



Lanarkshire
Carers

Annual Report 2021-2022
A Caring Culture

Introduction



Barbara McAuley
Chief Executive Officer

Lanarkshire Carers works with and for carers to develop and deliver services that make a positive difference to their lives. This vision has provided the foundations for our organisation for many years and remains the purpose of our work. The past two years have seen unprecedented change in all aspects of our lives, with many of these changes affecting our working lives.

Doing things differently is a recurring theme. Lanarkshire Carers is a pioneering organisation, using every challenge to adapt, learn and develop. We know that trusted relationships lead to effective carer support. We have taken care of our staff, helping them to look after themselves and making sure they have the skills, confidence and resources needed to support carers throughout an extremely demanding period. Daily feedback from carers, about their experiences and the difference our services make, gives our work meaning. It inspires and motivates everyone involved at Lanarkshire Carers. We recognise and value the contribution of carers, everything they do and the impact that caring has.



Samar Sheikh
Chairperson

This annual report begins with a thank you to every carer in every community in Lanarkshire. Carers are crucial to the wellbeing of others and many more people have taken on caring roles for family and friends. Caring for someone can have far reaching effects, meaning access to the right support at the right time is important and necessary. Lanarkshire Carers mission is to ensure that carers in Lanarkshire are identified, engaged, well informed, involved, supported and empowered. The Carers Act (Scotland) 2016 extends and enhances the rights of carers. Beginning a conversation at the earliest opportunity helps carers to feel informed, prepared and supported.

Lanarkshire Carers is a value-based organisation; our values guide our behaviour and conduct, which are reflected in everything we do. This annual report, for the period April 2021 to March 2022, provides an overview of activities, how we have developed and innovated and the results we have achieved.

1,766

New carers in contact with Lanarkshire Carers
(854 North Lanarkshire, 912 South Lanarkshire)

11,308

Carers known to Lanarkshire Carers
(5,863 North Lanarkshire, 5,445 South Lanarkshire)

6,507

Carers accessing our services
(3,167 North Lanarkshire, 3,340 South Lanarkshire)

45,545

Services accessed by carers
(23,282 North Lanarkshire, 22,263 South Lanarkshire)

2,089

Lanarkshire Carers Members (up to 31 Mar 2022)
(190 Full Members, 1,899 Affiliate Members)

Governance

Lanarkshire Carers is run by carers for carers. The Board of Directors have met throughout the year to oversee the work of the organisation; providing strategic direction and ensuring their legal responsibilities and duties are met. Our new membership structure helps to identify those members who want to support the board with their governance role.

Lanarkshire Carers recognises that carers are experts by experience and that they are equal partners who need to be at the heart of our work and involved at every stage. We aim to ensure that carers are able to contribute to all parts of the organisation, to help shape responsive services. Our new membership structure supports new approaches and meaningful carer involvement and participation. We recognise the changing needs and dynamics of caring and a membership level, between full and/or affiliate, can be changed at any time. Engaging with full members is a priority for the Board of Directors.



Strategic Framework

Lanarkshire Carers published our Strategic Framework in August 2021.

‘Celebrating 25 Years in Lanarkshire’ sets out our journey route, plans and work streams to 2025. Actions for each work stream and how our progress will be measured are detailed in relation to: Plans, Provision, Practice, Partnership, People and Performance.

We have ambitious plans

The numbers of people caring is increasing and more of them are contacting Lanarkshire Carers for support. We are preparing for the future, building capacity and growing our organisation in response to this. Recovering from COVID-19 and responding to the long-term implication for carers will remain central to our work. The emerging cost of living crisis and the impact this is having on carers presents new challenges. Our emergency and flexible support funds for carers helps with our response to this. The willingness of our staff team to embrace and contribute to change has been crucial, particularly over this reporting year. Returning to working together as a staff team and seeing carers in person has been a priority in our planning for this year.



Staff described our work over the past year as:



We moved our premises in South Lanarkshire, staying within the Princes Gate facility but moving to a larger unit. This has created space to develop the carers areas needed and also to provide our staff team with suitable accommodation to return to working from the office. We have equipment, technology and resources that support the delivery of our hybrid service delivery model and the flexibility this offers has further enhanced our accessibility. It has been great to bring staff back together and to start seeing carers in person again. Our premises in North Lanarkshire are in the final stages of refurbishment and we are looking forward to returning, again with better spaces for carers and staff.

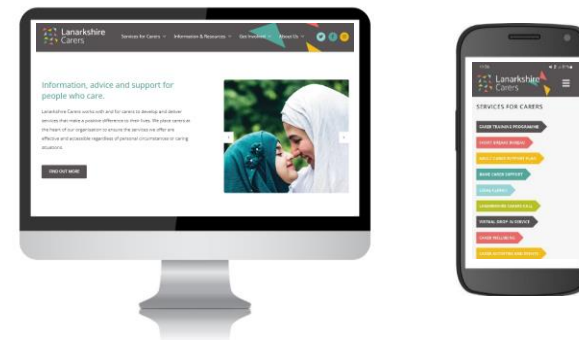
We identified the need for specialised and targeted support for LGBT+ carers and secured funding from Carers Trust, Making Carers Count, for a project to research LGBT+ awareness and identify challenges faced by LGBT+ carers in Lanarkshire. We want to understand the barriers experienced in relation to accessing local and national information and services. This project will inform organisational change and enhance inclusive and proactive service provision. The collaborative focus of this work will ensure our partners will also benefit from an increased recognition, understanding and ability to support carers from under-represented groups.



The Scottish Government provided an additional winter support funding package for carers in January 2022. This funding was to be managed locally through Lanarkshire Carers Short Break Bureau and enabled the delivery of a range of additional support for carers. Planning and delivery of this work was a huge undertaking for the organisation within tight timescales and we are extremely proud of our response. We published a separate impact report of this work and have participated in national research to measure success and inform future practice.

This year we have reviewed our approach to group work activities. The research has highlighted the changes in approach needed to effectively meet the needs of carers, and how best to make use of our resources to benefit the most carers possible.

Our website has a new look and functionality, making it easier to navigate. Our social media platforms support extensive engagement and connections. Across the organisation digital development is helping to streamline our practice and processes. Communication systems enhance agile working and make it easier to handle the large volume of calls we receive. Video conferencing equipment has supported a hybrid approach. A grant management system has made it possible to administer substantially increased and varied grant funding for carers, with due diligence and speed. Our recording and reporting systems support all aspects of our work and planning.



Information, advice and support for people who care

Lanarkshire Carers delivers direct and dedicated information, advice and support for people who care. Early and preventative support and a wide range of flexible service delivery methods, underpinned by our journey route model, offers choice and control for carers to access the right support at the right time. Lanarkshire Carers provides individual emotional and practical support, group work activities, adult carer support plans, emergency and future planning, a carer training programme, a short breaks bureau, grant funding, a carer wellbeing call service, carer card scheme, legal clinics, counselling, bereavement, negotiation and representation support and signposting/referral to other agencies.

All our services are provided at no cost to carers across Lanarkshire. Not all carers require or choose to access all of our services, choosing to opt for those that best meet their needs and circumstances at any given time.

"It's an excellent resource that I didn't even know was available. It is a support that I know I can access when required. But most importantly I do not feel alone"

"I have never accessed any support before and called yesterday, spoke with a Carer Support Worker and when I came off the phone, I felt so good, as if a huge weight has been lifted"

"You helped me when no one else would. You were patient, kind and super helpful"

"I was blown away by your kindness today. I really appreciate it. I didn't expect that. I am looking forward to the yoga and mindfulness. Sounds great"

"I phoned in a terrible state. The Carer Support Worker I spoke to made such a difference by listening to me and encouraging me to apply for a break. 3 weeks later I feel so much better and have been awarded the break and can't wait to get away. They will never understand how much they saved me that night on the phone. Thank you for making me see I'm important too. This had allowed me to feel better and also continue my role as a carer"

32,435

Unique visits to Lanarkshire Carers website

3,244

Carers signposted, referred or informed about the role of partner organisations

(1,575 North Lanarkshire, 1,669 South Lanarkshire)

625

Carers attended one or more training courses

(327 North Lanarkshire, 298 South Lanarkshire)

299

Young Adult Carers known to Lanarkshire Carers
(166 North Lanarkshire, 133 South Lanarkshire)

69

New carers from Black, Asian and Ethnic Minority (BAME) communities
(45 North Lanarkshire, 24 South Lanarkshire)

555

BAME carers known to Lanarkshire Carers
(345 North Lanarkshire, 210 South Lanarkshire)

2,153

Carer Card holders
(1,100 North Lanarkshire, 1,053 South Lanarkshire)

“When you care for your loved one you forget to look after yourself. The support I have received has been fantastic. Thank you for the incredible mindfulness and relaxation sessions. I have truly managed to relax”

Our generic services are complemented through a targeted approach towards the needs of specific groups such as young adult carers and seldom heard/isolated carers. We raise awareness of and respond to communication, capacity, cultural and language barriers and/or reluctance to engage with services that inhibits identification, self-identification and service uptake..

Lanarkshire Carers Black, Asian and Minority Ethnic (BAME) Carer Support and Equalities Service is a well-established service and is one of very few BAME dedicated services in Scotland. It is recognised nationally for good practice. Our multilingual BAME staff work across Lanarkshire to identify, engage, inform, advise and support carers. Information is available in community languages including Urdu, Polish, Arabic, Chinese, large print and Braille. This work has been highlighted as best practice and is part of Carers Trust Inclusive Communication Guide.

Our refreshed website has access to many online services, information and forms and the recently installed software Reachdeck ensures this is available in any language required.

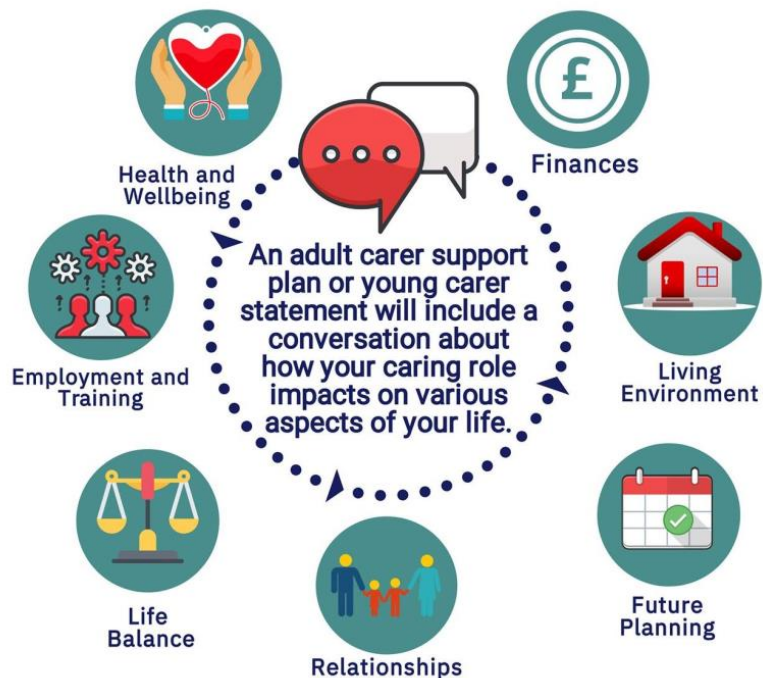


PROVISION

Identified, Engaged, Involved, Informed, Supported, and Empowered

Staff consistently report that the support that often has the most significant impact on carers starts through contact established with someone who is able to listen. The trust and confidence carers have in the skilled and experienced staff at Lanarkshire Carers is evident and we are often their only form of support. Spending time building a valued relationship early on is key to the good conversations that lead to positive outcomes.

Lanarkshire Carers personal outcome-based approach, resources and conversation toolkit were developed with carers for carers. This enables carers to explore various aspects of their lives and focus on what matters to them. Conversations centre around seven wellbeing areas:



Lanarkshire Carers has also developed CarerSpace: an online portal that can be accessed at any time by carers to start or continue their conversation with us about their caring role and support needs. Carers can use CarerSpace to note outcomes they have identified themselves or through conversations with families, friends or other supportive helpers. They can also access a copy of their Adult Carer Support Plan via the portal once the conversation has progressed to a point where this can be shared.

Responsibility lies with the Local Authority to offer and produce Adult Carer Support Plans (ACSP), however both North Lanarkshire and South Lanarkshire Health and Social Care partnerships have commissioned Lanarkshire Carers to deliver direct support services for carers. Part of this commissioned service is to deliver Adult Carer Support Plans for carers, working in partnership with social work depending on the support needs identified.

Our service delivery model and practice considers all aspects of life in order to understand what is important to each carer and to agree personal outcomes. Carers are encouraged and helped to reflect on what they can do themselves, what support might come from other community and family resources and how the services we offer might help. We work collaboratively with partners from all sectors and signpost/refer carers to other providers and community organisations. Lanarkshire Carers services include direct early and preventative practical and emotional support, utilising a wide range of flexible delivery methods. We offer choice and control for carers to access the right support at the right time to enable them to continue care, to have a life alongside caring and maintain their own health and wellbeing.

Lanarkshire Carers personal outcomes toolkit is useful for talking to carers about their support needs, any personal outcomes they want to achieve and how they could achieve these. The responses provided by the carer can be used to progress their conversation with us. Carers have access to individual support and ongoing contact to develop an Adult Carer Support Plan that details a personalised, outcome-based support package.

De-escalation and risk management outcomes are always a key priority and when the need is greatest we work collaboratively with social work to establish an effective plan. Our co-location helps build the professional relationships that make a positive difference to this work. We have reviewed and built upon our approach to keeping everyone safe and our contribution to public protection matters.

1,952

Adult Carer Support Plans progressed
(1,040 North Lanarkshire, 912 South Lanarkshire)

1,725

Wellbeing calls made to carers
(842 North Lanarkshire, 883 South Lanarkshire)

"I was incredibly impressed with the professional and personal introduction I received. Whilst the member of staff advised they had only recently joined the team, and given the acute complex facets to my case, they did advise that they may have to stop and ask questions. The staff member's ability to both control and guide the call holistically was impressive. Their recall ability was also exceptional, and I expect that this will only grow with confidence and experience. They evidenced both relatable and personal qualities which underpin the delivery of core principles of social care provision. Perfect example of frontline call handling and understanding of your service in particular! After this call and such a torrid and difficult time, I felt more hopeful, positive and such enabled to meet the challenges ahead. Without your service, that would not have been possible so thank you!"

Our Partnership Approach



Local and national partnerships provide opportunities to share good practice, inform, learn and influence. All staff in the organisation actively participate in collaborative activity to raise awareness of carers and our services and to meet the needs of carers more effectively.

Staff are linked to every locality in Lanarkshire, co-located in social work teams and work in partnership with other third sector and community organisations. We also work closely with community health colleagues and in partnership with the three hospital sites in Lanarkshire.

This year we have expanded our work with hospital discharge teams and community liaison activities. We now have staff linked to each hospital, providing additional and recognised points-of-contact for both professionals and carers. This work is pivotal to providing continuous care and ensuring that carers voices are heard and their lived experience valued. Our Lanarkshire wide approach increases choice and control for carers and aligns with NHS Lanarkshire’s delivery model that sees people attend hospitals based on need, not location. It also supports the many carers and cared for situations which cross between the two local authorities, acute and community hospital sites.

We supported a new partnership with the hospitality and tourism sector in Scotland. The ScotSpirit Holiday Voucher Scheme focused on supporting individuals and families who have been particularly adversely affected by the impact of the pandemic, while at the same time providing financial support to the Scottish tourism sector. Lanarkshire Carers are the delivery partner for this scheme in Lanarkshire.



To involve carers effectively they need to feel listened to, supported and respected. Their contribution must be valued and have an impact. We aim to encourage and empower carers and increase their confidence to use their voices and influence in our organisation and also in wider activities locally and nationally.

As a member led organisation, delivering direct support we have a unique insight into lives of carers and the impact of caring. We have facilitated carer involvement in a variety of local and national research activities, including responding to the National Care Service review and the Carer Allowance Supplement Bill consultation. A carer, supported by our organisation, gave evidence to the Social Justice and Social Security Committee regarding this Bill. Both consultation responses are on our website.

In South Lanarkshire, our Carers Connected consultative forum also brings together carers from our organisation as well as carers involved in partner organisations to engage in discussion regarding a range of topics including the strategic commissioning plan, home care, accessibility and safety.

Partnership and collaboration is an integral part of our work. Throughout the reporting year this has supported carers to access a diverse range of support and services including for example; PPE, anticipatory care plans, attend anywhere/near me appointments, carer card recognition/discounts, legal services and specialist services from other organisations. Lanarkshire Carers is a committed contributor in delivering joined up, non-duplicating services



Lanarkshire Carers has strong links with both Third Sector Interface Organisations in Lanarkshire. Working closely with the VASLAN, the Chief Officers Group and locality forums/groups in South Lanarkshire and also with VANL, the Community Solutions Programme and locality planning groups in North Lanarkshire. We work closely with organisations across Lanarkshire's diverse third sector.



Every year our organisation recognises and highlights Carers week; a national campaign bringing people together to help Make Caring Visible and Valued. Carers across the country continue to face new challenges as a result of the pandemic, with many people taking on more caring responsibilities for their relatives and friends who are disabled, ill or older and who need support. They need to be recognised for the difficulties they are experiencing, respected for all they are doing, and provided with information, support and understanding.

250

Carers attended one or more Carers Week events hosted by Lanarkshire Carers (Lanarkshire wide)

The performance monitoring of the organisation includes quarterly contract compliance reports, six monthly staff learning and development reports and a variety of other reports throughout the year. All reports highlight the numbers and narrative along with details of carers experiences of the work we do. Carer comments and case studies provide powerful evidence, highlighting the impact of caring and what helps carers to continue to care.

Lanarkshire Carers Short Break Bureau must be given particular recognition this year. Established in 2014 Lanarkshire Carers Short Break Bureau has secured and distributed substantial amounts of funding in individual grants to carers. This project has built the infrastructure and processes required to deliver a streamlined and effective grant award system for carers throughout Lanarkshire. There have been many challenges as a result of Covid-19. The restrictions and barriers imposed meant that carers experienced increase stress and many were unable to take a short break from caring, away from their normal routines. Our staff team is experienced and capable of having effective conversations with carers, exploring alternative and creative ways that carers can benefit from a short break tailored to their individual circumstances.

As Time to Live Delivery Partner for North and South Lanarkshire, Lanarkshire Carers is awarded one of the largest amounts of funding from the Scottish Government through Shared Care Scotland. Lanarkshire Carers Short Breaks Bureau have many years' experience delivering large amounts of funding to carers, some of this within a very short timeframe. We have also introduced a management system to cope with the increasing volumes of carers getting in touch with us for funding.

£222,302

Creative Breaks Time to Live funding awarded
(£128,203 North Lanarkshire, £94,099 South Lanarkshire)

£117,796

ScotSpirit Holiday Voucher Scheme allocated
(£66,170 North Lanarkshire, £51,626 South Lanarkshire)

£101,920

Carer Flexible Support Funding awarded
(£50,475 North Lanarkshire, £51,445 South Lanarkshire)

£204,359

Other grant funding awarded
(£109,429 North Lanarkshire, £94,930 South Lanarkshire)

1,970

Carers benefitted from grant funding
(1,054 North Lanarkshire, 916 South Lanarkshire)

Staff Highlights



Nickie Murphy (Carer Support Worker)

The key highlight for me was the introduction of our counselling and bereavement support service.

Whilst a range of support services exist in Lanarkshire, there was a gap in provision of dedicated counselling services for carers and a demand from carers for this type of service. The feedback from carers who accessed this service has been fantastic. It's great to see us helping carers in new and different ways and being able to meet their needs.



Laura Jamieson (Carer Support Worker)

As a new member of staff at Lanarkshire Carers, to learn how much support was offered to the carers in Lanarkshire was amazing. One particular highlight of my year has been supporting a carer who was struggling to manage work with her caring role. As an organisation we were able to award the carer funding through the Lanarkshire Carers Flexible Support Fund which helped the carer pay for food and energy bills for 3 months whilst benefit applications were processed. This made a huge difference to the carer as it meant that she didn't have to worry about missing a day or two of work if her caring role meant that she couldn't attend.



Isbah Khan (Black, Asian and Minority Ethnic (BAME) Carers Services and Equalities Co-ordinator)

As Co-ordinator for the BAME Carer Services and Equalities team I have been involved with LGBTQ+ research, engagement, collaboration and recruitment activity throughout the year. I am delighted that we now have a dedicated resource to support carers from the LGBTQ+ community. Changes have been made to our Client Management system to meet the data processing requirements of this project and we have adapted our systems to capture relevant information. I am very much looking forward to seeing this project evolve in the year ahead and beyond.



Lanarkshire Carers delivers personalised support. We champion carers rights and are committed to making caring a positive experience.

Staff health and wellbeing is very important within our organisation. We continue to offer learning, development and employee benefits opportunities to promote a positive working environment. Like many organisations, this year we have seen a number of staff move on to new opportunities and different stages of their lives. We have welcomed new staff into our growing and diverse staff team. The wealth of experience and enthusiasm they bring is motivational and exciting.

39

Staff Team

8

Board Members

13

Volunteers
supporting our work

635

Volunteer hours
logged



Moving to the next phase of our response to the pandemic, our focus continues to be on working together. The key to achieving a sustainable organisation will be involving everyone at Lanarkshire Carers in creating a sustainable organisation. We will achieve a sustainable future by:

- Having everyone in the same boat, with two oars, rowing in the same direction
- Having the right people in the right roles, doing the right things at the right times and in the right way, all working together
- Recognising all paid staff, board members and other volunteers have a role to play

Partnership with carers is central to this work and we look forward to working with you all in the coming year.



Thank You

Financial Summary 2021-2022

This year a new treasurer was elected and operational staff appointed with new roles in relation to finance. We are reviewing our procedures in response to the changing business needs. We have restructured our staff team to reflect current responsibilities and more effectively deliver our services. The contracts we have from both Health and Social Carer North Lanarkshire (HSCP NL) and South Lanarkshire Health and Social Care Partnership

(SLHSCP) meet the majority of salary and operating costs. Our thanks go to both Health and Social Care Partnerships as our main funding partners for their continued support along with Shared Care Scotland, Scottish Council for Voluntary Organisations (SCVO), Carers Trust and the individuals who donate to the organisation.

Lanarkshire Carers role distributing small grants to carers continues to be a growing area of our work. The organisation has reported remarkable achievements in relation to this activity. The impact that grants have on carers lives is evidenced through our evaluation and the feedback received. The links between good conversations supporting grant distribution and further support for carers are well established.

A copy of the Statement of Financial Activities for the year ended 31 March 2022 from the audited accounts has been provided for reference. A full copy of the detailed audited accounts is available on our website.

This year we seek approval of the proposal to appoint a new auditor, Robb Ferguson and thank our outgoing auditor for working with us over recent years.

Our Funders



Linda Craig
Treasurer and Director

Statement of Financial Activities

For the year ended 31 March 2022

	Notes	Unrestricted fund £	Restricted fund £	2022 Total funds £	2021 Total funds £
INCOME AND ENDOWMENTS FROM					
Donations and legacies	2	465,369	1,685,823	2,151,192	1,515,888
Investment income	3	281	-	281	276
Total		465,650	1,685,823	2,151,473	1,516,164
EXPENDITURE ON					
Raising funds	4	-	-	-	(1)
Charitable activities	5				
Charitable Expenses - Objects		200,385	1,326,836	1,527,221	1,114,007
Governance Costs		146,351	-	146,351	95,848
Total		346,736	1,326,836	1,673,572	1,209,854
NET INCOME		118,914	358,987	477,901	306,310
RECONCILIATION OF FUNDS					
Total funds brought forward		187,857	606,199	794,056	487,746
TOTAL FUNDS CARRIED FORWARD		306,771	965,186	1,271,957	794,056

CARER TRAINING PROGRAMME

SHORT BREAKS BUREAU

ADULT CARER SUPPORT PLAN

BAME CARER SUPPORT

LEGAL CLINICS

LANARKSHIRE CARERS CALL

VIRTUAL DROP-IN SERVICE

CARER WELLBEING

CARER ACTIVITIES AND EVENTS

CARER CARD

CARERSPACE

YOUNG ADULT CARERS

Registered Office

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

Centres

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

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



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



Board of Directors

Samar Sheikh | Chairperson
Linda Craig | Treasurer and Director
Liz Beattie | Director
Kevin McGoldrick | Director
Phil Hughes | Director
Lynn O'Hara | Director
Colin Toal | Co-opted Director
Gordon Lennox | Director
Bill Craig | Director

Auditors

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

*Information, advice and support
for people who care*

