

# Annual Report

## 2018-2019



**Carers Link  
Lancashire**

IMPROVING LIFE FOR CARERS

# Chair's Report

As I write my annual report 2017 – 2018 for Carers Link Lancashire it is with the heartfelt experience of having been a carer for most of the year. My father became very ill during the year and I was caring for him for many months up to 5 times a day and sometimes with night time call outs. Fortunately his house was only a five minute walk from where I live but the caring experience was emotionally and physically draining.

After he died my own health suffered for months. This is the reality of being a carer. The support from Carers Link Lancashire was invaluable and I thank all the staff for their involvement at a critical time in my life.

The 2017/2018 year has been very proactive in identifying even more carers, assessing and meeting their needs, developing new services and delivering high quality services in East Lancashire. The number of adult carers registered has now increased to 9565. The number of young carers identified has increased this year with 95 now being supported by our organisation. The health and wellbeing of all carers is central to our work as it is vitally important to enable them to continue in their caring roles, particularly now that carers are often caring for more than one person.

The voice of the carer is vital to Carers Link Lancashire and our annual carers survey provides us with very valuable information for service delivery and improvement. Collaborative partnership working is also essential and integral to our work to ensure we provide a holistic and seamless service for all carers ensuring they receive the best possible support without unnecessary duplication.

I am proud to recognise 73 volunteers who this year have provided 2870 hours to support the charity with administration, events, outreach, a Sitting in Service, complementary therapies, beauty, health support, volunteer helpline and young carers support. If these hours were costed out at minimum wage that would equate to over £22,000! This is a huge contribution to support our charity and I thank them enormously.

To support the sustainability of our charity a new trading and retail arm has been developed. Please look out on local high streets for our

charity shops in the near future and these will add more social value into our local communities. Fundraising is so important to support the sustainability of our charity. I would like to thank everyone who has contributed in any way and to inform you that all the fundraising goes directly to benefit carers.

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

I would also like to thank all our Trustees. Being a Trustee for our organisation is extremely important because the Board provides governance for 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 our new address at Blackburn Road in Accrington.

Most importantly I would like to say a huge thank you to all our carers, Trustees, staff, volunteers, funders and partners for the very important role you all play contributing to and supporting our ongoing work.

**Anne McCarthy**



**10296**

*Adult Carers  
Registered*

**11%**

*from the BME  
Community*

**37%**

*carers aged  
over 65*

**4424**

*1:1 sessions  
provided*

**1525**

*new carers*

**37%** of carers are  
caring for someone  
over the age of 65

**102** Carer Awareness  
sessions delivered to  
**972** professionals

## Registered Adult Carers

**26%**

Burnley

**25%**

Pendle

**14%**

Rossendale

**24%**

Hyndburn

**10%**

Ribble Valley

**1%**

**From another  
area but care  
for someone  
living in our  
Local Authority**

## Board of Directors/Trustees

Patricia Ahmed  
Cllr Barbara Ashworth

Appointed February 2018  
Nominated Representative (Rossendale  
Borough Council)

Cllr Susan Bibby

Appointed September 2017 Nominated  
Representative (Ribble Valley Borough  
Council)

Brian Birtle  
Linda Drury  
Cllr Melissa Fisher

Treasurer  
Resigned 1st June 2018  
Nominated Representative (Hyndburn  
Borough Council)

Rebecca Hodgson  
Anne McCarthy  
Mohammed Mustafa  
Brian Ozenbrook  
Shakil Salam

Company Secretary & CEO  
Chair  
Vice Chair - Appointed September 2017  
Appointed November 2017

# Treasurer's Report

The Lancashire County Council Contract was in its 3rd and final year of operation (although it has now been extended to March 2018) and the efficiency and organisational changes identified in previous years have continued to enable its successful operation.

There have been some minor organisational changes introduced during this year, particularly in the field of retail development, as the Chief Executive continues to fine tune the Organisation.

## Financial Year 2018/19



**£771,067**

Total funding received

An increase from £747,771 in 17/18



**£753,181**

Total expenditure

An increase from £712,232 in 17/18

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.

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 £175,753 and represent 3 months (5: 2016/17) of operating expenses and comfortably meets Carers Link Lancashire's reserves policy of free reserves not being less than three months of the projected expenditure for the following year.

Much of the year was spent examining options to utilise free reserves in a way in which the charity could become more sustainable in the long term. This was necessitated by

continuing reliance on the Lancashire County Council contract, which due to their continuing cuts could result in a large reduction in size or even in not being able to secure it.

Added to this was the high cost, in rents and service charges, coupled with the expiration of the lease of our headquarters at Melbourne House, so it was decided to search for suitable premises, which have been purchased utilising reserves and free up a considerable amount of year on year expenditure. The expenditure which this has resulted in is not reflected in these accounts as it occurred after 31/03/2018; however the Trustees have always taken into account the need to retain sufficient reserves to enable the viability of the charity.

The majority of our funding comes from the core contract with Lancashire County Council, which is also part funded by East Lancashire CCG. This represents approximately 79.7% of our annual income compared to the 81% of 2016/17 and demonstrates our progress in identifying other sources of income, both from alternative funders and other public sector bodies.

**Brian Birtle**



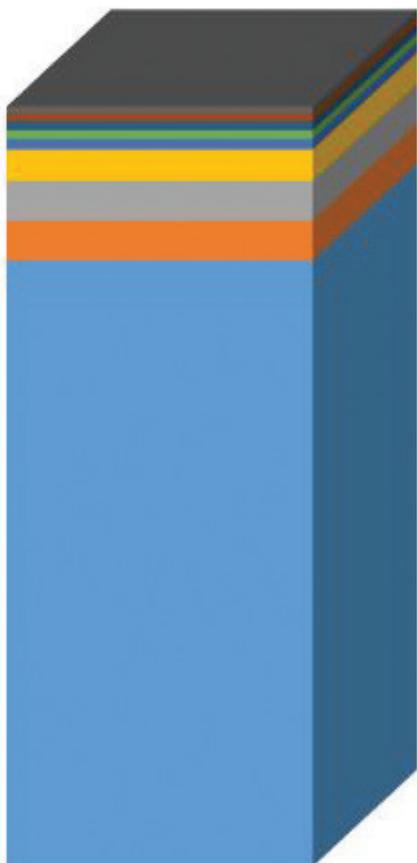
The financial information set out opposite does not constitute the charity's statutory accounts and may not contain sufficient information to allow for a full understanding of its financial affairs. The information has been extracted from the full accounts for the year ending 31st March 2018 which can 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 2018.

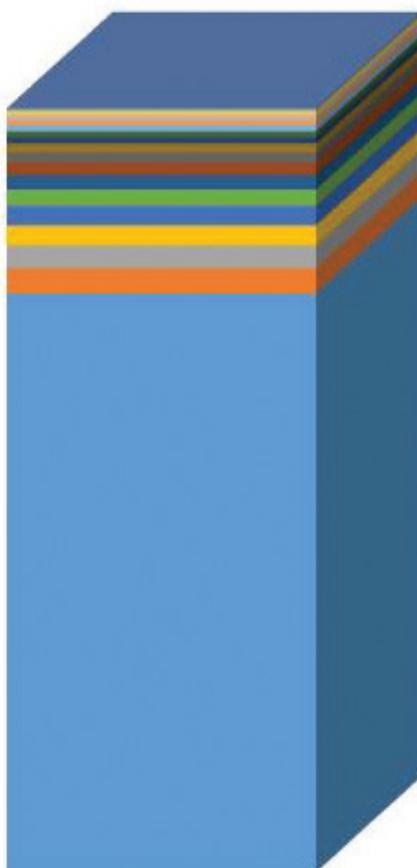
Evans Accountants (Chartered Accountants)  
Unit 1 The Old Sawmill, Shawbridge Street,  
Clitheroe, BB7 1LY

# Financial Activities

## INCOME



## EXPENDITURE



- LCC 79.77%
- Henry Smith 5.25%
- Donations incl Fundraising 5.21%
- Children In Need 4.14%
- YAC (Carers Trust) 1.39%
- YC Preston 1.14%
- Triangle 1.13%
- Small Grants - Adults 1.06%
- Small Grants - Young Carers 0.91%

- Staff Costs 75.73%
- Accommodation 3.34%
- Printing & Reproduction 2.95%
- Events & Replacement Care 2.64%
- Telephone & Computer Costs 2.56%
- Professional Fees 2.13%
- Young Carers 1.88%
- Caravan 1.63%
- Publicity & Marketing 1.30%
- Office Costs 1.20%
- Depreciation 0.80%
- Volunteer expense 0.80%
- Misc 0.80%
- Postage & Delivery 0.70%
- Training/conference 0.62%
- Fundraising 0.60%
- Insurance 0.32%

# CEO's Report

Well what a year this has been for Carers Link Lancashire! We now have almost 10,000 carers registered with our charity who are able to receive support and services whenever it is required! As always, as a specialist carers charity, our development and focus continues to be in providing services and support that carers need and want.

The year has seen the continuation of our young adult carers service alongside developing further services including benefits and welfare support and carers health and wellbeing initiatives and support.

We continue to provide statutory services on behalf of the local authority and throughout the year have undertaken 2505 statutory carers assessments and reviews resulting in commissioning £274,669.61 in personal budgets to meet the unmet needs of carers.

Staff have also worked tirelessly in raising awareness of unpaid carers and have trained just under 800 professionals in Carers Awareness to assist them in identifying and supporting carers across a range of settings including schools, workplaces, Primary and Acute Healthcare and Social Care amongst others.

This year saw the charity implementing its new Strategy and Operational Plan 2017-2020 which sees clearly defined and set objectives over the coming years. Our focus, as always, is to ensure we provide the best possible services and outcomes for carers including identification and support alongside

ensuring that our charity remains sustainable and fully able to deliver carer driven services and support in the longer term.

To assist us in this, for the first time the charity was successful in an application to The Triangle Trust where an investment of £80,000 over 3 years has been given to assist Carers Link Lancashire in becoming more sustainable through the implementation of a new trading arm which has a dual purpose of developing a chain of charity shops and support hubs across the boroughs that we support.

The end of the year also saw the decision to invest unrestricted reserves in purchasing our own asset in Accrington which has multiple purposes including housing our head office and staff base, developing trading income through a charity shop alongside developing a number of community facilities and resources for carers and the wider communities.

I will look forward to updating you next year on the progress and achievements made with this exciting new community facility.

As ever, I am truly grateful to all our funders, without their continued support the charity

would not be able to provide the great services that it does! And of course not forgetting our amazing and dedicated staff team and volunteers who always show great enthusiasm and commitment in ensuring carers lead healthy and happy lives.

Finally I want to acknowledge and congratulate our remarkable 9565 unpaid carers for continuing to provide the selfless work that you do, as a charity we value and commend your roles which ultimately add value and support to our health and social care system.

I hope that you enjoy reading this year's annual report, demonstrating to our readers our continued work and commitment in making a huge difference to the lives of the carers and their families that we support.

**Rebecca Hodgson**





Carers Link Lancashire's purpose is to provide person centred and holistic support and services to unpaid carers and indirectly the people they care for, across Burnley, Pendle, Rossendale, Hyndburn, Ribble Valley and areas of Lancashire by provision of information, training and support and to raise public awareness in all aspects relating to carers and caring.

To be a values and outcomes driven organisation that enables:

- Carers to feel valued as individuals and recognised for their contribution to society
- Carers to lead happy, fulfilling lives with access to good quality person centred support and services
- Carers to improve their overall physical and mental health and wellbeing
- Carers to continue with their caring role preventing them from reaching crisis point



Our mission is to make a positive difference to the lives of carers and the people they care for by offering tailored support that is professional, respectful, non-judgemental and meets individual need.

We achieve this through the following objectives:

- Ensure that carers are recognised and supported
- Involve carers in shaping and influencing our services
- Deliver high quality services and support for carers and the people they care for
- Establishing and maintaining effective partnerships
- Ensure our charity is sustainable

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



**37%** Older Person

**18%** Physical Disability or Sensory Impairment

**14%** Dementia

**12%** Disabled Child (under 18yrs)

**8%** Mental Health Condition

**9%** Learning Disability

**0.5%** Substance Misuse

# Welfare & Benefits Project

Each year, millions of pounds go unclaimed, which often means carers and the person they care for miss out in receiving vital financial support. Additional funding enabled us to employ a specific Welfare & Benefits Carers Support Worker for 18.5 hours per week. With a fantastic knowledge of the benefits system they have successfully secured an incredible £313,861.60 in benefits for carers in East Lancashire.

Bill and Norma are married and care for each other. Bill has mobility problems due to severe osteoarthritis, prostate cancer and angina. Norma has had two knee replacements and is awaiting a shoulder replacement. Bill struggles to get upstairs safely. He needs help with bathing and dressing and is at risk of falling. The couple can only leave their home with transport and both often require help and support through the night. They both worry about their health and ability to continue to support each other. There are also financial worries due to the cost of extra items required because of their illnesses, heating costs and the cost of taxis which is the only way they can leave the house. Their only income is state retirement pension and they have no money to consider paying someone to help keep their house clean and well maintained or to keep the garden tidy.

Our worker visited the couple at home to discuss their health problems and how they support each other. From the information provided we advised it was likely they would both be entitled to Attendance Allowance at the higher rate. We completed two Attendance Allowance forms on the behalf of Bill and Norma. It was explained that Attendance is not means tested and is based entirely on how their health conditions which affect their ability to carry out certain daily activities.

The couple were awarded the higher rate Attendance Allowance. This is an increase in household income of £684.80 every 4 weeks. The couple were unaware of the existence of this benefit and did not hold out much hope that it would be awarded.

**“The allowance has made a huge difference to our emotional and financial wellbeing.”**

- They do not need to worry about their heating bills.
- They can afford small luxuries which they were not able to before.
- They can employ a cleaner and gardener on a regular basis
- They can afford to pay for their home to be maintained
- They have received help to install extra handrails to their home.



**£313,861**

**The amount secured  
in benefits for Carers  
in East Lancashire**



**£132**

**Carers save the UK  
economy £132 billion  
each year**

# Carers Caravan

Anne (pseudonym), has been registered with Carers Link Lancashire since 2015. On the initial home visit Anne was managing well in her caring role and the services that we offered were explained and Anne decided to put an emergency contingency plan in place and felt no other support was needed at that time.

Anne contacted Carers Link Lancashire again in 2017 to inform us that the caring role and the needs of her husband had increased. She said that she was exhausted and felt she needed support. We discussed arranging an assessment for her husband with Adult Social Care and received consent to do this and after the assessment a care package and respite were provisioned.

Anne had her own Carers Assessment completed by Carers Link Lancashire and received a Carers Personal Budget to be used for a short break from her caring role and used her husbands respite provision for his care whilst she was away.

Anne attended our Understanding Dementia Course where she received a further understanding of dementia as well as making new friends. This encouraged her to start to attend our Carers Cafe's and trips using the respite provision that had been put in place.

Anne is still in her caring role, she attends regular events with us and feels supported and understood by the Carers Link Lancashire team and the carers that she has met whilst attending activities organised by us.

## Adult Carer Statistics

989

Carers attended activities

2505

New and reviewed Carers Assessments completed

828

POM4C emergency plans completed

959

Outgoing referrals made

41

Support groups held

116

Events, activities and therapy sessions were held

8066

members of the public we spoke to about Carers Link Lancashire

£132

Carers save the UK economy £132 billion each year

3499

Number of Young Carers in East Lancashire

43k

Number of Adult Carers in East Lancashire

9

There will be an estimated 9 million+ carers by 2037

# Young Carers Story

I first became a young carer when I was 12 years old and caring for both my Mum and Dad. My Mum had cancer and my Dad suffered with his mental health. My Mum had to have treatment and my Dad needed support from the crisis team. This had a big impact on me, I felt very stressed and used to get upset. When I was in school I was worried about my mum and dad and I couldn't concentrate which affected my school work. I struggled staying awake which had an impact on some of my subjects as a result. I was able to tell my close friends about my caring role but they understood as they were not going through what I was.

My Mum talked to me about the young carer's project and someone came to see me. I felt like they really understood what I was going through. The young carers worker arranged for me to have someone to talk to in school when things were difficult, they also explained to school that I was sometimes late if the paramedics had to come to the house unexpectedly I was allowed to ring home as well if I got really worried about my mum and dad.

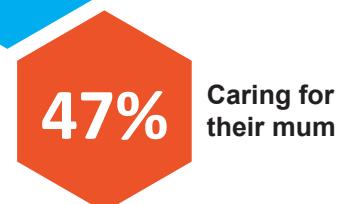
I started attending groups at young carers and met people who were in the same situation as me I felt as though I was not on my own and I got a lot of support. I went on activities that helped me to forget what was going on at home and just do normal teenage things like going to the Blackpool Pleasure Beach, Ice Skating, First Aid, and outdoor activities which taught me how to work as part of a team and how live and cook outdoors. I was able to share all the things I did with my Mum and Dad and this made them feel better knowing I had support and was enjoying myself.

My confidence has increased so much, I now have lots of friends and get involved in more things. I did struggle at school, but feel the 121 support I received from carers link helped me cope with the issues and helped me think about my future.

This year I will be starting college and I know the support will continue and transition meetings have already been set up to help me settle in. I now represent Carers Link Lancashire young carers at the Lancashire Young Carers Forum and I am working on a project to help young carers get better support in school. All this would not have been possible without the support of the Young Carer's Project'



Carole Moulton, pictured here receiving her award for 15 years' service, goes above and beyond when supporting Young Carers. She has really changed lives with her passion to provide an excellent support network and encouraged young people to strive for their dreams. Keep up the amazing work Carole.



# Young Carers

Throughout the year, the charity been providing support to young carers in Hyndburn, Ribble Valley and more recently in Preston. Funding has been gratefully received from BBC Children In Need, The Eric Wright Trust and United Utilities to enable this work to take place.

We have engaged Young Carers in hundreds of 1-2-1 sessions, activities to enable respite and groups to provide much needed peer support.



## Young Carer Statistics

**57%** Caring for a parent

**39%** Caring for a sibling

**4%** Caring for another relative

**36%** of our Young Carers are under 10 years old

**26%** are caring for their brother

**1 in 5** of our young carers have their own mental health issue

**171** The number of people cared for by our Young Carers

# Volunteering

Throughout the year, the charity has been supported by x (awaiting from Lucian) volunteers. Volunteers support the charity in many ways including delivering direct services including sitting in service providing free respite, complementary therapies, administration, events, young carers support, primary and acute outreach. Volunteers have provided the organisation with a total of 3162 volunteering hours. (£25,960.02 based on national min wage)

Volunteers offer their free time in many different ways for the organisation, these include roles such as Trustees to support the governance of the organisation, administrative support, events, outreach, Sitting in Service, complementary therapies, beauty therapy, health support work, volunteer helpline and young carers support.

## Sitting in Service

Throughout the year we have provided regular, weekly, free respite opportunities and support for 66 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 and reputable and the carers are very appreciative of the service and the respite opportunity this provides.

In terms of social investment, the project has provided 1677.50 hours of free respite to carers through the Sitting in Service. If each of these respite sessions were being commissioned directly as respite from Lancashire County Council with paid care workers undertaking the respite service, this would have cost £25,162.50 to commission. (1677.50hours x £15 - cost of care worker per hour) = £25,162.50

In addition we have received 56 new referrals for respite through the Sitting in Service this year.

Finally I would like to express my sincere thanks to all the volunteers who support the work we provide at Carers Link Lancashire, at all levels. Your commitment and support is truly valued.

*Suafina Aslam*



**£22,472.10**

total worth of salary costs provided for free by our volunteers



**£25,162.50**

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

**2870**

Total number of hours provided by volunteers this year

**73**

Number of volunteers supporting the work delivered by Carers Link Lancashire

**1678**

Total number of respite hours provided through the Sitting in Service

# Kelly's Story

*Hi my name is Kelly.*

*I have been volunteering over the last 18 months for Carers Link Lancashire. I first started to do voluntary work to give something back and thought it would be a good thing to do. I didn't realise at the time how much I would get out of it personally. There are so many different ways to help out throughout the charity. I have been working for the shop, meeting people and handing out information and doing the sitting in service whenever I was needed but the main work I do is with the young carers.*

*Working with the young carers is great, not only are they a great bunch of kids and I have a really good time. It has helped me tremendously with my own confidence and communication skills. Carole Moulton the main young carers coordinator is an amazing person to learn from and the work she does with the young carers is invaluable. She makes such a difference to those childrens lives. Helping and learning from her is a pleasure. I urge anybody that is thinking of doing voluntary work... don't just think... do it! What we put into life we get back, in one form or another and you will get plenty back from being a volunteer.*

**Kelly McIntyre**

## COULD YOU BECOME A VOLUNTEER?



If you have a couple of hours free a week,a fortnight or even a month, you could be a volunteer and give back to a charity within your local community.

Carers Link Lancashire is always keen to hear from people who would like to help out with the work we do. The range of opportunities is huge and varied including: assisting at events, running activities, befriending, charity shop support, administration, Trustees, outreach in hospitals and more.

If you are interesting in volunteering with Carers Link Lancashire please call our Volunteer Co-ordinator on 01254 387444.



# Health & Wellbeing

Carers Link Lancashire recognises the importance of maintaining and 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.

We continue to work collaboratively and in partnership with primary and acute care and throughout the year have provided local and accessible appointments through surgeries and health centres including:

- **141** Carers Clinics
- **501** accessible appointments at GP practices
- **403** referrals to primary care to register as a 'carer'

Carers Support Workers continue to provide weekly outreach at hospitals including Burnley General Teaching Hospital, Accrington, Clitheroe & Pendle Community Hospitals along with occasional work at Airedale Hospital.

We work very closely with Blackburn with Darwen Carers Service and the East Lancashire Hospital Trust to provide support across all hospitals including Royal Blackburn. This work has resulted in an increase of referrals from across acute settings throughout the year.

Wellbeing is a fundamental part of the services we provide. The range of wellbeing services include complementary therapies, Carers Caravan, access to grants for short breaks and respite, wellbeing based activities and short courses and much more.

## Carers Caravans

The Carers Caravans help those carers registered with Carers Link Lancashire to enjoy a much deserved break. The eight berth static caravans are based at Haven Holiday parks in Blackpool and Grange-over-Sands as well as a six berth at Park Dean holiday park in Morecambe.

The caravans are open to all carers in Lancashire so long as they are registered with a carers service.

*"Getting away from the normal daily life and spending quality time with the family doing different things. Both of my children had the best time." - Carer*

*"The caravan was lovely and you are all amazing people for what you all do for us carers. Thank you so much." - Carer*

*"The privilege cards were great, especially the leisure activity discounts and the use of the owners pool which was a lot quieter! You all do a great job, thank you very much! We'll be booking for next year." - Carer*

*"I really love all inclusive things you offer. There is no judgement or anyone making you feel as though your asking for help. I don't know what I do without Carers Link holidays." - Carer*



# Fundraising

Carers Link Lancashire focuses on diversifying our income through charitable fundraising. A total of £39,942 has been raised through fundraising practices and donations including Gift Aid. As a charity we are extremely grateful for all donations received from carers, volunteers, staff and organisations. Here are just a few examples:

- London Marathon
- Fashion Shows
- Tough Mudder
- CHARM talent event with local schools
- Sky Dive
- Netball Tournament
- Royal Wedding Party
- 

## Future Fundraising

Our future fundraising practices over the next year include:

- CHARM talent event with local schools
- Fashion Shows
- Christmas Raffle
- Team 12 Corporate Challenge

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 there is something for everyone.

[www.thegivingmachine.co.uk/causes/carers-link-lancashire](http://www.thegivingmachine.co.uk/causes/carers-link-lancashire)

In May we held a Royal Wedding Tea Party. Guests enjoyed a royal themed afternoon with a very special buffet and raised £?



Lorna who completed the hottest London marathon record in just under 5 hours raised a massive £?



Val & Ian Pickles and their daughter Mandy hosted a fabulous Summer party. Raising a staggering £703!



# Staff Team

|                   |  |
|-------------------|--|
| Noreen Akhtar     | Carers Development Worker                            |
| Yasmin Akhtar     | Carers Development Worker                            |
| Suafina Aslam     | Volunteer Co-ordinator                               |
| Angela Austin     | Carers Support Worker                                |
| Lou Boult         | Finance Officer                                      |
| Rachael Campbell  | Senior Administration Assistant                      |
| Sara Duckworth    | Young Carers Sessional Worker                        |
|                   | Fundraising Officer (from December 2017)             |
| Paul Fairweather  | Young Carers Sessional Worker (from January 2018)    |
| Diane Flynn       | Carers Support Worker                                |
| Larissa Hewitt    | Retail Development Manager (from January 2018)       |
| Audra Higgin      | Senior Carers Development Worker                     |
| Joseph Hildred    | Fundraising Officer (to November 2017)               |
| Rebecca Hodgson   | Chief Executive Officer                              |
| Kathryn Immins    | Carers Development Worker                            |
| Momtaz Islam      | Young Carers Development Worker (from January 2018)  |
| Jill Laing        | Carers Development Worker                            |
| Laura Livesey     | Fundraising Officer                                  |
| Lynne Lewis       | Administration Assistant (from December 2017)        |
| Emma Logan        | Carers Support Worker                                |
| Emma Lawson       | Administration Assistant                             |
|                   | Carers Development Worker (from July 2017)           |
| Sandra Marcy      | Carers Support Worker                                |
| Ann Mobey         | Senior Administration Assistant                      |
| Carole Moulton    | Young Carers Development Worker                      |
| Michelle McClure  | Young Adult Carers Development Worker (to July 2017) |
|                   | Young Carers Sessional Worker (from August 2017)     |
| Rebecca Ormerod   | Office Manager                                       |
| Carol Pollard     | Services Manager                                     |
| Georgia-Mae Riley | Young Carers Sessional Worker (to June 2017)         |
|                   | Administration Assistant (to March 2018)             |
|                   | Young Adult Carers Development Worker (to July 2017) |
|                   | Carers Development Worker (from August 2018)         |
|                   | Carers Development Worker (to September 2017)        |
|                   | Administration Assistant                             |
|                   | Finance Officer                                      |
|                   | Senior Carers Development Worker                     |
|                   | Carers Development Worker                            |
| Shakil Salam      |  |
| Sonia Spencer     |  |
| Carolyn Teed      |  |
| Graham Walton     |  |
| Jennifer Winnard  |  |



## Carers Link Lancashire

54-56 Blackburn Road, Accrington, BB5 1LE

Email: info@carerslinklancashire.co.uk

Website: [www.carerslinklancashire.co.uk](http://www.carerslinklancashire.co.uk)

