



Lanarkshire Carers

Annual Report
April 2019 to March 2020

celebrating

25

years

Introduction

It is our pleasure to present to you the achievements of Lanarkshire Carers Centre during the operational year April 2019 to March 2020. At the time of writing this report, the world in which we operate and live has changed dramatically. Lanarkshire Carers Centre has risen to the challenges faced and proven our sustainability, resilience and capacity during extremely challenging times.

Lanarkshire Carers Centre reached its 25 year anniversary in 2020 and we hope to be able to celebrate it together with carers at some point in the future. It is a commendable milestone for an organisation run by and for carers. Our thanks go to all those past, present and future who have governed the organisation and every carer who has accessed and shaped our services and shared their experiences.

We remain steadfastly committed to our vision:

To deliver services that make a positive difference to the lives of carers in Lanarkshire

This was the first operational year of our four (plus three) year's commission in North Lanarkshire to deliver Direct Support for Adult Carers. In January 2020, we were notified of our successful submission to become the provider of the Adult Carer Support Service in South Lanarkshire, commissioned for the next three (plus three) years.

Our journey over the last five years has been mapped and featured as part of this report. It shows the development stages of foundations for the way in which we now operate and the services we deliver, highlighting our digital transformation, learning and development.

We work with and for carers to ensure they have access to information, advice and support services that enable them to continue to care, whilst maintaining their own health and wellbeing. Our participation and engagement activities ensure meaningful carer led involvement in the design, delivery and shaping of services.

Summarising twelve months of achievements can be difficult especially with the current pace of change. We are fortunate to have a staff team who are skilled and experienced practitioners dedicated to a carer friendly Lanarkshire in which carers are recognised and valued. They deliver personalised, preventative and proportionate practice, working in partnership with carers to achieve better outcomes. Our thanks to you all for your hard work, your flexible approach, your ideas, your enthusiasm and commitment. A warm welcome to new staff that have joined and best wishes to those who have moved on.



Partnership work with Occupational therapy

We remain focussed on our organisation's governance and effectiveness delivered through a quality standard framework and evidenced through a comprehensive data monitoring and reporting framework. Together with carers, we will continue our good conversations that identify personal outcomes and raise awareness of the valuable contribution carers make. It is important now, more than ever, that carers are identified, well informed, supported, involved and empowered - thank you for everything you do.



Samar Sheikh
Chairperson

S. Sheikh



Barbara McAuley
Chief Executive Officer

Barbara McAuley

Carers engaged through outreach activity on
8,925
occasions

Carers engaged by phone, letter, text and email on
15,189
occasions

Carers engaged through personal visits to our centres on
3,869
occasions

Lanarkshire Carers

CENTRE

PRACTICAL & EMOTIONAL SUPPORT

SHORT BREAKS BUREAU

TRAINING

CARER CALLS

CARER CARD



Lanarkshire Carers shaped for the future

You will notice that our brand has been updated. As an affiliated network partner of Carers Trust for the past 25 years, we have grown into the successful organisation we are today. Carers Trust has recently rebranded

CARERS TRUST

and our new look and operating name will complement and comply with this. Our brand reflects our status as an independent organisation delivering innovative services in new ways, retaining our affiliation to Carers Trust and aligned to all of the national carer organisations. Consultation and development over the past year has led to the new look for the organisation agreed by the board and welcomed by the team.



We need an image that better reflects us and the services we provide with and for carers in Lanarkshire. We want others to see us and refer to us, know what we do and understand how we do it. Lanarkshire Carers is more than just a centre; a building or static point of access. Our services are varied, personalised and available in many formats and cover all areas of Lanarkshire. Many carers and stakeholders refer to us as 'Lanarkshire Carers' already and adopting this as our operating name makes sense.

Lanarkshire Carers service continuity

Over the reporting period we mobilised the newly commissioned Direct Support Services for Adult Carers in North Lanarkshire (March 2019) and secured the contract for integrated Adult Carer Support Services in South Lanarkshire (January 2020). Throughout this period, we continued to deliver adult carer support services with minimal impact to carers and continued the process of standardising our offer.

Our organisational aims remain integral to, and an important influence in, everything we do. The intentions of both carer strategies in North and South Lanarkshire are embedded in our practice.

Lanarkshire Carers report on our services, developments and achievements through a robust performance management and

reporting framework for both North and South Lanarkshire Health and Social Care Partnerships. We provide the statistics, the stories and the evidence that demonstrates the outcomes achieved, feedback gathered and the impact of the investment in our organisation.

We share details of all aspects of our work, success stories, best practice approaches and areas where further development is taking place. Our skilled and experienced staff team and the carers they support contribute to all of this.

Our annual report highlights and summarises some of this work, as well as our plans for the future; with carers involved in the governance, delivery, design, development and shaping of services.



Our Aims

- Carers 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, practical 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

Lanarkshire Carers identifying and valuing carers

We have 25 years' experience as an organisation formed by carers in Lanarkshire, for carers in Lanarkshire. Our vision is to work with and for carers to develop and deliver services that make a positive difference to the lives of carers in Lanarkshire.

Identifying and engaging with carers in localities throughout Lanarkshire, at the early stages of their caring journey is crucial. Our rights based approach underpins activities for early identification of carers. We want to help improve the health and wellbeing of carers, so that they can continue to care, if they so wish, and have a life alongside caring.

The ways in which we engage with carers and how carers engage with us is important. We want to increase the number of carers identified; particularly those carers who may find it difficult to access the services they need and are at risk of reaching crisis points.



1,650
new carers in contact with
Lanarkshire Carers
(869 North Lanarkshire, 781 South Lanarkshire)

11,100
carers known to
Lanarkshire Carers
(6,330 North Lanarkshire, 4,770 South Lanarkshire)

7,507
carers accessing one or
more of our services

29,737
visits to our website



Consulting with carers

COVID-19 response

- We provide regular updates to carers via our website, social media and e-Bulletins to ensure carers were well informed and continued to be supported.
- We provide outgoing wellbeing contact calls, providing practical and emotional support and linking carers to locality community responses.
- We are in close contact with our partners, updating on our COVID-19 response, service delivery model and capacity for partnership.
- We adapted our messaging and referral pathways to reflect the changing support needs of carers, such as emphasis on emergency planning, anticipatory care plans and personal protective equipment.

Outreach activity, telephone contact and our website and social media remain the most popular and effective ways of carer engagement. The majority of new carers in contact with us find out about us through other carers. We work closely with many partner organisations to identify carers at early stages and throughout their caring journey to help ensure carers get the right support at the right time. We raise awareness of our services locally, highlighting the signposting and referral pathways and advocating carer friendly approaches.

We value carers as experts by experience and encourage active involvement and participation in all aspects of our work. We recognise and respect the expertise of carers as a vital resource within and throughout our organisation.

We understand the importance of building relationships with a diverse range of carers and creating opportunities for consultation and involvement. This is integral to everything we do and is vital for ensuring our services meet the needs of carers in Lanarkshire. There are many ways in which carers can get involved and we are always happy to talk to carers about this.

We have continued our conversations with carers about our outcome based approach, holding a number focus groups to inform the development and design of new resources and identifying carers willing to help with the testing and user experience of this work. We have also strengthened our carer consultative framework and our relationship with carers who would like to be involved further.

Lanarkshire Carers enabling carers to achieve personal outcomes

Every carer and caring experience is different. Choice and control that enables carers to balance their own lives with caring is important. Carers can have low or moderate support needs; others are more critical or substantial. Carers circumstances can change that means their support needs change. Lanarkshire Carers works closely with Health and Social Care colleagues and other partners, focusing on providing the right level of support to carers at all stages of their caring journey.

We take a holistic approach to our work with carers. Our model of carers support looks at all aspects of life to understand what is most important to each carer and to agree personal outcomes. Once personal outcomes are identified, carers are encouraged to consider what they can do for themselves, what support might come from other community and family resources or indeed from the services we offer. We think about the combination of these things that is best placed to meet the needs of each individual carer. Our staff are linked with each of the localities across Lanarkshire ensuring they have extensive knowledge of local community resources and are well informed for this approach.



Lanarkshire Carers conversations

We use our personal outcomes toolkit, developed in consultation with carers, to have meaningful conversations about individual caring roles. We know carers often prioritise the support needs of the person they are caring for before their own needs. Our toolkit helps change this focus, encouraging carers to prioritise themselves and identify personal outcomes that can help them improve their circumstances.



I find that using the personal outcomes toolkit can help the carer identify their own needs and the ways in which those needs can be met. One carer told me they felt as if they had been really listened to and when they looked over their Adult Carer Support Plan and agreed outcomes they knew I understood their situation.

Carer Support Worker

Future Focus

- Developing our links with partners, GP Practices, hospitals, education providers and employers.
- Finding more creative and innovative ways to engage with carers including digital inclusion, carers portal and carer awareness online module.
- Carers connected and consultation/involvement models to improve influence, evaluation and feedback activities.
- Volunteering opportunities for carers.

We record personal outcomes identified as part of an Adult Carer Support Plan, providing a record of carer conversations with us and others about their caring role, to monitor progress at any time and to consider what would trigger a review of their plan if circumstances changed. This record can be shared with anyone the carer wishes to share it with and can be used to make decisions about further support the carer may be eligible for. This may include practical or financial support from statutory services or grant funding to help the carer cope with their caring situation.



Carer conversations



Improving lives

Personal Outcome Examples

Health & Wellbeing

BAME carer felt unable to share their feelings, worries and anxieties with anyone, and their emotions had been building up for months. Their stress was causing medical issues and the carer felt lost in the midst of professionals and agencies looking after the person they care for. Carer now receives ongoing support from Lanarkshire Carers without worrying about confidentiality and being judged. They are much more relaxed, calm and feel they now have friends with whom they can talk in their own language and not need to keep up a pretence. The carer was amazed to know that there is a whole organisation to support and take care of their needs.

Life Balance

Carer identified that learning to drive could solve a number of issues and prevent their caring role from reaching crisis point. Carer felt they would be able to get out and about more, widen their social experiences and broaden contact with others outside their family. They could also renew previous friendships and have a life outside of caring role. Carer was supported to apply for funding towards driving lessons to make life easier, provide important respite and enrich the caring role.

Physical Activity

Carer wanted to get fitter, as they felt their health was impacted due to lack of exercise and self-confidence issues. Through conversation the carer felt that attending the gym would give them a routine away from the caring role and an opportunity to meet new people that will stimulate new conversations and possible friendships. This could also help alleviate the isolation they were feeling. Carer was supported to access the gym initially through an active health referral and was supported through the use of grant funding to purchase an annual gym membership.

Lanarkshire Carers building resilience

We understand that the level of support required and personal outcomes identified by carers may change as life and circumstances evolve. Encouraging carers to build resilience, coping strategies and widen their support networks is key to enabling them to have a more positive caring experience. Our aim is to give individualised information, advice and support to carers, enabling them to make their own choices and decisions and to avoid reaching a crisis point in their caring role. This approach has proven extremely effective with carers and is evidenced in the positive feedback we regularly receive from carers:

Having the financial barrier I was facing removed and being able to get a regular break means I can relax and keep my batteries charged. I've also gained new friendships with others through engaging with sessions you arranged

The information you provided has not only increased my knowledge, I can also see that support is out there for me and not just for the person I care for. I feel more supported now

I now have been out with the befriender and my cared for. I have started an Anticipatory Care Plan and will now be going to the Music Therapy classes, as well as getting a massage at home

What is an Adult Carer Support Plan?

Every carer can request an Adult Carer Support Plan (ACSP), (or a Young Carers Statement if under 18 years of age). Lanarkshire Carers has been commissioned to carry out some of this work on behalf of the local authorities. We work collaboratively with social work in North and South Lanarkshire and with the provider of young carers services to ensure that the most appropriate person starts this or continues this conversation with each carer.

An Adult Carer Support Plan (ACSP) helps you to think about the support you might need as a carer, both now and in the future. It can help you, as well as others you engage with, identify and better understand your situation. It will help determine who can best provide the support you need, whenever you need it, so you do not reach crisis point.

It starts with a conversation where you discuss your caring role; how this impacts you and what's important to you. The conversation will be structured in a way that looks at various aspects of your life and caring circumstances.

This conversation will be focussed on you, helping you to identify your needs; what outcomes you want to achieve; what you can do to achieve those outcomes yourself and what others can do to help you.

COVID-19 response

As existing support structures for carers were impacted as a result of COVID-19 the demand for our services increased and type of support carers required changed. Our staff and volunteer team are busier than ever providing information, advice and both practical and emotional support. Listening to what carers tell us, we seek new and creative ways to meet their needs and enable them to achieve their personal outcomes.

We changed how we delivered our services to keep our staff and carers safe and in line with national guidance. We developed new services and took on additional work as part of this response.

We facilitate requests for Personal Protective Equipment (PPE), assist carers with emergency planning and Anticipatory Care Plans, and secured Carers Emergency Funding. This additional funding helped us to assist more carers who are struggling financially. We support carers to think flexibly about their support and creatively about taking breaks from caring whilst at home. We offer online training opportunities to help them adjust and cope with caring whilst looking after their own health and wellbeing. Our conversations with our partners about how they are operating throughout and beyond lockdown ensures that we are able to make carers aware of the support available to them.

Lanarkshire Carers delivering and developing services

Carers need to have access to a full spectrum of preventive approaches and support. These need to be accessible and available at places and times that suit. Our specialist staff team, supported by our volunteers, deliver direct information, advice and support to carers and also signpost and refer them to other sources specific to each individual carer circumstances. We also have a dedicated, multi lingual service, for Black, Asian and Minority Ethnic (BAME) carers.

We have two main centres in Hamilton and Airdrie, staff co-located with health and social care and we work on a community outreach basis out of each locality and many community venues. We are open to every carer in Lanarkshire and contactable by phone and online for both self and professional referrals. Information about all our services is available on our website and our extensive partnerships locally and nationally help to raise awareness and share good practice.



Litter pick

Future Focus

- We are reviewing and developing service operational and delivery plans.
- Our remote and digital service delivery model is ideally placed to deliver ACSP's and services that achieve personal outcomes, new digital solutions are bringing new possibilities.
- We will work to ensure that carers have access to the equipment and resources they need and are supported to develop their skills.
- We will continue to further enhance our work by delivering new services in different ways. Our online carer training programme has been published and our carers groups will start soon with a new online venue.

1,124

Adult Carer Support Plans progressed

454

Carers regularly attending our carers groups

1,790

Carers accessed information relating to their caring

98

Carers accessing weekly Care Talk/Carers Call service



Supporting carers



Carers Choir

SHORT BREAKS BUREAU

351
carers supported to access funding towards a short break from caring

£59,992
awarded for carers in Lanarkshire through Creative Breaks Time to Live fund

£5,968
awarded to carers through Carers Trust Take Time Out fund

£831
awarded through Lanarkshire Carers Time for me fund

263
Respite breaks accessed by carers

Short breaks are vital for carers; they have a positive impact on their health and wellbeing as well as their ability to maintain their caring role. This is evident through the feedback we receive from carers who have benefited from a short break and the stories they share.

This year Lanarkshire Carers introduced the Time for Me fund, providing micro-breaks up to the value of £50 for carers. This fund was established primarily using monies raised from fundraising and donations made to Lanarkshire Carers. It targets those who are unable to access or not eligible for other grant funding, ensuring they can access a short break if they need it.

As the Respite Delivery Partner for Lanarkshire we have worked with many local and national Respite donors over the past 4 years to provide a range of short break opportunities for carers through this initiative.



Partnership working with local and national organisations is key to building awareness and capacity of the Short Breaks Bureau in Lanarkshire. We carried out various short break awareness raising activities throughout the year, ranging from meetings with locality social work teams, holding information stands in various locations throughout Lanarkshire and collaborating with many partner organisations to ensure carers are aware of Lanarkshire Carers Short Breaks Bureau.



COVID-19 response

We supported over 100 carers through our Creative Breaks Time to Live fund to take a break from caring whilst at home during lockdown. Examples of breaks included the purchase of art materials, photography equipment, tablets, laptops, e-readers and gardening equipment.



Our Creative Breaks Time to Live funding can help carers improve their physical, mental and emotional health. One carer accessed funding to purchase gardening equipment, enabling them to get outdoors for a few hours every day and spend time doing physical activity that they enjoy.

Our work with Shared Care Scotland enables us to contribute to the national agenda around Short Breaks provision for carers and better understand national thinking to help shape the service locally in Lanarkshire. It also enables us to share the views and opinions of carers in Lanarkshire nationally, helping to shape future provision of short break services and ensuring carers are getting the best service possible.



COVID-19 response

Restrictions severely impacted the hospitality sector, resulting in fewer opportunities being available through Respite. We are working closely with Shared Care Scotland, via a Respite Delivery Group with fellow delivery partners throughout Scotland and Respite donors to ensure this initiative remains feasible and opportunities can be identified as lockdown is lifted.

Carer Consultation

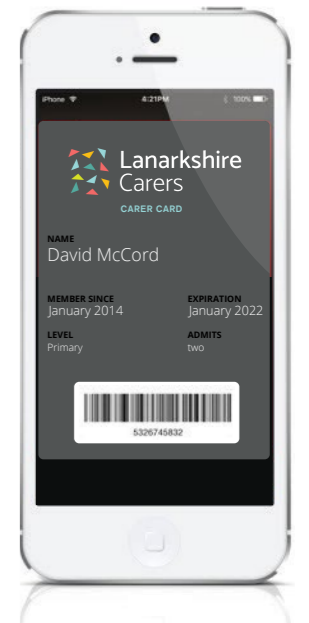
In August 2019 we hosted a focus group on behalf of Shared Care Scotland around Holiday Provision for Disabled Children and Young People. Parent carers from across Lanarkshire attended this session and the findings were collated in a report with recommendations for national carer organisations, service users and providers, local authorities and the Scottish Government as well as parent carers themselves.

CARER CARD

COVID-19 response

We noticed a higher than usual demand for our carer card during lockdown. We did not have the facilities to print and distribute physical cards, so created a digital version that could be distributed to carers quickly via email and be displayed on a mobile device. This was extremely useful and popular with those who were reassured by having a card to identify themselves as a carer during lockdown.

2,203
Carer Cards distributed to carers



CARER TRAINING PROGRAMME

306
carers attended one or more training opportunities

76
courses held for carers

300+
carer responses helped shape the carer led training programme



Flower therapy training

The main focus of carer training we provided in 2019-2020 was improving carer health and wellbeing. Carers are consulted throughout the year to identify what is important to them, and what training opportunities could support them in their caring role. Carers Week provides an ideal opportunity to showcase and pilot some new sessions. Positive feedback resulted in some workshops being fully implemented into the programme that followed.

Topics include: Living Life to the Full, Mindfulness, Coping with Guilt and Grief, Scottish Mental Health First Aid, Steps of Caring, Moving Forward from Caring, Overcoming Fussy Eating and Children's Nutrition. We also delivered carer education courses in partnership with Alzheimer Scotland and other providers including an Introduction to Gardening, Makaton, Certified First Aid, Laughter Yoga, Sleep workshops and many more.



Summer Dance

We successfully secured funding from National Lottery Awards for All, to develop a drama course. This was delivered through the expertise of Tricky Hat Productions and based on the daily issues and challenges carers face. This was a highly successful project which culminated in a fantastic theatrical production performed at our summer dance, attended by over 200 carers at Hamilton racecourse.

Our partnership approach to training ensures that we use local facilitators and organisations where possible to contribute to the training programme. This local knowledge and expertise is vital in giving carers a bespoke training experience which often leads to carers accessing other services along with our own.

Feedback from training providers

We are thrilled to have an ongoing relationship with Lanarkshire Carers. Several of the carers who have participated in the opportunity to learn about gardening and nature with us, say it has changed their life for the better!

Stuart Ritchie, Castlebank Horticultural Centre

We've seen first-hand the incredible level of support Lanarkshire Carers provide to their carers - they're committed, enthusiastic, friendly and so full of integrity that they're a real joy to work with. It's genuinely a pleasure to be part of what they do

Martin Stepek, Ten for Zen

Alzheimer Scotland's partnership with Lanarkshire Carers has been invaluable over the years. The great work they provide to the community allows us to access carers we previously had no contact with, and allows us to support them through our partnership carer education sessions which have been beneficial to families all across Lanarkshire.

Anna Clements, Alzheimer Scotland

COVID-19 response

We have increased our digital and online carer training opportunities and broadcasts, responding to issues carers identified specifically relating to the impact of lockdown. Solution focussed, crisis prevention, online training was sourced and provided to carers early into lockdown.

We support carers to access our online services. This has included grant applications for equipment required. Popular online sessions included: 'My kids need routine, No school, Help!' - supporting parent/carers of children with autism facilitated by *Love Autism* and 'Ease coronavirus anxiety with mindfulness' facilitated by *Ten for Zen*

INDEPENDENT SERVICES

101
carers accessed legal clinics (in person or via telephone)

347
carers regularly accessed pampering services

216
carers regularly accessed carer foot clinics

22
carers accessed a Keep Well Health Check

COVID-19 response

Our independent services were impacted as a result of lockdown measures. We were able to offer legal telephone appointments in place of face to face meetings.

VOLUNTEERING

The importance of our volunteers, and the support they provide the staff team and carers, is fully recognised. In order to enhance our volunteer experience, we have developed our volunteer journey to ensure that volunteers are supported every step of the way. To reflect the changing needs of carers and of our organisation, we have reviewed and expanded the roles available to volunteers and this will provide new experiences and challenges for both existing and new volunteers.



2,646
hours were
donated by nine
volunteers



Staff development day

£5,896
raised through
fundraising
activities and
donations to
Lanarkshire
Carers

FUNDRAISING

We are thankful and humbled by the generosity of those who support our work. Donations small or large and from groups or individuals are always appreciated. The money raised through fundraising and donations helps provide additional opportunities for carers through our Time for Me fund, social events and activities. Our 50/50 Club has operated for many years and is a great way for people to contribute with the monthly chance of winning the prize draw! The board has a fundraising sub-group that meets quarterly to look at ways to raise funds and at how the money is spent.

COVID-19 response

Our future proofing and contingency planning ensured that Lanarkshire Carers continued to be there for carers throughout lock down. Our key message is 'we are still here to help'. It has perhaps never been more important to ensure that carers have access to the information, advice and support they need to continue with their caring role safely.

Future Focus

- Lanarkshire Carers Short Breaks Bureau will further strengthen partnerships to increase the awareness and range of short break opportunities available for carers in Lanarkshire. We will highlight the positive impact that short breaks have on carers and the importance of supporting carers to access short break opportunities regularly. We will lever in additional funding to support direct grants for carers.
- Our online, interactive training programme will continue to develop and evolve into 2020 and beyond.
- With the help of funding from the National Lottery Community Fund we invested in a new digital Carers Card that will complement our new brand. This will provide enhanced opportunities for carers and help increase awareness of the card with local and national providers.
- We have engaged one of our independent providers to look at the options for these services in the future. We are consulting with those who have used the services and will plan this in partnership with others.

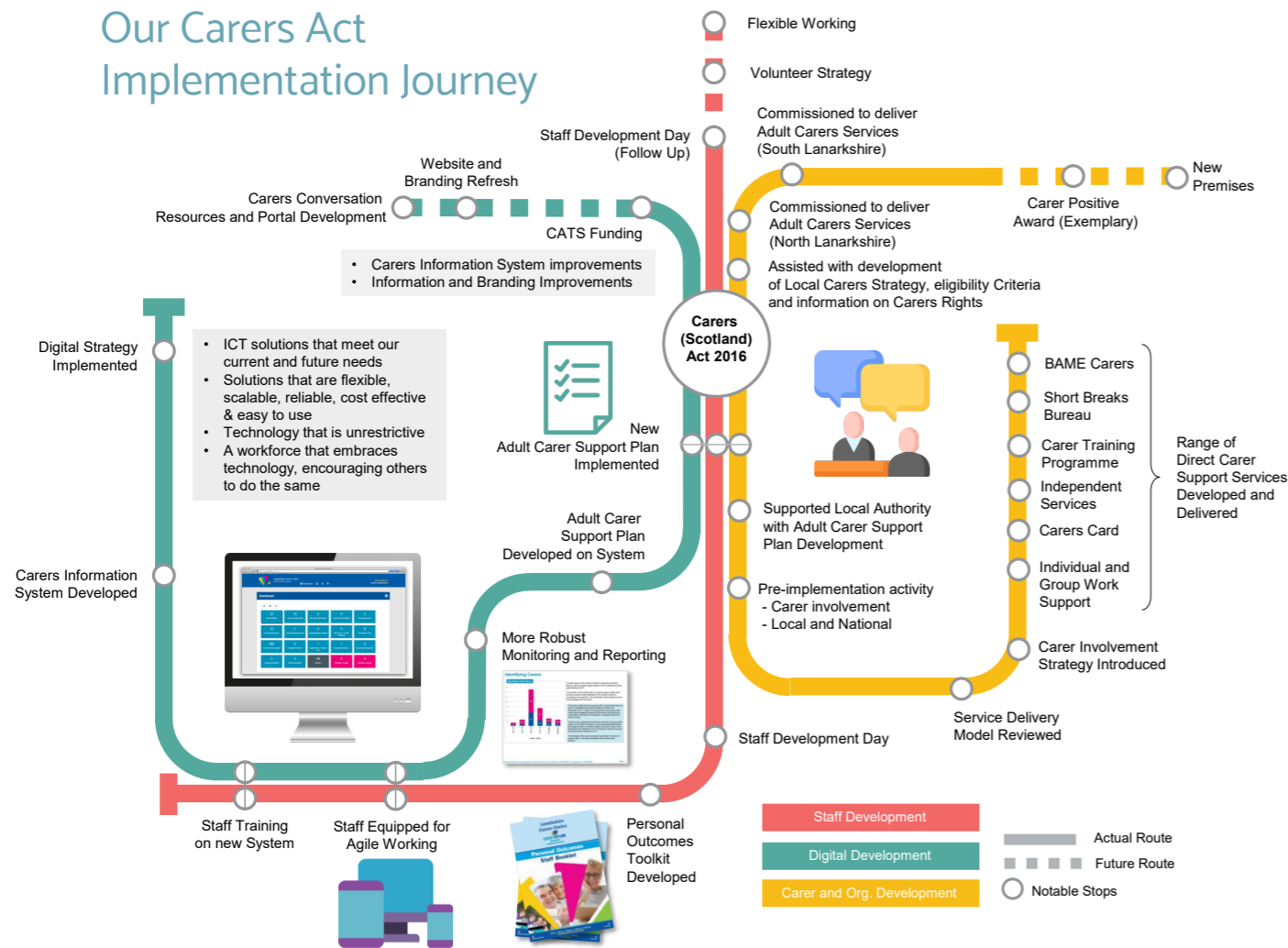
Lanarkshire Carers responding to and influencing local and national strategy

There has been a steady increase in demand for Lanarkshire Carers services over the last ten years. National research shows that the number of unpaid carers in Scotland is increasing and is likely to continue to increase as people are living longer. We have grown, adapted and changed. As an organisation our response was to invest in our people, our systems and our services. We had to make sure we are able to meet the requirements outlined by the Scottish Government through the Carers (Scotland) Act 2016. There are new duties relating to carers and Lanarkshire Carers has a key role to play in helping both North and South Lanarkshire Health and Social Care Partnerships respond to and meet those duties.



Raising awareness of carers

Our Carers Act Implementation Journey



Lanarkshire Carers better experiences and more choices

We are active across carer service best practice networks, an affiliated network partner of Carers Trust and members of the Coalition of Carers in Scotland, Carers Scotland, Shared Care Scotland and MECOPP. We are members of the national personal outcomes network and other practice sharing groups both in Scotland and UK wide.

Our staff team, many of whom are carers themselves, are committed to making caring a positive experience. The health and wellbeing of the staff and volunteer team is a priority for Lanarkshire Carers. The board are committed to making Lanarkshire Carers a great place to work and have implemented a range of improvements with more planned. The security and stability provided through our secured contracts facilitates this work.



Staff at AGM 2019

Three key development areas have been progressing since 2014:

- **Digital Development** - We have invested significantly in robust digital solutions such as our website, social media platforms, data capturing, monitoring and reporting systems. We also developed solutions for recording Adult Carer Support Plan conversations digitally. We continue to invest in digital solutions such as our carers portal and branding, engaging with carers throughout to ensure these are fit for purpose and developed with carers in mind.
- **Staff Development** - Our staff need to be equipped to use the new digital solutions we were implementing and be able to assist carers to use them. We purchased laptops, mobile phones and tablets for all carer support staff, ensuring we could take our solutions to carers rather than carers having to come to us. We also developed toolkits to assist staff to have effective conversations with carers in order to better understand their support needs and the outcomes they wanted to achieve. We continue to invest in staff development to ensure our workforce is highly skilled and able to meet carers needs.
- **Organisational Development** - We invested significantly in the services we provide, ensuring they continue to meet carers needs and are sustainable. We engage regularly with carers to develop these services, ensuring they are fit for purpose. Going forward we will be looking at how we continue to deliver these services effectively, as well as identifying new services that may be of benefit to carers in light of the challenging landscape we are currently operating in.

We have been working with Flexibility Works Scotland to look at how our service delivery model can further support work/life balance and better meet the needs of carers accessing our services.

We are a Carer Positive Established Employer, a Healthy Working lives accredited employer, and a Living Wage Foundation accredited employer – finalists for the Employee Choice award 2019

Our carer centred practice is aligned to Equal Partners in Care (EPiC) standards and our personal outcomes toolkit for carer conversations is referenced as good practice within this framework.

Lanarkshire Carers is committed to productive partnerships that enhance carers experience and choice. We work closely with statutory, third sector and private partners to progress our work and our contribution at a strategic level.



A quality assured organisation with our system and processes Trusted Charity Level 2 accredited (PQASSO)



Lanarkshire Carers feedback

Our carer voice and engagement agenda, along with our consultation, evaluation and review activities enable and support choice and control for carers and personalised support.

Lanarkshire Carers has helped me over all the years I have been a carer with training courses, information and therapies. All the staff are very helpful and make me very welcome.

Great to know you are out there. For me it's very reassuring that I'm not on my own.

Thank you so much for checking in on us, it is a great comfort knowing someone is looking out for us.

I would never have been able to apply for Universal Credit without your help as I do not speak & write English and have no IT skills. It would not have been possible for me to go online, create accounts for myself and wife, fill out complicated forms and verify my documents. You were the only one available to help in this time of need and we cannot thank you enough." **Translated**

I'm glad you made me think about emergency planning. It's not something I'd ever considered.

- 96% said their health and wellbeing had improved.
- 97% are able to continue in their caring role and feel confident about the future.
- 97% said they would recommend us to other carers.

I'm delighted to know that my grant application for driving lessons has been passed. It will give me something to look forward to after this lockdown is over.

thank you for calling, I'm a sociable person and struggling with not speaking to many people. All the help you offer is appreciated.

I'm glad to have the chance to talk about how I'm feeling as I can't speak about it to family.

the information you gave me on present and future support has been so helpful and has reduced the worries I had.

Thanks for getting in touch, it's good to know your organisation is out there for folk like me at a time like this.

Lanarkshire Carers partner feedback

Lanarkshire Carers client management system is central to providing the level and quality of service to carers and the people they care for. Of all the software applications we have developed over the last 15 or so years, this is the most successful in terms of engagement and results. This is in no small part due to the extremely effective working relationship, skills and experience, and understanding between Lanarkshire Carers and our development team, that have helped to make this such a success.

Hiper Ltd

Lanarkshire Carers has fully contributed to key pieces of work through active working sub groups on issues such as Mental Health Strategy, Social Prescribing for South Lanarkshire and continues to raise the carers agenda both locally and nationally.

Chairperson, South Lanarkshire Third Sector Chief Officers Group

COVID-19 response

- Carers across Lanarkshire should be recognised for the important role they have played stepping in and doing even more for the people they care for to keep them safe and well during lockdown. Lanarkshire Carers 'clap for carers' during carers week was a small token of our thanks for everything you do.
- We have introduced a new online feedback form to replace the post-card feedback system so that you can continue to tell us how we are doing.

2,447 carers signposted to, referred to, or told about the role of partner organisations

177 carers involved in consultation and involvement activity

Lanarkshire Carers has a proven track-record of providing vital services to carers, demonstrating professional excellence in all areas of the work they cover. We believe the Legal Clinic is a hugely important additional service for both carers and those they care for, and NewLaw Scotland continue to be committed to this joint venture.

NewLaw Scotland

Future Focus

- We will continue to deliver services that are outcome focussed. We might be doing things differently but we are still here to help.
- We will further enhance our information, awareness raising and referral pathways.
- We will support the digital inclusion and participation of carers.
- Carer Connected will provide a model for participation and involvement.
- We are expanding our team and recruiting for new roles.

Lanarkshire Carers Treasurer's Remarks

The statutory accounts for the year ended 31 March 2020 show a robust set of financial figures, with overall income increasing from £879,203 in 2019 to £994,336 2020. That's an increase of £115,133 year on year, or in terms of percentage, an increase of 13%.

Our Charitable Expenditure on running the carer services that we offer, increased by £42,995 to £839,654 in the year, an increase of 5.4% on the previous year.

There was a net inflow of resources of £29,692 in the year compared to a net outflow of resources of £30,395 last year.

- Unrestricted Funds carried forward amounted to £168,544
- Restricted Funds carried forward amounted to £319,202
- Overall Funds carried forward amounted to £487,745 (with £1 rounding difference)

Once again, we achieved the highest award in Scotland through our application to Shared Care Scotland for the Time to Live Creative Breaks funding in 2020, securing £68,173 to directly support carers to take a short break. We also secured grant funding of £15,391 from Carers Trust and £4,531 in Time For Me Grants. Our Short Breaks Bureau continues to be successful securing, promoting and administering grant funding for carers.

I'm delighted to inform the members of Lanarkshire Carers Centre Ltd, that we were successful in our competitive tender application for South Lanarkshire Adult Carer Support Services during the year. This followed on from our successful contract award in North Lanarkshire last year. Everyone involved at Lanarkshire Carers Centre put in an extraordinary amount of time and effort in putting forward what was ultimately the most economically advantageous tender available to both Local Authorities. This now provides us with a much more stable funding environment for the longer term and allows us to plan forward with a much higher degree of security.

That certainty of funding has proven to be particularly valuable to us, given the unprecedented uncertainty being faced by everyone during the COVID-19 pandemic. It has allowed us to put in place all of the necessary investments and measures to ensure the continued delivery of most of our normal services to carers, even if those services have been delivered virtually and remotely.

Our focus for the past few months has been to maintain the safety of members of staff and carers themselves. Hopefully, we will all be able to return to some sort of new normality in the not too distant future.

A special thanks goes to all of our staff at this point. The manner in which everyone has dealt with these incredibly difficult times has been fantastic. Your willingness to adapt to all challenges thrown at you over the past few months has been great to see and you all deserve a lot of credit for everything that we have been able to achieve during that time.

My thanks also go once again to all of our main funding partners for their continued support throughout the year and also to the many individuals who not only provide financial support to Lanarkshire Carers Centre, but by donating their own time in volunteering activities too.

A copy of the Statement of Financial Activities for the Year Ended 31 March 2020 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.



Brian Fitzgerald

Treasurer

Lanarkshire Carers Accounts

1 April 2019 to 31 March 2020

LANARKSHIRE CARERS CENTRE LIMITED

STATEMENT OF FINANCIAL ACTIVITIES

FOR THE YEAR ENDED 31 MARCH 2020

	Notes	Unrestricted Fund £'s	Restricted Fund £'s	2020 £'s	2019 £'s
Incoming Resources					
Donations, Legacies & Similar Income	2	334,264	660,072	994,336	879,203
Total Incoming Resources		334,264	660,072	994,336	879,203
Resources Expended					
Charitable Expenditure – Objects	3	160,702	678,952	839,654	796,659
Governance costs	4	124,990	0	124,990	112,939
Total Resources Expended		285,692	678,952	964,644	909,598
Net Incoming/ (outgoing) Resources		48,572	-18,879	29,692	-30,395
Total Funds Brought Forward		119,972	338,081	458,053	488,448
Total funds carried forward		168,544	319,202	487,745	458,053

Lanarkshire Carers team (September 2020)



Barbara McAuley
Chief Executive Officer



Clare Tiernan
Carer Services Manager



Francine O'Donnell
Carer Services Manager



David McCord
Carer Information
Manager



Jacqui Budris
Carer Support Worker



Lorraine Caldwell
Carer Support Worker



Karin Thomson
Carer Support Worker



Fiona Rough
Carer Support Worker



Alan McDonald
Data Management
Coordinator



Isbah Khan
BAME Carers
Services Coordinator



Pauline McIntosh
Carer Voice and
Engagement Coordinator



Joyce Brownlie
Short Breaks Bureau
Development Worker



Janice McKay
Carer Support Worker



Gail Fulton
Carer Support Worker



Stephen McMillan
Carer Support Worker



Ailsa Tweedie
Carer Information
Worker



Liz Findlay
Volunteer Development
Worker



Dian McFadden
Carer Support Worker



Lynda Freeman
Carer Support Worker



Lorna MacDonald
Carer Support Worker



Sammy Pollock
Carer Service Worker



Anne Wilson
Carer Service Worker



Nicole Lennox
Short Breaks Bureau
Information Worker



Anne Fitzpatrick
Short Breaks Bureau
Grants and Administration
Worker



Kimberly Sherry
Carer Support Worker



Ifthkare Yaqoob
Carer Support Worker



Julie Lennox
Carer Support Worker



Paul Stewart
Carer Support Worker



Thank you

We wish to express our sincere thanks and 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 funders, 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

Gordon Lennox | Director

Arlene MacNeill | Director

Kevin McGoldrick | Director

Linda Craig | Director

Margaret Moncrieff | Associate Member

Registered Office

Unit 1a 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:

Unit 1a Princes Gate, 60 Castle Street,
Hamilton ML3 6BU

Airdrie Centre:

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

Contact Details

Telephone: 01698 428090 | 01236 755550

Email: info@lanarkshirecarerscentre.org.uk

Social Media:



Core funders

