous provider. Lanarkshire Carers delivers a range of Carer Voice and Engagement activities, which further complements the work we have always done to support carer participation and involvement. Lanarkshire Carers Connected is a new carers forum and is open to all South Lanarkshire carers known to our organisation as well as those carers known to our partner organisations and those who are not accessing carers services. Lanarkshire Carers welcome that this work provides a further platform through which to share carer insights and experiences. This helps to shape and influence decision-making, service development and provision at local and national level.



Carers Week 2020

Carers Week was a great success, making carers feel visible and celebrated. Lanarkshire Carers delivered 17 virtual sessions focusing on improving carer health and wellbeing. This included online sessions of yoga, mindfulness and an introduction to Living Life to the Full. 102 carers took part across the week-long programme.



Carers Week this year was the highlight of the year for me. It kept me focused and made me smile throughout



Volunteers Week 2020

Lanarkshire Carers held our first virtual Volunteers' Week. The significant contribution made by our volunteers was recognised by issuing thank you certificates. Staff put together a video message, which was published on our social media platforms, thanking and acknowledging the work undertaken by volunteers. Lanarkshire Carers volunteers had the opportunity to attend a virtual coffee and catch up, which gave the new volunteers the opportunity to chat to the existing volunteer team.



Carer Information and Identification

Lanarkshire Carers developed and implemented our Communications Strategy to ensure carers and partners are aware of our services and how they can be accessed. This will assist us in promoting Lanarkshire Carers as the 'go to', organisation for carer information, advice and support delivering the 'one stop - one story' approach that carers told us they need. We focused on online and digital engagement and delivery during the pandemic and have distributed regular news flashes, social media posts and website updates. We will also update and distribute printed information and publicity materials when restrictions allow.

2,373

Carers accessed information relating to their caring role

7,854

Signed up to the e-distribution mailing list

430

Instagram followers

2,901

Facebook followers

1,563

Twitter followers



Carer Peer Support Groups

Following extensive consultation with carers we introduced online carer peer support groups. We piloted these sessions during carers weeks 2020 with the Cuppa for Carers sessions. Following this, monthly daytime and evening peer support groups have been available and carers with an identified need/personal outcome that could be met through this type of support have been invited to participate.

35

carers attended online peer support groups

“ *During lockdown, this group was a welcomed distraction. Knowing it's there has been of great comfort. I now know I am not alone* ”



Recovery and Remobilisation

We established an internal recovery and remobilisation working group which has met regularly throughout the year. This ensures we are considering all aspects of health, safety and wellbeing for our staff and carers in line with national guidance. It is of vital importance that staff and carers feel safe when they return to face-to-face support with advice and clear guidelines offered throughout.

JULY 2020



Carer Training Programme

Lanarkshire Carers Carer Training Programme for August to December 2020 was launched, covering a wide range of topics. These included improving carer health and wellbeing, condition-specific training, digital inclusion, steps of caring and moving forward from caring. All of the sessions were delivered online. Courses were identified and sourced via carer feedback and pilot sessions hosted to gauge interest.

313

carers attended one or more training opportunities

187

courses held for carers



This course has been of huge benefit to me and my husband. Our son's behaviour changed dramatically with the news of the schools going back and his anxiety levels were the highest I had seen. This session showed me why my son was behaving this way, how he must have been feeling and how to support him through it. The first week back was not half as hard as it could have been and this was thanks to the strategies and coping mechanisms I learned at this fantastic course" - Returning to school for autistic children and young people.



Carers Connected

This consultative forum for carers who reside in South Lanarkshire met for the first time. The staff team began to talk to carers about the importance of having their voices heard and how their lived experiences of caring can contribute and influence bigger conversations. Carers met to discuss how they would like to see the group structured and taken forward and how they can encourage others to participate.



Black, Asian and Minority Ethnic (BAME) Carers Celebration Week

Lanarkshire Carers dedicated service hosted a Black, Asian and Minority Ethnic (BAME) Carers Celebration week. A number of well-attended virtual courses including 'Good Steps to Mental Health' and relaxation sessions took place and 28 carers took part over the week. This programme and the broader activities of this service helped BAME carers overcome 'digital shyness' and anxiety around using digital services. Carers unable to access resources were supported, through a variety of funding streams, to obtain equipment and develop the skills required to engage virtually.

57
new BAME carers
registered

278
BAME carers accessing
one or more services

479
BAME carers registered
with Lanarkshire Carers



Carers Space Online Portal

As part of our digital transformation journey, Lanarkshire Carers has developed our Carers Space online portal. Carers tested our newly developed Carer Conversation Toolkit hosted on Carers Space. The toolkit assists carers to start the conversation about their caring role with us or with their families and other support networks. This can then continue as an Adult Carer Support Plan conversation with us, looking at various aspects of their lives and helping them to think about the support they might need now and in the future. It can help carers, as well as others involved in their lives, identify and better understand their personal outcomes and support needs. This toolkit was developed in partnership with carers, taking on board their experiences, comments, feedback and input in order to ensure the best possible resource for carers.



Flexible Use of Self-Directed Support

Health and Social Care South Lanarkshire requested a local survey of carers' experiences of flexible use of self-directed support in South Lanarkshire as part of the review of day care services. Lanarkshire Carers took this work forward as part of our developing Carer Voice and Engagement activity. The final report on carers' views of the flexible use of self-directed support was presented to South Lanarkshire Senior Management Team. An agreement was reached to develop an action plan in response to the findings and recommendations made in the report.

AUGUST 2020



Review of Independent and Integrated Services:

Lanarkshire Carers carried out an internal review of the independent pampering therapy services. We sent out a survey to those who regularly accessed the service and 125 carers responded and a report with recommendations was produced. We also engaged with a range of health and beauty therapists via Lanarkshire Carers Carer Card scheme to offer carers discounted rates locally to ensure they can continue to benefit from these services in the areas where they live.

“ I found that attending pampering gave me a break from my caring role



Carers and COVID-19

We published Lanarkshire Carers COVID-19 response and key message update covering the period of March to August 2020. This was shared with the staff, board, strategic commissioners and decision-makers. It highlighted the challenges carers in Lanarkshire were experiencing, our organisation's response and the increased demand and need for support. It recognised the importance of continued and flexible service delivery with a focus on partnership and collaborative working with a targeted approach for carers with particular needs. It also underlined the importance of staff health and wellbeing. We gathered a wealth of carers' stories about the issues they faced and feedback relating to the emotional and practical support we had provided.

“ I'd be lost without your calls as you calm me and make me feel better about everything that is going on

“ the information you gave me on present and future support around PPE and other things has been so helpful and has reduced the worries I had



Covid-19 Champions

Lanarkshire Carers was a vital source for carers to access the latest and most accurate information and guidance around Covid-19 locally. We became part of the Covid-19 Champions Network, established and led by NHS Lanarkshire, to help get the right information out to people locally, to share experiences and help with strategic decision-making. Our involvement helped shape many local responses to the pandemic, including NHS Test and Protect messaging and initiatives.



South Lanarkshire Integration Joint Board (IJB):

We assisted in the identification and appointment of a carer representative for South Lanarkshire Integration Joint Board (IJB), ensuring the rights and needs of carers are represented at a strategic level. This carer representative is a key member of the Carers Connected Group. Later in the year, we were invited to contribute in a carers' update presentation to the board.



Promoting Variety

A new resource from Shared Care Scotland and Health Improvement Scotland was published to assist commissioners with determining how to meet existing and future demand for short breaks. Reconciling traditional commissioning models with the principles of self-directed support (SDS) and meeting the promise of greater choice and control for carers and service users. Lanarkshire Carers Short Breaks Bureau has been a key partner in this work, ensuring that carers needs are identified and their views and opinions are represented as this work is taken forward in Lanarkshire.

“ This will really help me escape the reality of life and focus on something other than my problems. It will give me a break from the family and help clear my mind. I love to plant seeds and get the satisfaction of nurturing and caring for them. Working with the soil and plants again will be a welcomed distraction



Creative Breaks Time to Live

We successfully secured a further years funding of £66,173 Creative Breaks Time to Live grant for 2020-2021 through Shared Care Scotland. We administer this funding locally and it can be accessed by eligible carers as an individual grant to take a short break from caring. Throughout the past year, we have assisted carers to think about ways in which they can take a break at home. Through separate reports on this work we have shared many examples of how we have helped carers access a break at home.

Short
breaks fund



SHARED CARE
scotland

£259,155	Individual grant award funding to carers, including:
£ 64,151	Creative Break Grants
£3,603	Time for Me Grants
£18,284	Carers Trust/Challenger and other grants
£10,000	Scottish Government Community Wellbeing Fund
£163,117	Caring through Covid grants



Supporting Carers with Loss and Bereavement

We reacted quickly and professionally to the many challenges carers faced throughout the pandemic such as loss and bereavement. This has included group work support to a number of carers affected directly. We supported carers individually and offered information and advice on support mechanisms. For one group, a qualified local counsellor took their first session and feedback highlighted the significance of our support. Many carers have also been referred or signposted to local specialised organisations as a result.



Organisational Rebranding

At Lanarkshire Carers AGM in 2020 we officially launched our new branding. Our new brand reflects our status as an independent organisation, delivering innovative services in new ways whilst retaining our affiliation to Carer Trust.



Respite

We contributed to a press release issued by Shared Care Scotland regarding the importance of short breaks for carers and encouraging local businesses to contribute through the national Respite initiative:



Extract from Press Release

"Carers we support have been sharing with our staff the negative impact that these times are having on their mental health. Many are feeling increased pressure and facing challenges, not just in their caring role but in other aspects of their lives too.

This has further highlighted the need for carers to have the opportunity to have time out. It has never been more important to support our carers and a vital part of this is through the Respite project."



Carers Virtual Drop-in Service

Lanarkshire Carers launched a virtual drop-in service via the NHS Near Me platform, giving carers an opportunity to speak with a Carer Support Worker face-to-face at a drop in clinic or at a set appointment time. This has enabled us to continue our negotiation and mediation support to carers, being able to support multi-agency meetings with carers on a secure, easy to access virtual platform that has become widely used among the NHS and Primary Care practices.



Flexible Working

Lanarkshire Carers conducted a review of flexible working with the staff team, followed by an implementation review with the leadership team. We recognise that flexibility aligns with our values and ambitions and will ultimately lead to better services for carers. We are working in partnership with Flexibility Works to further support our culture of flexibility. This will inform future service delivery plans and models.



Planned Date of Hospital Discharge Working Group

Lanarkshire Carers were invited and continue to be active members in this Lanarkshire wide group. We have contributed to evidence gathering to highlight the key themes about the experience of patients and carers in hospital discharge. The group is now taking forward communication, engagement and development activity.



Staff Development

Lanarkshire Carers hold dedicated staff development days to reflect on and identify our priorities going forward and share best practice amongst the team. This year our development day focused on the Equal Partners in Care Framework and the mental health, resilience and wellbeing of our staff. We also provided additional days covering presentation and facilitation skills; building the confidence and skills of the staff team to work in new ways. Staff were supported through protected time and many formal and informal activities.



“ *The training and development we have received throughout this period has been exceptional. As a new worker, I was worried I would miss out on such sessions, but by the sounds of it there have been more than usual. A great way to learn and get to know my colleagues better* ”



National Consultation

We contributed to the Scottish Government request for feedback on Rebuilding a fairer Scotland after COVID-19. Organisations and community groups were asked to share ideas and evidence-based on their experiences of responding to the pandemic, and their engagement with people with lived experience of poverty and inequality.

NOVEMBER 2020



National Carer Campaign

A national carer marketing campaign and helpline was launched by the Scottish Government. Lanarkshire Carers contributed to the publication of this and provided feedback to Scottish Government on how the campaign had been received.





Health and Social Care Alliance

'A Conversation with the People of Scotland'
We gathered the views of carers through consultation and focus groups providing both a Carers Connected and organisational response. The responses were shared to inform the reports produced by North and South Lanarkshire Health and Social Care Partnerships.



Carer Parliament

The first ever virtual Carers Parliament took place and carers from across Scotland had the opportunity to take part in workshops on a variety of topics including: Social Care Review, Financial Inequality, Human Rights and Mental Health and Wellbeing. We promoted this event and some of our members participated and had their voice heard.



Independent Review of Adult Social Care

Lanarkshire Carers contributed to national and local engagement and consultation events and shared views about what works well and not so well about the current social care system.



Carers Rights Day

This took place on 26 November and the theme was 'Know Your Rights.' Wherever carers are on their journey they need to know their rights. This is an important aspect of the information and support provided by Lanarkshire Carers.





Grant Management System

Lanarkshire Carers Short Breaks Bureau implemented and deployed a new Grant Management System. This will be put in place to handle an increasing volume of grant applications for existing funds. It will enable us to process more grant funds for carers in the future by streamlining the application process. Carers in Lanarkshire will now be able to receive grant funding faster and access more funding opportunities through our Short Breaks Bureau due to increased capacity.



Lanarkshire Carers Premises

Following consultations with staff and board members, we were able to start the process of relocation of our registered office and main Carers Centre in Hamilton. Our ambition is to have a well-resourced, welcoming and adaptable central location from which our organisation will operate. We will move 'next door' to Ground Floor Left Princes Gate in September 2021 and are looking forward to welcoming staff and carers to our new home. Lanarkshire Carers Centre in Airdrie will get a refresh and upgrade and we will continue to provide outreach support through co-location and partnership working.



Governance Review

At the AGM in 2020, carers were advised that we planned to review our governing document (Articles of Association) and amend our membership structure. This review took place with support and advice from SenScot Legal. The changes to our membership structure are proposed because we know that some carers want only to access our support services without the responsibilities that come with full membership of the organisation. Whilst other carers want to access our support services and contribute as full members. Options for both Full Membership and Affiliate Membership have now been set out. Lanarkshire Carers services are available to all carers regardless of membership category and the new arrangements also allows for carers to change between Full and Affiliate membership if they choose to do so.



New Year and New Staff

Following the final implementation of our new structure, we recruited at the end of 2020 and started the New Year by welcoming additional colleagues with a wide range of skills and experience. These staff have further enhanced a remarkable staff team who have been busier than ever, contacting and listening to carers, championing their voices and seeking new and creative ways to meet their needs and address the things that matter to them. The staff team's commitment, enthusiasm, integrity and team work has been amazing. Our commitment to ensuring that Lanarkshire Carers is a great place to work has never been stronger. Our organisational values have supported a positive and supportive working environment.



Covid-19 Vaccine information

This became increasingly important to carers at the beginning of the year and was provided to all carers known to Lanarkshire Carers. We advised carers of how they would be invited for their vaccination. We contacted carers through our electronic mailing list and distributed letters by post to those carers not signed up to email contact. As a result of vaccine enquiries the number of new referrals to the organisation was significantly higher than usual and we had to adjust our service delivery model to ensure we were able to help as many carers as possible.



Donations and Fundraising

Much of our fundraising activity stopped due to restrictions. Our 50/50 club continues and members are encouraged to join if this is of interest to them. In January we received the news that a former carer from North Lanarkshire sadly passed away. The carer, who was 90 years old had been an avid supporter and beneficiary of support from Lanarkshire Carers throughout the years and had made previous donations. We were humbled to receive notice that she had kindly donated a significant sum of money to Lanarkshire Carers in her will and we will make sure this is put to good use – thank you!



Lanarkshire Carers Caring through Covid Fund

Following the Scottish government announcement in January, Lanarkshire Carers Caring through Covid Fund launched, enabling carers in Lanarkshire to apply, through our Short break Bureau, for funding towards a short break opportunity that they could benefit from in line with current Coronavirus restrictions. Due to exceptional demand for this funding, we successfully secured top up funding from both Health and Social Care Partnerships in North and South Lanarkshire, enabling us to award funding to as many eligible carers as possible. This was a huge undertaking for our organisation and the timescales in which we delivered this work were demanding. The numbers of carers applying for the fund demonstrated how much this support was needed. The fund supported people in many different ways to meet their support needs.

854

carers benefitting from Caring through Covid Funding

£163,117

awarded to carers to date



On-Demand Carer Wellbeing Library:

Lanarkshire Carers On-Demand Carer Wellbeing Library was launched on our website, designed to give carers a short break away from their caring role and to learn new skills and techniques to help them cope better with life as a carer. A series of short videos were created from providers across Lanarkshire and beyond. These were particularly helpful when carers were feeling stressed and overwhelmed, making sure they take time to look after themselves. Being on demand allowed carers to choose a time that suited them best.

“ *The wellbeing library has been a godsend during lockdown. I have really struggled getting to sleep at night with all the worries I have. Logging on at all hours, has allowed me to focus, relax and learn how to put the worries to the back of my head and get a restful night sleep*”



NHS Event

In February 2021, Lanarkshire Carers worked with NHS Lanarkshire Public Health, community leaders and members of the local BAME community to support better understanding of the COVID-19 vaccination and to address concerns about the misinformation targeted at and spreading within BAME communities. Lanarkshire Carers hosted a number of online evening collaborative working and development sessions and contributed to the information and awareness raising campaign and videos shared via social media. These answered questions about the vaccine and looked at the barriers to accessing the vaccination with the aim of supporting an increase in uptake within the BAME communities.



Carer Training Programme

Lanarkshire Carers training programme for January to June 2021 was launched. The programme is based on the need and demand from carers with a focus on improving health and wellbeing whilst managing their caring role. The theme of 'recovery' for carers is prominent for the latter part of the year. With restrictions being eased, carers are preparing for a return to more normal daily life. In line with their suggestions, the topics of self-management, independence and taking control are of importance across all courses in the programme. Particularly in terms of financial independence, Money Advice Scotland are providing tailored sessions for carers, which provide an insight into the basics of managing finances. Other sessions will include simple budgeting advice, debt and techniques for making the most of savings. All of our courses are online and carers are provided with support to access these. This continues to be an extremely popular way for carers to access training suited to their individual circumstances.

“ *It's all been so informative, I understand my son so much better even after just this training. There's a lot I will be taking away from this to try and so glad we have the materials I can show my husband too* ”

“ *session so interesting I don't want to miss a thing* ”

“ *I am making connections that I haven't made in ten years!* ”



LGBT History Month

This is a month-long annual celebration of lesbian, gay, bisexual transgender, and non-binary history, including the history of LGBTIQ+ rights and related civil rights movements. In the United Kingdom it is celebrated in February each year, to coincide with the 2003 abolition of Section 28 of the UK Government's Local Government Act 1988. During the month of February, both of our Hamilton and Airdrie centres are decorated with the pride flag as a reminder of our commitment to raise awareness of, and combat prejudice against the LGBTIQ+ community while celebrating its achievement and diversity and making it more visible to carers.



MARCH 2021



Young Carer Action Day

Lanarkshire Carers hosted a Young Adult Carers Employability Session delivering a workshop which included interactive sessions with Remploy and Skills Development Scotland. The theme of the day was: Protect Young Carers' Futures. Participants received a food package and job starter pack. This workshop was well received by 9 young adult carers who took part with future sessions now being developed with partners across Lanarkshire. Two of the carers support team are responsible for developing this work and they support other staff in their work with young carers. They also maintain vital partnerships that help identify, engage and support young adult carers.

273

Young Adult Carers known to Lanarkshire Carers



Recovery and Remobilisation

The recovery and remobilisation working group has continued to meet throughout the pandemic. The group has provided guidance, support and advice while looking to the future and what that will mean for our staff and carers. We follow the Government guidance to keep everyone safe and look forward to returning to the workplace and being able to meet again face-to-face when it is safe to do so.



Remembering Sheena

We began March with great sadness when we faced the loss felt by so many families over the past year. Always in our thoughts, words and memories we will hold you close, Sheena.

Dedicated to Sheena Alison Bogan

17 July 1964 – 1 March 2021

Wife, mother, carer, colleague and friend



2021-2022



A New Operational Year and Future Focus

Lanarkshire Carers ability to respond to the changing landscape of the pandemic has demonstrated how flexible our systems already were and we are committed to ensuring we are able to meet whatever the future brings. We will continue to engage with carers to find out how they want to access services. There has been a lot of experience gained over the past 12 months and we are planning ways to implement models for working and delivering services that include continuing with some online and remote delivery. We will also reintroduce valued in-person services at the right time and place.



Strategic Statement - Our Journey Route and Plan to 2025



Lanarkshire Carers spent time together as a board and staff team to prepare our strategy document that will inform our operational, project and individual plans going forward. This is an ambitious document and we want to involve carers and partners to gather their views and record feedback. It is available for review on our website and further contributions are always welcomed.

Partnership with carers is the foundation of our organisation where carers are valued as equals and experts. Our organisational values guide our behaviour and expectations and how we will aim to conduct our business no matter what we are doing. They guide, inspire and constrain our actions. We have set out our values, mission, vision and detailed our intentions for our main work streams areas – the six 'P's'

Plans

Provision

Practice

Partnership

People

Performance

Lanarkshire Carers Treasurer's Remarks

This year we were tasked with distributing over £250,000 of extra grant funding directly to carers with our Caring through Covid Fund. In our first round of grant awards in March 2021, we distributed over £163,000 alone, in a turnaround period of less than 8 weeks from receipt of the first tranche of funding, which was quite a feat. The balance of the Caring through Covid fund will be spent in our second phase of grant awards in the 2021-22 financial year.

Our total incoming funds for the financial year to 31 March 2021 increased from £994,336 in 2020 to £1,516,164 in 2021. That's an increase of £521,826 year on year, or in terms of percentage, an increase of 52.5%.

Our Charitable Expenditure on running the carer support services that we offer, increased by £274,350 to £1,114,006 in the year, an increase of 32.7% on the previous year.

There was a net inflow of resources of £306,310 in the year compared to a net inflow of resources of £29,691 last year.

Unrestricted Funds carried forward amounted to £187,857

Restricted Funds carried forward amounted to £606,199

Overall Funds carried forward amounted to £794,056

All of the above was achieved under the backdrop of a global pandemic, working from home and remote and digital delivery of services. I think that the investment into Lanarkshire Carers is testament to the trust placed in our organisation by our funding partners to deliver positive outcomes to carers throughout Lanarkshire, in a financially responsible manner.

A huge amount of credit needs to be given to our staff and volunteers for really stepping up to deliver our services under very trying circumstances. They all deserve the utmost respect and admiration for the work that they do. I know that after 23 years of working alongside you, that Lanarkshire Carers will go from strength to strength in future years.

My thanks also go once again to all of our main funding partners for their continued support throughout the year.

A copy of the Statement of Financial Activities for the Year Ended 31 March 2021 from the audited accounts has been provided for reference. A full copy of the detailed audited accounts will be available shortly after the AGM for download from our website:

www.lanarkshirecarers.org.uk



Brian Fitzgerald

Treasurer

A handwritten signature in black ink that reads "B. Fitzgerald". The signature is written in a cursive style and is positioned above a thin horizontal line.

Lanarkshire Carers Accounts

1 April 2020 to 31 March 2021

Lanarkshire Carers Centre Ltd

Statement of Financial Activities for the Year Ended 31st March 2021

	Notes	Unrestricted fund £	Restricted fund £	2021 Total funds £	2020 Total funds £
INCOME AND ENDOWMENTS FROM					
Donations and legacies	2	288,776	1,227,112	1,515,888	993,683
Investment income	3	276	-	276	653
Total		289,052	1,227,112	1,516,164	994,336
EXPENDITURE ON					
Raising funds	4	-	-	-	(3)
Charitable activities	5				
Charitable Expenses - Objects		173,891	940,115	1,114,006	839,656
Governance Costs		95,848	-	95,848	124,992
Total		269,739	940,115	1,209,854	964,645
NET INCOME		19,313	286,997	306,310	29,691
RECONCILIATION OF FUNDS					
Total funds brought forward		168,544	319,202	487,746	458,055
TOTAL FUNDS CARRIED FORWARD		187,857	606,199	794,056	487,746

Thank you

We wish to express our sincere thanks appreciation to everyone involved in helping to make a positive difference to the lives of carers in Lanarkshire. Our work would not be possible without the assistance and support of our funder, affiliates, local and national partner organisations, businesses, volunteers, independent practitioners, staff and carers.

Board of Directors

Samar Sheikh | Chairperson

Bill Craig | Vice Chairperson

Brian Fitzgerald | Treasurer

Phil Hughes | Director

Liz Beattie | Director

Arlene MacNeill | Director

Kevin McGoldrick | Director

Gordon Lennox | Director

Linda Craig | Director

Lynn O'Hara | Co-opted Director

Registered Office

Ground Floor Left, Princes Gate,
60 Castle Street, Hamilton ML3 6BU

Company Number: SC209296
Charity Number: SC029160

Auditors

Ken Tait & Co Chartered Accountants,
16 Haddow Street, Hamilton ML3 7HX

Centres

Hamilton Centre:

Ground Floor Left, Princes Gate,
60 Castle Street, Hamilton ML3 6BU

Airdrie Centre:

Airdrie Locality Support Service,
92 Hallcraig Street, Airdrie ML6 6AW

Contact Details

Telephone:

Hamilton | 01698 428090
Airdrie | 01236 755550

Email: info@lanarkshirecarers.org.uk

Social Media:



Core funders

