

# ANNUAL REPORT



2022 - 2023

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# MESSAGE FROM THE CEO

I am delighted to share with you in this year's report some key achievements and findings from the financial year including sharing some of our statistics and carers stories...

The past 12 months have been a very busy, but exciting time for us! Our charity has worked hard to achieve charitable objectives as set out in our strategy, including longer term sustainability by securing Lancashire County Councils Statutory Carers contract for the next four years in partnership with NCompass.

Throughout the year, the charity has successfully developed a further charity shop/information and support hub in Haslingden, providing accessible services to residents from Rossendale. We have also been working hard to develop and renovate our property in Colne, securing a number of external capital grants to support us in renovating and developing the property. This property will house another charity shop & information and support hub and is set to open at the end of Summer 2023. All this work, supports our objectives of being more sustainable with more diversified funding streams whilst offering support directly in the communities we serve.

A great achievement throughout the year was the charity winning the Not For Profit Award at the Hyndburn Business Award. As always thank you to those people who nominated us, it really does mean a lot to us!

As always, I would like to thank all of our staff team and volunteers for their passion commitment and professionalism shown throughout the year, always going above and beyond to improve the lives of carers in East Lancashire. One of our staff members Carole Moulton achieved a 20 year service award this year! We are so lucky to have her on our team!

Rebeue Hodgson

Rebecca Hodgson
CEO Carers Link Lancashire





# INTRODUCTION FROM OUR CHAIR OF TRUSTEES

The economic downturn following the challenges of the past two years has continued to have significant impact on our local communities. This has resulted in people turning even more to services that can offer varying degrees of help and support, highlighting the very important role that Carers Link Lancashire has with our strong ethos on supporting the crucial role that unpaid carers have across our community.

I am very pleased to report that even within the context of the economic difficulties and the growing needs of our carers the organisation has continued to respond to our registered carers through the provision of face to face support, advice, information and respite opportunities for Carers.

The Board were delighted to have an additional two Trustee's join us during the year- Councillor Daniel Cassidy has joined us as a nominated elected member from the Hyndburn area alongside welcoming back Brian Birtle, a longstanding previous Trustee with the charity.

I would like to take this opportunity to thank all our Board of Trustees for their commitment, expertise and passion given to the organisation throughout the year. A key role for the Board is in supporting our very able management team and, led by our exceptional CEO, Rebecca, as together we continue make significant progress against our key priorities. Key to this aim is the very successful progress which has been made towards increasing our charity outlets portfolio with a second one opening in Haslingden earlier this year and a third one well underway in the Colne area as included in Rebecca's report.

I am also pleased to report that our committed volunteers continue to work in various roles across the organisation and encourage anyone interested in supporting our communities, especially as we seek to grow our volunteer support especially in our growing charity outlets. Anyone interested is very welcome to contact the main Accrington headquarters where you can seek further information about the various opportunities open.

One of our main Strategic objectives is to further develop our charity Shop portfolio and I am pleased to report that during the year a site has been procured in the Colne area to develop a second charity Shop outlet. A project plan is currently in progress along with an ongoing review of our existing charity outlet and café sited within the Blackburn Road Accrington premises.

I would also like to thank the Boroughs of Hyndburn and Rossendale for their continued support through the ongoing election of nomination for roles of Trustees and the support they offer to the Board.

Thanks also to our donors and contractors who continue to offer financial support in the way of grants, donation of materials and work.

Projects which support the Charity immensely in achieving its vision and strategy.

Special thanks to our main funders of Lancashire County Council, Eric Wright Foundation, BBC Children In Need and other smaller donors including the Ribble Valley Borough Council.

Finally, I thank once again our excellent committed staff and volunteers for their hard work in supporting our Carers across Lancashire and continuing to support the Charity especially during these challenging times

6 Pollard.

Carol Pollard
Chair of Trustee

# BOARD OF TRUSTEES







Carol Pollard

Brian Birtle

Melissa Fisher







**Patricia Ahmed** 

med Jeff Leahy

y Susan Bibby

Brian Ozenbrook









Shakil Salam

Barbara Ashworth

**Daniel Cassidy** 

Mustafa Mohammed

# FINANCIAL ANALYSIS

#### **INCOME**

- **CIN 3%**
- Donations & Fundraising 2%
- Trading & Caravans 5%
- Grants 6%
- **LCC 83%**
- Other 1%

#### All Income listed:

(highest to lowest)

LCC - £807.290.36 Grants - £57,420.00

Trading & Caravans - £51,572.63

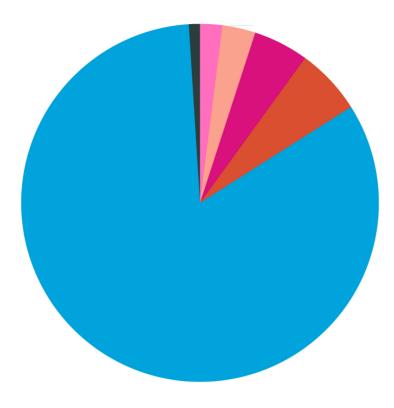
CIN - £32.159.58

Donations & Fundraising - £17,291.46

Other - £4,904.72

All income strands total - £970,638.75

Income excluding LCC - £163,348.39



#### **EXPENDITURE**

- Trading 2%
- Caravans 3%
- Project Costs 5%
- Staff Costs 74%
- Accommodation 9%
- **Governance & Support 3%**
- Administrative 4%

#### All Expenditure listed:

(highest to lowest)

Staff Costs - £670,613.91 Accommodation - £78,800.78 Project Costs - £49,781.12 Administrative - £40,687.17

Caravans - £25,035.05

Governance & Support - £24,115.90

Trading - £21,369.20

All Expense strands total - £910,443.13

Expenditure excluding staff costs - £239,829.22

#### Overall, the charity had a very successful year with income being above budget at just under £1m, largely due to additional revenue from Lancashire County Council.

Expenditure was slightly over budget for the year, because of additional capital costs in establishing the new charity shops and support hubs. The revenue aspects of expenditure were well managed and below budget.

The cash position remains healthy well above 3 months expenditure and reserve requirements.

Continuing the Charity's strategy of diversifying income streams by opening charity shops we committed to a 3yr

leasehold on a property in Haslingden during the year. The property has since opened and is initially trading above expectations. In line with the charity's strategy this premises also builds our presence in the community by acting as a local drop-in support hub for carers. The renovation of the property in Colne purchased February 22 continues with a forecast opening date of late summer 23.

Lastly the Charity exited one of the 3 holiday park caravans it owned as it needed replacement and was no longer financially viable.

- Jeff Leahy Treasurer



Blackburn Rd, Accrington Deardengate, Haslingden





Market Street, Colne

# STATISTICS

# **STATE OF CARING 2022**

In 2022, carers shared their experiences which helped to inform Carers UK's State of Caring 200 Report.

**10.6** MILLION

Estimated that there are around 10.6 million carers in the UK – 1 in 5 of adults are providing unpaid care.

30 PERCENT 30% - Almost 1/3 of carers said their mental health was bad or very bad.

£193 BILLION Carers support was valued at £530 millions per day during the pandemic or £193billion for the full year.

25 PERCENT 25% of carers said they were cutting back on essentials such as food or heating.

77 PERCENT 77% of carers said that the rising cost of living is one of the main challenges they will face over the coming year.

63 PERCENT 63% of carers said they were extremely worried about managing their monthly costs.

52 PERCENT

Over half of carers (52%) said that they need more financial support.

84 PERCENT 84% of carers in receipt of Carer's Allowance said that an increase in the value of carers' benefits would be one of the main financial changes that would make a difference to them.

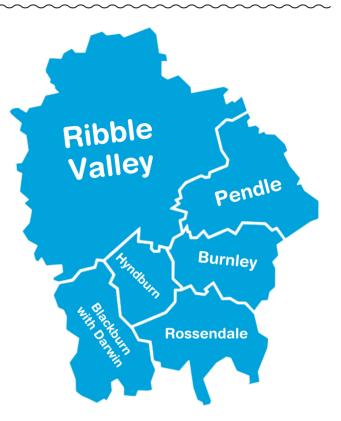
5 PERCENT 5% of carers worry about continuing to juggle work and care.

41 PERCENT 41% of carers haven't taken a break in the last year. Of those, 26% of carers haven't tried to take a break because they felt it was too difficult.

As of 31st March 2023 Carers Link Lancashire are currently supporting:

11664 154 ADULT & YOUNG CARERS CARERS

In the East Lancashire area.



# The Lancashire Carers Service

During the year, in partnership with Ncompass, the charity jointly tendered for Lancashire County Council's statutory carers services contract and were awarded this contract for a further 4 years.

The Lancashire Carers Service works across the county providing support, guidance and information to adult carers. The service is delivered in partnership with n-compass who deliver in North and Central Lancashire with Carers Link Lancashire delivering in East Lancashire.

The service supports people in their caring role, undertaking statutory carers assessments and supporting their emotional health and wellbeing.

This year Carers Link saw:

1409
\*NEW\*
CARERS
ASSESSMENTS

3408
REVIEWED
CARERS
ASSESSMENTS

780
\*NEW\*
POM4C
PLANS

# **PRIMARY CONDITIONS:** 13 % of registered carers care for someone with dementia 34 % of registered carers care for an older person 18 % of registered carers care for a person with PDSI 12 % of registered carers care for someone with a mental health condition

9% of registered carers care for a learning disability

0.5 % of registered carers care for someone with substance misuse

12 % of registered carers care for a disabled child

1.5% of conditions are unknown

**2000** 

New referrals

**New Carers** Identified

(An increase of +3.5% compared to 2021/22)

Existing Registered **Carers** 

Supported with further support and services.

**5655** 

1-2-1 Support Sessions

**Assesments** Undertaken

(Statutory Carers Assessments/ Reviews)

POM4C **Emergency** plans taken

Support Groups and **Events** 

(Attended by 717 carers)

**Carers** Courses

(Attended by 109 carers)

**Peer Support** 

(Attended by 419 carers)

Groups

Organised **Activities** 

(Attended by 158 carers)

1403

**Carers** Supported with Respite **Opportunties** 

**Carers** 

**Awareness Training** Sessions

(Training 684 professionals)

**258** 

Counselling Sessions

(Free counselling hours to carers through a team of volunteer counsellors)

**Max Cards** 

**Provided** (Enabling families to receive free and discounted accessto

recreational facilities)

£454k

In Benefits Secured For **Carers** 

(Secured by providing a dedicated welfare and benefits worker who advises on benefits carers are entitled to, assisting them with completing claim forms and ensuring carers receive the benefits they are entitled to. This is a huge increase of +10% from what we achieved in 2021/22)

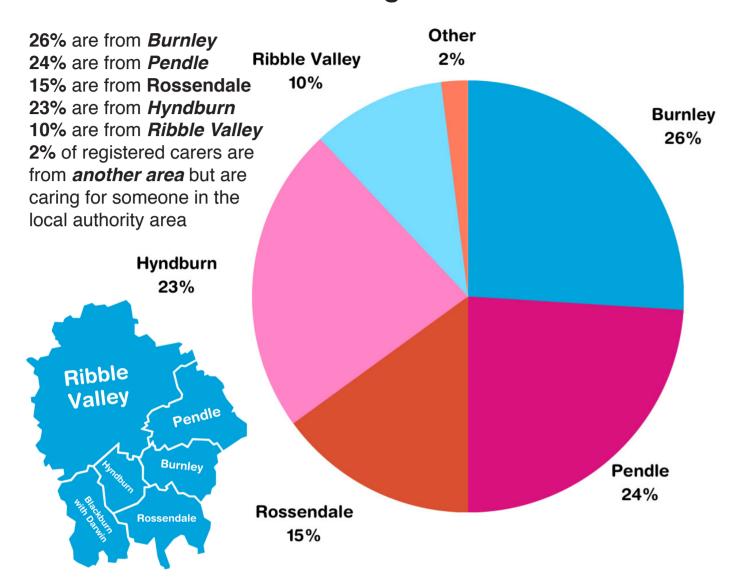
> Personal **Grants** Secured

(With £15,141 additional income being secured for carers)

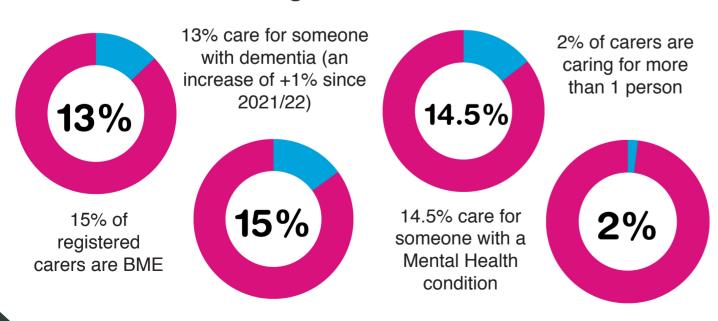
Go2 Leisure Cards Issued

(Gives Carers highly discounted access to a range of health and wellbeing facilities & services across East Lancashire.)

#### Area: Where are our Registered Carers from?



# As of 31st March 2023 Carers Link Lancashire has 11664 registered Adult Carers



# **OUR STAFF TEAM**

Our charity is supported by a diverse workforce who have the appropriate skills knowledge and expertise in supporting carers, with 80% of our staff team either being current / former carers which enables them to be empathetic and understanding of carers needs, issues and the appropriate support required.



# HYNDBURN BUSINESS AWARDS 2022

The charity were nominated and finalists for 2 awards at the Hyndburn Business Awards! The charity were winners of the Not for Profit Award.

This is a fantastic achievement for the charity demonstrating the impact, support and services to carers and the wider communities across Hyndburn!

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# HELPING PEOPLE HOME PROJECT

At the start of the year, we commenced our helping people home project. As part of this new initiative, we have a worker based within the ICAT team at Burnley General Hospital two days per week, working with the ICAT and hospital discharge team in identifying carers and supporting patients in returning home safely with support.

This project has not only increased the awareness of identifying and supporting carers across acute settings but has also supported a number of patients to returning home independently, overcoming and addressing wider social challenges and barriers.

The end of the year saw, Lancashire County Council being shortlisted for 2 awards including an LGC award in the Health and Social care category and the MJ Achievement Awards 2023. We look forward to hearing this outcomes next year!



A male carer, who cares for this father and also works part time was identified on one of the wards. His father who he cares for had been admitted to hospital. His father is a double amputee, has heart failure and breathing difficulties has been in and out of hospital.

The worker contacted the carer and discussed his and his fathers needs, together the worker and carer, collaboratively developed an action plan. The worker identified that the family were suffering from poverty. It was identified that the family home was extremely cold and the fire wasn't working. The father was highly likely of future hospital admissions. His current health conditions were also exacerbated / contributed to by his cold home.

Alongside the fire not working, the family found it too expensive to use the heating with issues with the boiler and also had a number of cracks in the ceilings due to a leaking toilet and general poor house maintenance.

The house was also cluttered with furniture and other items that were no longer of use, creating further hazards in the home.

Carers Link Lancashire identified that Burnley Council could help using the Emergency Grants Funding, a referral was made and the worker and Burnley Council liaised on numerous occasions to make sure the carer received the correct support. A referral was then made for benefits support, support was then provided on claiming Carers Allowance.



As a result of our support the following outcomes were achieved:

Financial support including personal budget and carers allowance

to meet his wider caring needs.

The carer had also recently had to deal with the death of his mother, CLL made a referral for bereavement counselling. Further support was provided including completing a Carers Assessment and Peace

of mind 4 carers plan alongside commissioning a personal budget

The house is now warm and dry with an efficient

heating system



The house has been decluttered and is clean and tidy

The carer is in receipt of bereavement counselling

A contingency planning is now in place

The carer said he was very pleased with the service he had received from the project and Burnley Council, he said we had been helpful and amazing in meeting his, his father and wider family's needs. The carer said they felt supported by the Carers' Service to continue to carry out his caring role.

Throughout the year, the charity has under taken a total of 4850 statutory carers assessments of which 35% of them had their needs met by universal services. A further 62% were commisioned a monertary amount to meet thir unmet needs.

We comissioned

£497,888.02

ASE STUDY

Carers Assessments
& Personal Budgets

As of the 31st
March 2023
the Young
Carers team
were
supporting
154 registered
young
carers from
Hyndburn &
Ribble Valley.

Our Young Carers Statistics are as follows:

154 Free F
Oppor
Young Prov
Carers
Worked with

31
Free
Trips and
Activities
Provided

This Year

Provided
(From Arts and
Crafts to Picnics and
Pantomine Trips)

267
1-2-1
Sessions
undertaken
(+3.5% more than in

2021/22)



175
Free Respite
Opportunities
Provided

52
Schools
Worked
With in East
Lancashire



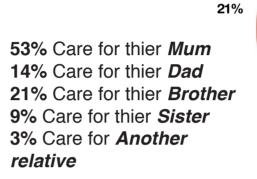




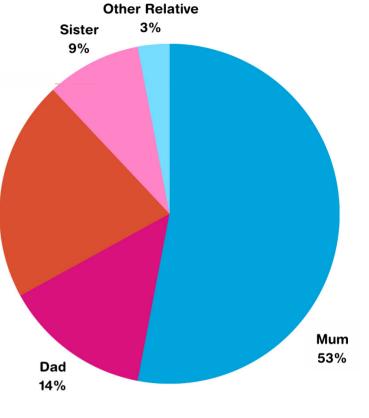


# STATISTICS

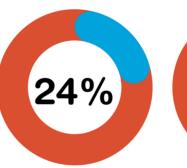
Who do our Young Carers care for?



**Brother** 



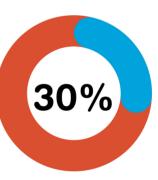
#### **Cared for Conditions:**



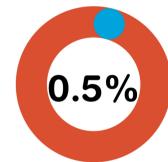
24% are caring for a Disabled Child/ Sibling



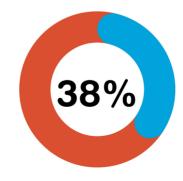
4.5% are caring for someone with a Learning Disability



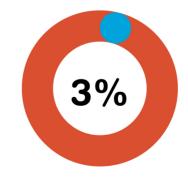
30% are carting for someone with a Mental Health problem



0.5% are caring for an older person (65 yrs +)



38% are caring for someone with PD/SI



3% of conditions are unknown/not disclosed



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### How old are our **Young Carers?**

4% are aged 7 years 6.5%



are aged 8 years 9% are



aged 9 years



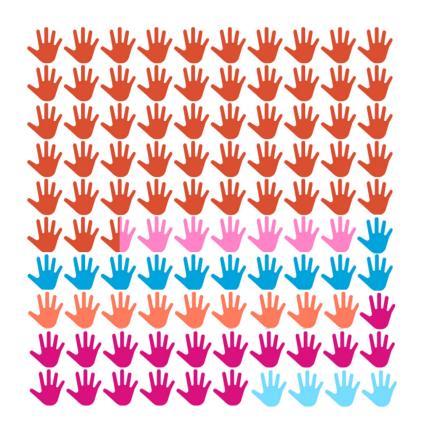
11% are aged 10 years



**11-15** years



**17**% are aged 16-18 years



## **Case Study**

Pippa aged 10 lives with her mum, dad and younger sister. Mum has a personality disorder and Crohns disease, dad has some learning difficulties and needs help reading and writing and her sister is on the autism spectrum. Life is hard for Pippa and she does a lot to help at home although dad is mums main carer. Pippa helps dress mum when she is ill and in pain, helps with shopping and spends a lot of time playing and helping her sister as she responds better to Pippa.

As Pippa and her sister attend the same school she does not really get a break from her sister as she wants to be with Pippa at playtime and lunchtime. The caring role and responsibility really impacts on Pippa and she was constantly saying she was tired at school and seeing the school nurse who reported that Pippa was struggling to cope and she was referred to young carers project.

We felt the yoga and wellbeing sessions would be ideal for Pippa alongside other interventions

that we started to put in place. Pippa has attended every session and would come early to make sure she got her favorite yoga mat. Initially Pippa found it difficult to concentrate but each week she made progress and really started to benefit from the sessions. She became more relaxed and both mum and school commenting on the difference they noticed in Pippa. As well as learning new skills Pippa also made some new friends in the group and they would practice their yoga poses together.

Pippa has been showing her sister some of the things she learnt and mum said it has calmed her sister down and they practice the breathing together. Pippa's sleep has improved as well as she knows how to help herself relax with the mindfulness techniques she learnt. At the end of the sessions we would see how happy Pippa was and she has been given her own yoga mat to practice at home . Pippa is coping much better with her caring role and in school since she started the sessions.

# **NEW CHARITY SHOP** IN HASLINGDEN









A huge achievement at the end of the financial year was the grand opening of our new charity shop information and support hub in Haslingden.

able to offer accessible facilities for carers in Rossendale! Our new self-sustaining charity shop which also houses an information and support hub for the benefit of carers, the people they care for and also the wider communities in Haslingden is there to offer drop in facilities and information and support.

We were so grateful to everyone who supported us in renovating the shop and getting it ready to open. Generous donations from local businesses were received including kind volunteers who assisted and supported us in renovating our new shop. Special thanks to Paintwell Padiham, Tesco Burnley & Rodo for donating all painting supplies and equipment, Miliken Industrials Limited for flooring and the community payback team for supporting in redecoration works. This wouldn't be possible without your continued support!

Our future aim is to create a chain of self sustaining shops/ information and support hubs in each borough of East Lancashire!

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# WELFARE & BENEFITS SUPPORT

Many carers struggle to balance work and care.

There are also significant financial costs associated with caring, with carers often using their income or savings to pay for support services and care equipment. We already know that carers face poorer health outcomes, with a high proportion of carers struggling with mental and physical health problems and experiencing low levels of wellbeing.

**During** the year, we have secured a huge

£454,091.16 in benefits for our registered carers!

Throughout the year, our welfare and benefits worker has worked hard to ensure our registered carers are supported with their overall welfare and benefits, particularly in ensuring in receipt of the benefits that they are entitled to! This ensures that our carers and their families are not in financial poverty and hardship and are able to have their needs met.

> Victor was initially referred to Carers Link for a Carers Assessment. Peace of Mind Plan and Benefit Advice in July 2022, due to a deterioration in his wife, Judy's, health. At this time, Victor was working three days per week at ASDA, but it was becoming increasingly likely that Victor was going to have to give up employment in order to care for his wife.

Victor had already sourced the Attendance Allowance application but needed help completing the form due to his dyslexia. A home visit was arranged with the welfare and benefits worker, and the application was completed. Victor highly commended Neal Atkinson and advised that it is clear that 'he is a person who wants to help people'. Due to the length and complexity of the forms. Victor advised that he wouldn't have been able to do this without support and after Neal's put in contact with Carers Link. input. Judy was awarded the higher rate of attendance allowance.

In January 2023, Judy suffered a fall, backwards, from the top to bottom of the stairs. Around the same time, Victor had a pacemaker fitted and was unable to provide the same level of support. Victor was able to put money from the attendance allowance towards purchasing a stairlift after he was informed of lengthy wait times through Lancashire County Council. This financial support enabled Judy to return home from hospital, and support Victor in meeting her needs. Victor said having the additional funds to put towards the stairlift was a 'godsend'.

Due to his recent operation. Victor cannot take on all of the housework without detriment to his own recovery, but with the regular attendance allowance payments, he is able to employ a private cleaner. This support has enabled the couple to maintain a safe and habitable home environment and ensures that Victor can focus on Judy's needs, knowing that chores are being taken care of.

Neal has now completed a blue badge application for Victor which will enable himself and his wife to access the community together. Victor explained that he had 'looked everywhere' for support, prior to being put in contact with the carers service and 'just couldn't find the help'. Victor had called multiple agencies and advised that he felt ready to give up on the process until he was



# **VOLUNTEERS & VOLUNTEER LED SERVICES**

As at the 31st March 2022, Carers Link Lancashire has 84 active volunteers who are assisting in supporting in the direct delivery of services and facilities.

Throughout the year we have been supported by 140 local volunteers.

We have recruited 41 new volunteers throughout the past year.

If quantified into a Our certified and paid salary at national Volunteers provided the trained counselling minimum wage, charity with 5351 free volunteers provided this would work out volunteering hours this 258 free counselling as £56,292.52 in vear alone. sessions for carers. volunteering time.

# BREAK AINING AND

We provided a range of targeted support groups, training, events, activities and peer support opportunities aimed at overcoming loneliness and isolation. We have successfully provided:

Organised
Activities
(Engaging with 158

Carers)

1403

Carers Provided with Respite Opportunities

164
Face to Face
Support Groups
and Events
(Attended by 717 Carers)

Courses
(Understanding Dementia etc engaging with 109

carers)

109
Peer Support
Groups Held
(Engaging with 419
carers)



"Thank you so much for a great day out it was a lovely break and the weather could not have been nicer!
Thanks again to everyone who organised it xxx

Anne Atkinvia Facebook

#### Carers Awareness Training (CAT)

Throughout the year the charity has delivered 55 CAT sessions to a range of audiences with 684 professionals receiving the training throughout the year.







MALE CARER

SUPPORT GROUP

Did you know that 4 out of 10 male Carers never get a

Carers Link
Lancashire

BURNLEY FC
IN THE COMMUNITY

DEMENTIA CARERS

break from their caring role?





**VETERANS** 

BREAKFAST CLUB

Carers Link
Lancashire

unity Facility Centre,

he last Wednesda

**VIC** 

**CARERS** 



Wednesday 13th September At the Eco Community Hub

The aim of the project is to use fresh produce to create meals and recipes for those who may not always have

The 3rd and final session will be a celebration where you will be able to invite your family to eat the food you have created

a menu for and practiced

# **OUR PARTNERS**











# **OUR FUNDERS**









### **OUR AWARDS**







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