

dementia
chronic kidney
disease copd chronic
pain heart failure psychosis
schizophrenia diabetes endometriosis
epilepsy multiple sclerosis arthritis parkinsons
disease alzheimers anxiety aphasia autism brain
injury blood disorders cancer cystic fibrosis learning
disabilities motor neurone disease osteoporosis
personality disorders post-traumatic stress spina bifida

behind every condition there is a carer

schizophrenia diabetes epilepsy multiple sclerosis
arthritis parkinsons disease alzheimers anxiety aphasia
autism brain injury blood disorders cancer cystic
fibrosis learning disabilities motor neurone disease
osteoporosis personality disorders post-traumatic
stress spina bifida spinal injuries stroke
addictions sensory impairment old age
chronic kidney disease copd chronic
pain heart failure dementia
psychosis

**Annual
Report
2016-2017**

Chair's Report

For Carers Link Lancashire the year has been extremely successful in identifying even more carers, assessing and meeting their needs, developing new services and delivering high quality support in East Lancashire. The number of adult carers registered has now increased to 9424. During the year 1648 new referrals were received.

The Care Act 2014 placed a duty on supporting young adult carers with transition to becoming adult carers and 75 are currently being supported.

As always the voice of the carer is vital to Carers Link Lancashire and our annual carers survey provides us with very valuable information for service improvement. The Carers Involvement Group which meets monthly has again increased in membership and helped with co-production of new services. Both young and adult carers continue to be involved in staff selection and recruitment processes to ensure that staff understand issues from the carers perspective.

The health and wellbeing of all carers is vitally important to enable them to continue with their caring roles and many carers are often caring for more than one person. Collaborative partnership working is therefore essential to provide a holistic and seamless service for all carers.

Our long standing partners who support our organisation are our local council partners Hyndburn, Ribble Valley, Burnley, Pendle and Rossendale Borough Councils, East Lancashire Clinical Commissioning Group, Lancashire County Council, along with the Councils for Voluntary Services in East Lancashire. Partnership working will continue to be integral to our work to ensure that carers receive the best possible support without unnecessary duplication.

Fundraising has become a bigger priority this year to support the sustainability of our organisation. I would like to thank everyone who has contributed in any way to this and to inform you that all the fundraising goes directly to benefit carers. The ideas for fundraising have been very innovative and fun.

Once again I would like to commend all our funders who contribute to the success of Carers Link Lancashire including The Henry Smith Charity, Ribble Valley Council, East Lancashire Clinical Commissioning Group, Lancashire County Council and Carers Trust. Carers Link Lancashire values their continued support especially when all their resources are under increasing pressure.

Being a Trustee for our organisation is extremely important because the Board governs the registered charity that is Carers Link Lancashire. We are interested in recruiting new trustees so if you are a carer, former carer or feel you have skills which could benefit our organisation please get in touch with myself through the office at Melbourne House. I would like to pay tribute to a former trustee Gerald Griffiths who sadly died during this year. Gerald was a Trustee for 14 years and only stepped down in 2015 due to health reasons. His dedication as a Trustee will always be remembered.

Lastly and most importantly I would like to say a massive thank you to all our carers, trustees, staff, volunteers, funders and partners for the invaluable role you all play contributing to and supporting our ongoing work.

Anne McCarthy



9424

Adult Carers
Registered

12%

from the BME
Community

31%

carers aged
over 65

2650

1:1 sessions
provided

1648

new carers
registered



14% of carers are
caring for someone
with dementia



113 Carer Awareness
sessions delivered to
1006 professionals

Board of Directors/Trustees

Judith Addison
Cllr Barbara Ashworth
Brian Birtle
Cllr Wendy Dwyer
Cllr Melissa Fisher

Cllr Joyce Holgate

Katie Martin
Sheila Maw
Anne McCarthy
Mohammed Mustafa
Edward O'Brien
Brian Ozenbrook
Angela Stuttard

Rebecca Hodgson

Resigned May 2016
Appointed September 2016
Treasurer
Resigned May 2016
Nominated Representative of
Hyndburn Borough Council,
appointed May 2016
Nominated Representative of Ribble
Valley Borough Council

Resigned September 2016
Chair
Appointed April 2016
Resigned May 2016

Vice Chair

Company Secretary & CEO

Registered Carers

26.5%

Burnley

25%

Pendle

14%

Rossendale

24%

Hyndburn

10%

Ribble Valley

0.5%

From another
area but care
for someone
within our Local
Authority

Treasurer's Report

The Lancashire County Council contract was in its second year of operation and the efficiency and organisational changes identified in 2014-15 have continued to enable its successful operation. There were some minor organisational changes introduced during this year, as the Chief Executive continues to fine tune the organisation.

This has all taken place alongside the continuing task of seeking new and securing ongoing sources of funding, as well as monitoring the budgets associated with our current projects.

With this in mind, plans are in hand for some of the excess to be utilised during the current year in order to develop the organisation, particularly with a view to identifying and developing new funding sources in order to mitigate against any future restrictions in public sector funding.

Financial Year 2016/17

↑
£747,771
Total funding received

An increase from £721,835 in 15/16.

↑
£712,323
Total expenditure

An increase from £669,000 in 15/16

During the financial year 2016/2017 the expenditure was £712,323 (£669,000: 2015/16) compared to total income received of £747,771 (£721,835: £2015/16).

We continue to review the organisation's investment policy, funds are being placed with several financial institutions in order to mitigate against possible bank collapses, and advice is sought from our investment advisor as to minimising the risks of our portfolio.

Free reserves (i.e. unrestricted general funds) are £421,135 and represent 5 months (4.5: 2015/16) of operating expenses and comfortably exceed Carers Link Lancashire's reserves policy of free reserves not being less than three months of the projected expenditure for the following year.

The majority of our funding comes from the core contract with Lancashire County Council, which is also part funded by the East Lancashire Clinical Commissioning Group. This represents approximately 81% of our ongoing income but is a reduction from the 86% in 2015/16 and demonstrates our progress in identifying other sources of income, both from alternative funders and other public sector bodies.

We are grateful to all current and former funders, large and small, and for all those who support our organisation.

Brian Birtle



The financial information set out opposite does not constitute the charity's statutory accounts and may not contain sufficient information to allow for a full understanding of its financial affairs. The information has been extracted from the full accounts for the year ending 31st March 2017 which can be obtained from the Finance Officer at the registered office.

The audited report on the accounts was unqualified. In our opinion the financial summary is consistent with the full accounts of the charity for the year ended 31st March 2017.

Evans Accountants (Chartered Accountants)
Unit 1 The Old Sawmill, Shawbridge Street,
Clitheroe, BB7 1LY

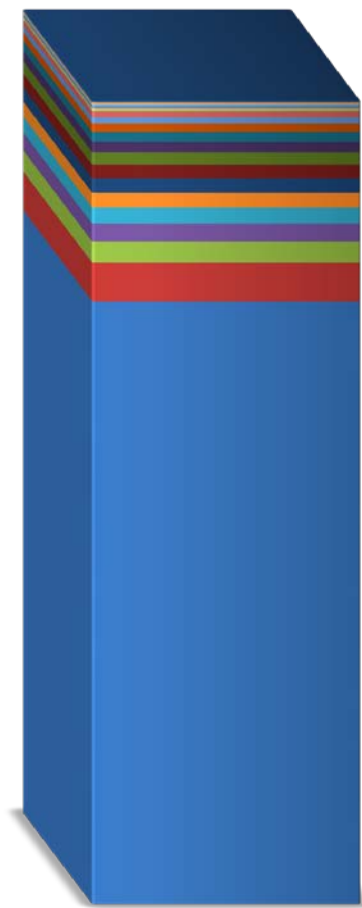
Financial Activities

INCOME



- LCC Contract 82.91%
- Income Generated 5.32%
- BBC CIN 4.41%
- Carers Trust 3.29%
- Henry Smith 2.65%
- Small Grants - Adults 1.11%
- Small Grants - Young Carers 0.30%

EXPENDITURE



- Staff Costs 75.04%
- Accommodation 4.84%
- Events & Replacement Care 2.62%
- Postage and Delivery 2.24%
- Fundraising Costs 2.00%
- Professional Fees 1.84%
- Depreciation 1.80%
- Computer Costs 1.70%
- Printing & Reproduction 1.56%
- Publicity & Marketing 1.30%
- Young Carers Events/other costs 1.22%
- Trusts Grants Payable 1.05%
- Training/Conferences 0.78%
- Office Costs 0.76%
- Volunteer Expenses 0.35%
- Insurance 0.28%
- Gifts and Donations 0.23%
- Miscellaneous 0.23%
- Furnishings & Fittings 0.17%

CEO's Report

This year has been a hugely successful and rewarding one and has seen a number of great achievements for our charity. We have been successful in securing funding from the Carers Trust to provide specialist additional support to Young Adult Carers aged 16-25 years alongside implementing a new Carers Caravan which provides discounted respite and breaks at Havens Marton Mere site in Blackpool.

One of my particular aims and achievements throughout the year has been to reduce our reliance on statutory contracts which has seen a reduction from 86% in 2015/16 to 81% this year. This clearly demonstrates our commitment and progress in identifying other sources of income to ensure the longer term sustainability of our charity.

Moving forward, I will be continuing to focus on sustainability and diversification of funding streams, working hard to ensure that the charity's overall funding sees a decline in reliance on statutory contracts. To achieve this, I will be investing in more fundraising practices that serve a dual purpose of raising awareness of carers across East Lancashire and generating further unrestricted income.

I would like to take the opportunity to thank all of our funders throughout 2016/17 including our main funders Lancashire County Council and the East Lancashire Clinical Commissioning Group, Henry Smith, BBC Children In Need, The Carers Trust alongside small grants from Ribble Valley Borough Council, Clevedon Forbes and

Miles for Smiles. Without all of this financial support, both big and small, we would be unable to provide the fantastic services for carers that we do!

Our Board of Trustees and I are just in the process of ratifying our new strategic objectives for the charity over the coming years 2017/19. Our aim is to ensure that our charity is stable and in a position to continue to provide long term services and support to carers.

I would also like to take the opportunity to thank all my staff team and volunteers for their continued commitment and dedication to the organisation. They all work hard to ensure that the carers we support lead happy, satisfying and fulfilling lives, with access to all the services and rights as carers that they are entitled to.

Rebecca Hodgson



1091

1343

49%

1043

During the year we have undertaken 1091 new statutory Carers Assessments and 1343 reviews of Carers Assessments. 49% of these have resulted in a monetary personal budget of between £200 and £300 being commissioned.

1043 emergency contingency plans (Peace of Mind for Carers) were created.



Carers Link Lancashire's purpose is to support unpaid carers to maintain their own health and wellbeing so that they can continue in their caring role for as long as possible.

This will be achieved through the provision of a quality person centred health and social holistic approach through collaborative partnerships, empowerment, innovation and representation across East Lancashire.

The values that we will observe to guide us to achieve our vision are:

- Respect for the people we serve and work with
- To act with integrity
- To be non-judgmental
- To develop and maintain collaborative partnerships



Our mission is to make a positive difference to the lives of carers.

We do this by:

- Providing quality, person centred services
- Forming and maintaining collaborative partnerships across the statutory, voluntary, community, faith, education and private sectors
- Identifying hidden carers and offering them up-to-date and accurate information and direction
- Ensuring that individual carers needs are assessed and that their collective needs are recognised
- Ensuring that carers have access to individual support, training, counselling, advocacy and breaks from their caring role.

Our carers support people with a variety of conditions as demonstrated in the categories below:

46.5%

Older Person

21.5%

Dementia

16%

Physical Disability or Sensory Impairment

6%

Disabled Child (under 18yrs)

4.5%

Learning Disability

4%

Mental Health Condition

0.5%

Substance Misuse

1% of conditions are unknown. Figures based on 1648 new carers registered in 2016/17

Maddison's Story & Young Carers Project

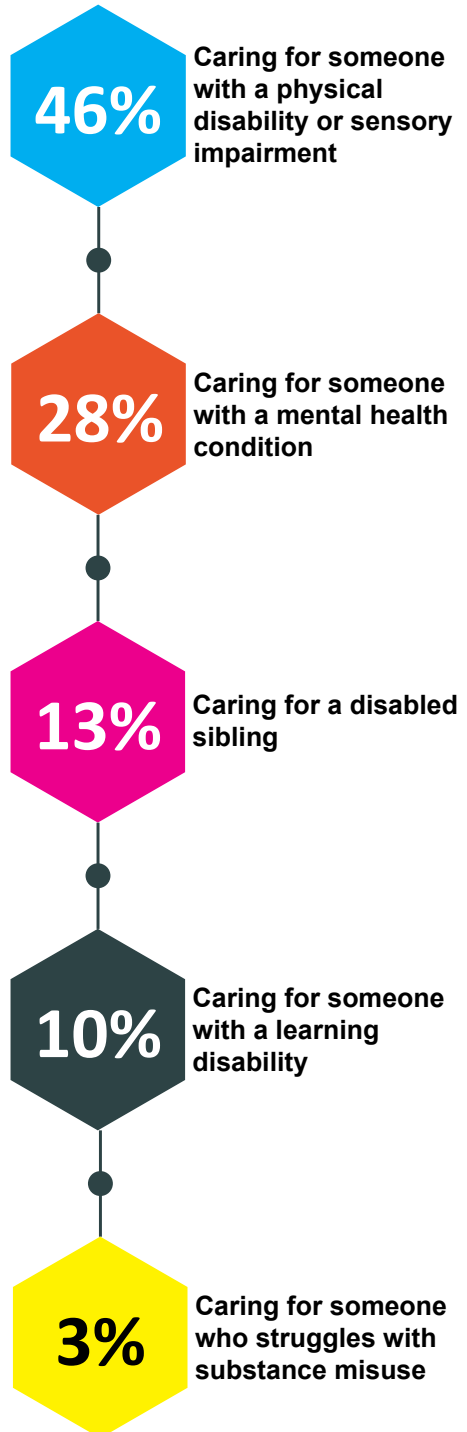
Maddison is 6 years old. Her dad died when she was very young and she cares for her mum Christine, who has Parkinsons Disease and also a hearing impairment. Maddison has to help her mum on a daily basis with everyday tasks as she is very shaky and can become easily tired. Maddison worries about her mum both in school and if she has to leave her.

Maddison's mum referred her to our service as she felt Maddison was becoming isolated and she worried that this would impact on her as she got older. Our Young Carers Development Worker met Maddison and started 1-1 sessions. She talked about how she worried about her mum and also how she felt people didn't understand why she couldn't always do things they could. Together, they are working through an action plan that will help her.

Maddison now attends our time out sessions and is making friends. She can ring her mum if she feels worried, but so far she has not needed to, as just knowing she can is a great comfort to her.

The School Liaison Officer is now working in school with Maddison and her attendance has improved. She now feels more confident that mum will be fine whilst she is at school, so she does not want to stay home as much.

We are arranging to do some work in school around young carers so that Maddison no longer feels 'different'. During summer she has attended Forest School with other young carers her age and this has not only given her a break from caring but has also enabled her to develop some new skills. Her mum says she is really grateful to young carers for the support she receives and Maddison always looks forward to coming.



Throughout the year the project has received 64 new young carer referrals into the service. As of the 31st March 2017 Carers Link Lancashire were supporting 76 registered young carers.

By attending a trip or activity that we have held, the emotional health and wellbeing of the young people has improved, increasing their self-confidence and their ability to make new friends alongside gaining peer support through sharing their experiences with other young carers in a similar position.



Young Carer Statistics

65%

Caring for a parent

32%

Caring for a sibling

3%

Caring for another relative

41%

of our Young Carers are under 10 years old

4%

are home educated

1 in 5

of our young carers have their own mental health issue

76

The number of young carers registered

Volunteering

Throughout the year, Carers Link Lancashire has been supported by 69 volunteers, of which many have undertaken multiple volunteer roles. Volunteers support the charity in many ways delivering direct services including the sitting in service, volunteer helpline for carers, complementary therapies, administration, events, young carers support, cleaning, primary and acute outreach.

Throughout the year we have provided regular, weekly, free respite opportunities and support for 147 carers to assist them in taking a break from their caring role. This has often resulted in volunteers, carers and the cared for developing long lasting friendships. The Sitting in Service is very successful, reputable and the carers are very appreciative of the service and the respite opportunity this provides.

The Sitting in Service is delivered 1:1 and through group sessions. During the year we ran sessions in conjunction with Gazegill Organic Farm in Rimington, Clitheroe.

"The Group SIS at Gazegill Farm is something that I and my husband really looked forward to each month. We have enjoyed meeting new people and petting the animals. It was something we could do together and gives us both a break from the house. It has also given us the confidence to join the local Parkinson's group and I am now considering requesting respite so I can take a longer break as I currently only have 30 mins to an hour each day 7 days a week"



£25,293.60

total worth of salary costs provided for free by our volunteers



£30,195.00

of free respite provided through the Sitting in Service if this was chargeable

3513

Total number of hours provided by volunteers this year

69

Number of volunteers supporting the work delivered by Carers Link Lancashire

2013

Total number of respite hours provided through the Sitting in Service

Marion's Story

"I have been volunteering for Carers Link Lancashire now for approximately 2 and a half years after being introduced to the organisation by a friend who is a carer that I offered some respite too. I volunteer for both the Individual and the Group Sitting in Services which I thoroughly enjoy.

"Giving my time as a volunteer has increased my confidence as I'm not a naturally outgoing person. I no longer feel afraid of being in the company of others. It has given me the opportunity of getting out of the house, meeting new people, making new friends and being stronger as a person in dealing with others.

"Volunteering has given me the opportunity of connecting with the local community and making a difference to carers and their cared for. Even helping out with the smallest tasks can make a real difference to their lives.

"The main aspect of volunteering I enjoy is knowing that I am providing a sense of purpose for carers offering respite for a few hours, doing something for them, being a listening ear, empathising with them, and just being there to reduce their stress levels, isolation and improve their wellbeing.

"I have built a lovely relationship with the carer I support through the Sitting in Service, who feels happy and safe that the person they care for is in good company while they have a break.

"I thoroughly enjoy working as part of a team especially within the group sessions where we all work together to provide support in a caring environment encouraging individuals to participate in activities, singing and general conversation, as well as giving them the opportunity interacting with others. Most of all I have fun!

"There is one person who attends the Group Sitting in Session at Knight Hill House in Padiham, who has limited sight and upon hearing my voice cheers up and starts singing. It is so lovely to see and hear.

"The work Carers Link Lancashire does is brilliant especially offering the volunteering opportunities to support carers. I would definitely recommend volunteering to others. What you put in you get back out of it especially when those you support smile at you. You know you have made an impact/difference and it's wonderful.

"Volunteering definitely enhances you as a person in terms of skills, wellbeing, making friends and meeting a variety of people. I think everyone should do it, even if it's just a few hours a week."

Marion Marshall



A SPECIAL THANK YOU



We would like to say a special thank you to volunteer Lynn Mitchell, who in the run up to Carers Week 2016 suggested that we run a pop up charity shop.

Through hard work and hours spent sorting through the donations, Lynn helped make the charity shop, held for one week in Barnoldswick, a big success by raising £1339.33.

All this was done whilst also being a full time carer. Her support is hugely appreciated. Lynn is featured on the front page of this Annual Report as an extra acknowledgment.

Fundraising

Throughout the year, the charity has been focusing on diversifying our income through charitable fundraising. With the appointment of two Fundraising Officers (full time equivalent) to raise the profile of the charity, a total of £41,340 has been raised through fundraising practices and donations, which is an increase of 103% compared to 2015/2016. As a charity we are extremely grateful for all donations received from carers, volunteers, staff and organisations. Here are just a few examples:

- Bag Packing in Supermarkets
- Britain's Best Breakfast
- Children in Need
- Christmas Raffle
- Family Fun Day
- Sky Diving

Future Fundraising

Our future fundraising practices over the next year include:

- Charity Ball
- Color Run
- Royal Lancashire Show
- Sky Diving
- Tough Mudder
- Wine Tasting Evening

We have also been actively promoting JustGiving and The Giving Machine.



The Giving Machine is an easy, online way to raise funds for Carers Link Lancashire. Simply sign up at the Giving Machine website, ensure you have liked our charity as your 'cause' then start online shopping at your favourite stores.

A donation is made to Carers Link Lancashire at no extra cost to you, and with over 1,500 retailers the donations there is something for everyone.

Pauline Hodgkinson secured £1000 from TK Maxx to support carers activities.



'Walk a Mile in Carers Shoes' in June 2016 raised £1000 as part of Carers Week.



Charlotte Sinclair completed her first marathon and raised an amazing £2000!



Young Adult Carers & Kirtis' Story

Last year, it was identified that one of the priorities moving forwards for the Charity was to focus on providing specific funding to identify and support Young Adult Carers as only 2% of our registered carers were aged 18-25 years. A funding application was secured from the Carers Trust to provide this specific support for 18 months. This new project, which focused on ages 16-25 years, has supported and assisted Young Adult Carers (YAC), with their transition into adulthood, working alongside them to enable long term positive social and emotional change throughout their lives.



Kirtis is 20 years old and has been the primary carer for his mum for the past 4 years. His caring role began when his mum collapsed at home leaving her with left side paralysis and spinal problems. She has also been diagnosed with Arthritis in the spine, sciatica and a slipped disc.

Due to his mum's limited mobility and her struggle with pain, Kirtis helps with her personal care such as showering, toileting and dressing as well as completing the housework, shopping and cooking meals.

Kirtis was studying ICT at college at the time of his mums fall, however he had to drop out due to the demands of his caring role. Over this period he has become increasingly isolated and admitted that he doesn't talk to anybody other than virtual friends through gaming and family members. Kirtis also has ADHD which he feels affects his ability to engage with his peer group.

During the initial visit, we spoke to Kirtis about his caring role and the impact that caring was having on his social and emotional wellbeing. He was keen to attend the group sessions and activities as a means to engage with his peer group and asked to attend the YAC residential that was running the following week.

Kirtis attended the residential trip that we ran with 6 other young adult carers which was targeted at those who were struggling socially due to their caring role. He settled in very quickly with everyone and over the two days they formed a strong bond. This has continued after the trip with Kirtis meeting up with the group outside of the project. We have acknowledged that this has formed into a support network and friendships have strengthened and to continue to support this group we have been providing activities and group opportunities for them to get together with the support of the two Young Adult Carer Development Workers.

Kirtis has mentioned to staff that he feels much less isolated as he is beginning to have his own social life aside from that of his caring role. He has also been attending the wellbeing workshops over the past few months which have focussed on managing stress and feelings. Kirtis feels that he is benefiting from the support of the YAC project and is keen to engage in activities, 1:1's and groups that are running.

As Kirtis has now begun to attend social events the whole family have taken on more of a role supporting his mum and are sharing responsibilities with less pressure being put on one person.

Health & Wellbeing

Carers Link Lancashire recognises the importance of maintaining or improving the health & wellbeing of carers we support. The charity undertakes a wide range of outreach and awareness raising in a variety of health settings including acute, primary and community based.

Throughout the year 210 Carers Clinics have been delivered within surgeries and health centres in East Lancashire, offering 679 accessible appointments.

A further 228 outreach sessions have been provided across primary care alongside Carers Support Workers providing additional regular outreach support at hospitals including Royal Blackburn Hospital, Burnley General Teaching Hospital and Clitheroe & Pendle Community Hospitals. This work has resulted in an increase of referrals from across acute settings throughout the year.

Our go2 Carers Leisure Scheme has seen an increase in private businesses signing up to the carer discount scheme. These discounts, along with those already offered by the 5 borough councils across their leisure facilities, are an invaluable service for carers that enables, promotes and improves health & wellbeing; particularly those who may not have spare disposable income to pay the full costs.

Our aims for the next year include increasing the number of businesses signed up to the scheme and refocus our work within the Leisure Trusts; more outreach in health based settings; work closer with the Memory Assessment Service.



2016/2017 saw the introduction of a brand new respite scheme for carers in East Lancashire - The Carers Caravan.

Based at the Haven Holiday Park at Marton Mere, Blackpool, this newly refurbished 8 berth static caravan is a perfect example of Carers Link Lancashire listening to the wishes of our carers and their request for affordable, family and carer friendly respite facilities.

The site is only 10 minutes from the South Pier and has excellent discounted on-site facilities to use. The scheme has been a huge success and future charitable plans include investment in a further caravan in the Lake District.



Our Team

At Carers Link Lancashire, we have an amazing staff team who really do go above and beyond to ensure that carers are recognised and supported. Our staff team is our most prized asset whose dedication, commitment, knowledge and skills, shines and enables us to provide carers with the best possible services and support. We have very little staff turnover which demonstrates to us that our charity is a great place to work and has the best possible staff team. Our longest serving member of staff is Carole Moulton who has been with the organisation for 14 years. Here is her story...

"I have worked at Carers Link Lancashire since 2003, when we had a very small team of 1 manager and 5 part time staff covering all of Hyndburn & Ribbles Valley, working with Adult and Young Carers, how we have grown!

"There have been many highlights at Carers Link Lancashire but probably the most memorable are celebrating 10 years of support for young carers at The Grand in Clitheroe, where the young carers took part

in an alternative fashion show; produced a short drama highlighting the daily plight of young carers (reducing everyone to tears); and they entertained parents and dignitaries

with singing and dancing performances, not forgetting the Carers Link Lancashire staff who dressed as the Spice Girls and performed one of their songs.

"Appearing on BBC Children In Need with the young carers was also wonderful because Children In Need have funded the Young Carers project from the beginning.

"My aim is to help young carers achieve their goals in life whatever they may be. I



always say to the young carers 'caring is what you do but it does not define you, you can do or be who you want in life with support and determination', and I will keep on doing and saying this for as long as the funding continues.

"My job is the best and I am grateful to work with such wonderful young people."



"Working with young carers was new to me, although I had always worked with children and young people previously. It was very difficult at the time because 14 years ago not many people understood about young carers, so a lot of my time was spent raising awareness in the community and schools trying to help identify young carers so they could receive the much needed support.

"Over the years support has been provided to 100's of young carers. My work with young carers can be challenging but is always rewarding.

Staff Team

Noreen Akhtar	Carers Development Worker
Yasmin Akhtar	Carers Development Worker
Suafina Aslam	Volunteer Co-ordinator (from October 2016)
Angela Austin	Carers Support Worker
Lou Boulton	Finance Officer
Rachael Campbell	Senior Administration Assistant
Sara Duckworth	Young Carers Sessional Worker (from August 2016)
Diane Flynn	Carers Support Worker
Audra Higgin	Senior Carers Development Worker
Joseph Hildred	Fundraising Officer (from January 2017)
Rebecca Hodgson	Chief Executive Officer
Kathryn Immins	Carers Development Worker
Jill Laing	Carers Development Worker
Laura Livesey	Volunteer Co-ordinator (to September 2016)
	Fundraising Officer (from October 2016)
Emma Logan	Carers Support Worker
Emma Lawson	Administration Assistant
Sandra Marcy	Carers Support Worker
Ann Mobey	Senior Administration Assistant
Carole Moulton	Young Carers Development Worker
Michelle McClure	Young Adult Carers Development Worker (from April 2016)
Rebecca Ormerod	Office Manager
Carol Pollard	Services Manager
Georgia-Mae Riley	Young Carers Sessional Worker (from August 2016)
	Administration Assistant (from August 2016)
	Young Adult Carers Development Worker (from November 2016)
Shakil Salam	Carers Development Worker
Sonia Spencer	Administration Assistant
Carolyn Teed	Finance Officer
Graham Walton	Senior Carers Development Worker
Jennifer Winnard	Carers Development Worker (from October 2016)



Carers Link Lancashire

Melbourne House, Eastgate, Accrington, BB5 6PW

Email: info@carerslinklancashire.co.uk

Website: www.carerslinklancashire.co.uk

