

Blackpool Carers Centre

Quality • Passion • Respect

Annual Review

2015 2016



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Jimmy Armfield-CBE DL with Centre mascot Rocco, during Carers Week



ITV news presenter Charlene White (L) with young adult carer, Hazel Hall during media training in London



Mayor of Blackpool, Cllr Peter Callow with a miniature Rocco, the Carers Centre mascot.

Welcome from the Chief Executive

The last year has been full of suspense, excitement and enthusiasm.

Receiving the regional award from Lloyds Bank for Enterprising Collaboration was part of a year during which we put the building blocks in place to develop a unique carers' service.

The Beaverbrooks Charitable Trust purchased a wonderful new building and granted a twenty year lease on a peppercorn rent. This remarkable act of generosity was the result of a strong relationship built up over the last five years between the two organisations. Steve Cassidy, our Vice Chair led negotiations and we are grateful to all those involved.

Our team of wonderful staff and volunteers continue to deliver high quality services with passion and enthusiasm.

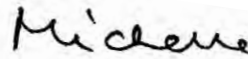
We work closely with our funders to improve and develop services in line with demand and need. We continue to match

each statutory £1 with more than £1 from grants, donations and fundraising.

Next year will see a step change following the Big Build and its transmission during Children in Need week. We will increase awareness of young carers across the country so that more young people are supported earlier in their caring role. We want to ensure that carers of all ages are able to live fulfilling lives and reach their full potential.

We hope that during 2016/17 we are able to raise the profile of Blackpool and young carers nationally, as well as Beaverbrooks House.

I hope that you enjoy reading about our work and the difference we make to the lives of our families.



L to R: Andrew Brown, Steve Cassidy and Mark Adlestone from Beaverbrooks



Michelle Smith CEO and young carer, Charlotte, raising awareness on Breakfast TV

Adult Carers

We continue to operate as the single point of access for adult carers in Blackpool. This year we extended our tiered support to include 12 week action plans. It has allowed us to focus our attention on those assessed as most in need of support.

We have extended the counselling service, providing additional emotional support for carers. We have also developed stronger partnerships with other organisations, including Keats Day Centre, Trinity Hospice, Shorelands and the Extensive Care Service.

Our work with GPs is becoming stronger and out of hours support is now being provided, through individual or group support. This has enhanced our ability to reach working carers, which is an area of work that we are currently targeting.

The new building will provide a venue for a wide array of respite activities.



Carers meet their idol, Jimmy Armfield CBE DL at the Party at the Parks event in June



Adult carers on one of their favourite trips, the Chester 'Lunch' Cruise



Carers at a 'Tea and Tunes' event, courtesy of Grosvenor G Casino



Adult carers 'stocking up' at the Manchester Christmas Market

Paul's story

Paul is the main carer for his wife Jane who has a history of mental ill health issues and alcohol misuse. Paul's own mental health was beginning to suffer, as a result of providing constant emotional support for Jane.



Paul received no support himself while he was running the household, doing the shopping, cooking, cleaning, worrying about his wife, hiding her alcohol misuse from family and friends and spending all of whatever little time he had to himself worrying about the state of the household finances.

Paul sent a text to the Centre and a meeting in neutral surroundings was arranged. He was feeling isolated, anxious and distressed about the changes he was witnessing in Jane.

Paul spoke about issues he faced on his own, as he had taken the decision to deal with the situation without the knowledge or help of his wider family and friends. He said he was embarrassed to tell them about his wife's misuse of alcohol as they may not understand.

Through the provision of an action plan, Paul received, practical and emotional support to help him in his caring role.

Paul is now a volunteer and wants to give back to the service that helped him. He knows that there is always someone to talk to if his caring role increases again.

Adult Carers' statistics...

722

referrals
received

124

counselling
sessions provided

399

adult carers
supported through
12 week plans

999

1:1 support
sessions provided

403

adult carers
signposted to
other agencies

I used to be exhausted both in mind and body, I was frustrated at having no escape from caring for my husband 24/7. There was never a time for me. My Carers' Support Worker has been there to listen, giving me space. I now have hope every day, knowing that she is at the end of the phone with support and advice. It is difficult to express how much she has changed our lives.

Dementia

The dementia team continue to deliver the dementia awareness training courses, allied to a programme of home visits, 1:1 support and respite activities. They also host popular tea dances throughout the year which are valuable for both the carer and the cared for, who are able to spend quality time together. This year we piloted whole family dementia training which offers support not just for the family of the person with dementia, but their friends too. This training takes place on one day and has proved a valuable addition to the service.

The peer support group for carers of people with dementia has grown rapidly. This has allowed the group to continue to



Dementia carers trip to Water Park Adventure Centre, Coniston

receive support and maintain valuable friendships following on from the 12 week plan.

The Memory Screening project helped to identify more people suffering with memory problems and/or depression. Partnerships with Empowerment, Shorelands, Age UK and GP Surgeries were also developed. The project was able to break down barriers, educate and reduce stigma about dementia.



Dementia carer, Eunice with her Carer of the Year award at The Gazette Best of Health Awards

I really enjoyed the informal setting for the dementia course. It was great to meet other Carers and share experiences. I now feel that I am no longer alone and will call in future for the Support Groups. I would definitely recommend the course to others.

Edith's story



Edith was referred to us by Shorelands in October 2015. She cares for her husband who is 92 and has dementia. He has uncontrolled diabetes, high blood pressure and a stomach problem. They have two sons, one living locally, and one out of town, but both visit often and help out.

Edith's husband can only be left for very short periods of time, making it hard to do simple things like go to the doctor. Edith still drives and she and her husband go out together several times a week.

Edith was booked onto the Dementia Awareness training session, and went on to receive a home visit to discuss her support needs. The outcome was a referral to the Admiral Nurse, plus respite sessions arranged via Shorelands, and a referral to the Community Matron, all resulting in the diabetes becoming stabilised. Her husband now attends a Day Centre once a fortnight. Edith now feels much better and more in control. Her mood has lifted as she becomes more knowledgeable about diabetes and dementia, and she enjoys the company and peer support, offered by her new network of friends.

Dementia statistics...

276

individual places on the dementia awareness course

147

1:1 support sessions provided

237

carers of those with dementia were supported



36

dementia carers supported through 12 week plans



Volunteer, Pete (r) with dementia carers about to start their Sunday ramble



Dancing with Dementia event at the Tower Ballroom

Family Focus

Over the past year, the Family Focus Project has helped families experiencing substance misuse and mental ill health issues. The parents have been supported to access drug treatment services and address the impact on their families. The children have received emotional and practical support. Together the families have been supported to spend quality time together.

A variety of individual family trips provided quality family time and helped to make memories. Activities included picnics in the park, meals out together and swimming at the Sandcastle. As a result of taking part, families can deal with the challenges they face in a more confident manner.

The support I receive is making me feel much happier and relaxed, and I now enjoy being able to talk about things.



Children also benefit from additional Blackpool Carers Centre provision, such as youth clubs, residentials and trips. We also developed a Parental Substance misuse assessment tool in consultation with young carers and Professor Saul Becker.

We access grants for children and families, examples of which include £150 emergency funding for a fridge freezer, a 6 month gym pass for a young carer, food bank provision, and school uniform funding. These prove invaluable in helping stretched families manage home budgeting issues.



A family trip to Single Maize Maze

I feel the team has worked on mine and the children's strengths rather than pointing out our problems

A Family's story



When **Sharon** was referred in to Family Focus, her 2 children aged 8 and 11, were assessed as low level and began to access youth clubs regularly.

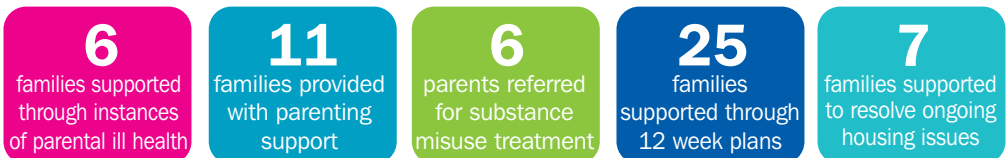
Through their contact at Youth Club, Sharon, started to open up to workers about her substance misuse and mental health concerns. The children's behaviour could be challenging in response to unsettled family life. At this time Sharon was considering treatment and recovery, but finding it difficult to cope.

The Family Focus Team provided 1:1 work with Sharon to help her engage in treatment. They coached her in parenting skills and arranged a medication review with her GP. The team undertook 1:1 work with the children regarding feelings, anxieties, and behaviour, working closely with school and Child and Adolescent Mental Health Service (CAMHS). The family accessed support in purchasing furniture, food banks and benefits information, which helped to stabilise them. Sharon accessed counselling and the girls regularly attended youth club.

Sharon is now more confident in her parenting skills and is questioning her abilities less. She has put good structure, routines and boundaries in place and is providing a more consistent home life for the children.

The children have grown in confidence through their attendance at youth club sessions and respite trips, exploring arts and crafts and making new friends. Sharon is now drug free and accessing support groups regularly. She is positive about the future and more aware of her feelings and behaviour.

Family Focus statistics...



Hospital Support

The Hospital Support Project identifies carers in the hospital setting and supports them throughout their stay and for 28 days following discharge. The aim is to prevent unnecessary admissions or re-admissions to hospital. Funding from The Triangle Trust has helped us to develop a strong partnership with Spiral Healthcare.

The number of referrals has increased, as medical and nursing staff recognise the value of carers' support in allowing timely discharges and reducing bed-blocking. We have been able to generate greater awareness and understanding of the project through our direct presence on the wards. We regularly take part in the induction of new nurses to the hospital and with End of Life nurses. The team in Ward 11 at Victoria Hospital were the

recipients of the Hospital Team of the Year award at our annual fundraising Ball, for their commitment to involving carers in the treatment journey.

The End of Life Care Team work closely in partnership with our project and are strong advocates of the role of carers in managing treatment. A bereavement support group has been established and is proving very popular.



Hospital Lead worker, Hannah supporting carer to visit care homes for her husband



"I would like to say again how wonderful I think your support of my mother has been over the last few weeks. The service you have given has clearly helped her through and you have even identified further support for her future"

Angela's story



Angela suffered a stroke and her husband became a carer overnight. Her husband Patrick, had mild dementia and a history of heart problems, having already had a triple bypass 6 years ago.

Angela was referred by the Stroke Unit, after a period of several weeks in hospital.

The stroke left her with mobility issues and she became very frail. Angela was very worried about finances and concerned about who would look after her husband, during her long stay in hospital.

The Hospital Worker provided a range of support including 1:1 emotional support for Angela and a referral to Citizens Advice for financial advice.

Support was also put in place for the neighbours, who had taken over the care of Patrick, whilst Angela was in hospital.

Once Angela was in a position to go home, the Hospital Worker referred Angela and Patrick to the Adult Service for continuing support.

A referral was made to Housing, in order to move them into a safe, supported environment.

Angela and Patrick continue to receive support and attend a variety of our respite activities.

Hospital Support statistics...

24

awareness
raising stands

8

Bereavement
groups sessions

12

training sessions
for hospital
professionals

440

Hospital Support
referrals

47

places at the
Bereavement
group

Mental Health

Demand for support from carers of people with mental ill health has increased and our work has been supported by Blackpool CCG and the Esmee Fairbairn Foundation again this year.

The thrust of our project is to work under a whole family model that aims to reduce isolation, improve resilience, and life chances. We run our monthly Help,

Understanding and Group Support (HUGS) group for our adult carers.

Raising Awareness of mental health is a continuous theme, particularly as we have focused on training other professionals in the role played by young carers within families. This has led to an increase in referrals by other agencies into our services, and a positive increase in links to Mental Health Services, particularly on our work with dual diagnosis.



HUGS Group



Our information stand at World Mental Health Day

My life has taken a completely different track now. A combination of improved mental health, lessened external pressures and a supportive manager at work has allowed me to reclaim my confidence and actually start to help others who find themselves at difficult points in their lives...I can honestly say that your help saw me through the most difficult time of my life You gave me the strength to believe in myself and the courage to continue to fight the injustice that surrounded me"

A Family's story



Steven (17) and **Katie** (12) care for their mother, **Judy**, who suffers with a long standing mental ill health diagnosis of emotionally unstable personality disorder. Judy has made previous attempts to take her own life and still actively self-harms.

Judy and her family moved to Blackpool to escape an unsettling home environment.

Once in Blackpool, the family were socially isolated and had no family or friends in the local area.

Steven struggles with his own mental health. He lacks confidence and has severely low self-esteem, to the point that he will not go into shops alone. He also has a volatile relationship with his mum who he helps to care for.

Through 1:1 support for both Judy and Steven, including significant multi-agency work with partners, the family received help with beds (previously they just had air-beds) and help with food parcels at Christmas. Judy has attended courses at Women's Aid to help her deal with anxiety, depression and parenting issues.

The family has received help integrating into local schools and education, help with uniforms, support for poor school attendance, access to youth clubs, respite activity, fun family trips.

There has been an improvement in the family dynamics and a marked increase in Steven's confidence.

They have successfully settled in to their new life in Blackpool.

Mental Health statistics...

256

referrals received

275

places at mental health training

247

individual places at the HUGS support group

60

carers supported through 12 week plans

11

training sessions delivered to organisations

Parent Carers

The Hand in Hand project began as a pilot, aimed at parents who care for children with disabilities. It was so successful that the Big Lottery Fund made an award for 4 years of support.

During the first 9 months, we received 171 referrals.

We had not anticipated the complexity of the issues faced by our Parent Carer families.

We have developed an active Parent Advisory Group, which is run by parents for parents, to allow them to participate in the service and help us to develop in line with their requirements.

The new Managing Challenging Behaviour course has been a real success. It takes

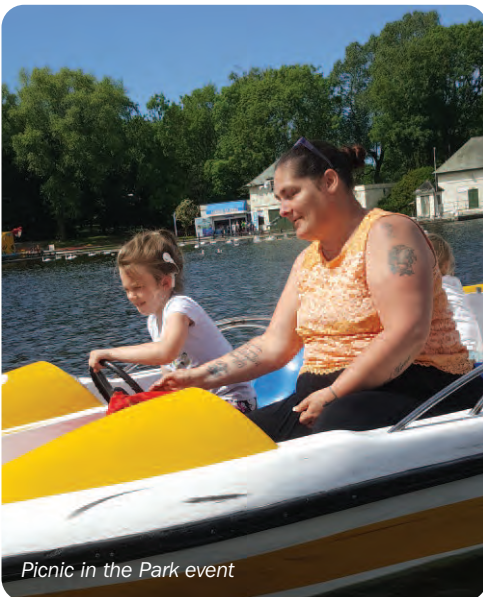
place one day per week for 6 weeks to enhance parenting skills.

Soroptomist International Blackpool and District has provided funding for a new Sibling project.

In addition, several trips and activities have taken place. These include visits to Blackpool Zoo, Farmer Parrs and a peer group lunch just for parents.

We work in partnership with The Together Centre and Aiming Higher to support the whole family. The success of this project has resulted in additional funding.

“After attending your craft club, my daughter has slept through the night without medication for the first time ever!”



Picnic in the Park event



A visit from Santa

Tim's story

Tim was referred by a social worker on the Safeguarding and Complex Needs team. His has given up work to care for his son who has Cerebral Palsy. In addition, he had sole care for 2 other children.

Tim was struggling to cope with his caring role and child protection issues, and the pressure was starting to affect his health.

The Parent Carer support worker, visited Tim at home to discuss his current situation and develop a 12 week action plan.

Tim was referred for benefits advice. He was offered emergency grants for school uniforms.

A referral was made to an Occupational Therapist to ensure appropriate equipment was provided for his son.

Advocacy support was provided for Tim throughout Child Protection conferences.

At the end of the 12 week action plan, Tim reported improved health and wellbeing as a result of the support he was receiving. His son was now benefitting from the correct equipment in their new home. Tim is now able to manage his finances more effectively.

He was 'overwhelmed' by the support received and felt that he wouldn't have been able to cope without it.



Parent Carers' statistics...

317

1:1 support
sessions provided



95

Parent Carers
supported through
12 week plans



171

Parent Carers
supported

"You don't know how much your support means to me. I would not have done all this paperwork on my own. I've tried for years and just got beaten back every time. For once in my life I've got people fighting for me."

Staff, Students and Volunteers

Our most prized asset is our staff, whose dedication, skill and commitment has enabled us to maintain a quality service in spite of pressures on funding. This year we have offered a number of training opportunities including the Institute of Leadership and Management (ILM) course in partnership with Blackpool Council.

As in previous years we have taken 13 student social workers on placement, some of whom have taken up employment with us. All students bring their already highly developed skills with them, and they offer valuable extra capacity in enabling us to meet demand. We now have 8 members of our delivery staff who are social work trained.



Support Worker, Duncan, distributing water to carers during a contamination incident in Blackpool



CEO Michelle with staff and volunteers after a soaking in the stocks

We are indebted to the continued support of volunteers who make their selfless contribution in helping our charity. The value of volunteering this year is £89,667.

I was so insecure on the first day of my placement but you guys helped me to realise what I actually want to do in my life. Just because you believed in me and were so helpful and supportive I know who I am and what I could become. The carers centre does not only help carers but anyone else who is involved in your service. Last week at uni we spoke about different service users, carers and communities and I felt so incredibly proud to share my experience within your setting and was actually really surprised that the lecturers and students were aware of your work with carers, and young carers in general! You all should be proud of what you do! You're all absolute stars!

Carolina, Student and Volunteer



Partnership Development Lead, Lauren interviewing Simon Stevens, CEO of NHS England

Claire's story

The decision to give up my job in the NHS and return to the classroom to embark on a social work career in my late thirties was quite a daunting prospect.

However, having first completed an access course in Health and Social Care at Lancaster College, I now find myself approaching the end of my third and final year of a BA Hons Social Work degree at the University of Central Lancashire.

Having given preference to working with adults and older adults within a hospital setting, I was invited to undertake my final placement within the Blackpool Carers Centre Hospital Support project.

This placement has given me direct experience of supporting carers and their families within the hospital environment; promoting early discharge and helping to prevent hospital readmission by providing the carer with the emotional and practical support required to fulfil their caring role.

The role of Carers' Hospital Support Worker is sometimes challenging and no two days are ever the same, but it is always rewarding and enjoyable. I have enjoyed meeting new people and getting to know them whilst providing information and advice to enhance their lives as unpaid carers.

If this placement has taught me anything, it is that whilst ill-health and dependency are to be anticipated as we journey into older adulthood, the reality when it does happen is very often a distressing experience. This placement therefore, has helped me to recognise the importance of relationships and the concepts of attachment, separation, loss, change and uncertainty.

My placement with Blackpool Carers Centre has been a very positive and rewarding learning experience.



Staff, Students and Volunteers' statistics...

81

Volunteers



10,346

Volunteer
hours
worked



£89,667

monetary value
of volunteering
this year

Work Experience Project

As a legacy of Progress Recruitment, and with funding from them, we are now in the second year of the Work Experience Project. This project enables young people with special educational needs aged 16 to 19 to take part in meaningful work experience placements that pave the way to eventual employment. The project sources placements and matches up the skills and aspirations of students to generate quality personalised opportunities.

The proportion of young people with learning disabilities who are in any paid part-time employment is only 6.8%,



despite offering unique skills and potential that just need the right environment to thrive and develop. We are currently helping students from Red Marsh, Highfurlong, and Park Schools, but we will expand our service to any school or college that has special needs students that may be considering a placement with an employer.

We are grateful to the contribution made by local employers who continue to support our work and offer placements.



"We would definitely recommend this project to other businesses, as we have enjoyed every minute of the experience."

Placement provider

Ben's story

Ben attends Highfurlong School and this was his first work experience placement. Ben had experienced problems with busy and noisy places when he was out of school, so after discussion with him, it was agreed that his first choice of placement, which was in a lively tourist venue, would not be an appropriate option. It was agreed to explore his second option, which was gardening. Blackpool Council run a project with gardening volunteers, and had a new project at Layton Cemetery, which coincided with Ben's allocated placement day. The Council were more than happy for the Work Experience Coordinator to place a student with them there and invited her to have a look round and do a risk assessment



After completing the risk assessment Ben was placed at Layton Cemetery gardens and Highfurlong School were very happy with this. This placement proved to be a peaceful environment with very supportive staff and volunteers, which was perfect for Ben, who was prone to anxiety.

The placement was a roaring success, as Ben developed socially and gained in confidence. He loved his uniform so much he used to wear it in the evening, and he loved being part of a team. His experience made it clear to Ben where his eventual vocation will be when he leaves school.

Work Experience Project statistics...

44

individual placements

12

class visits

32

businesses provided placements

1

Taster Day

3

Schools participating



Young Adult Carers

We continue to develop our services for Young Adult Carers (YACs) aged from 16 to 25 as a result of funding from Carers Trust and the Co operative partnership. This age specific group of carers has different needs from younger carers. This year we have also received funding from St James's Place Foundation.

Young adult carers are helped to negotiate their transition into an adult caring role by accessing age appropriate workshops and respite activity. They have developed an enthusiastic and vibrant Friday evening fortnightly session at the drop in on Church Street.

This year they organised trips to Manchester University and Blackpool and Fylde College to look at Higher Education and Further Education opportunities, and explore bursaries and student finance. We aim to increase aspirations for this group and we have offered issue based workshops and two very successful employability sessions where large employers attended to offer support and advice.

Other skills that YACs learnt were linked to the cookery courses run by John Joyce, the

Ice Cold Chef, who ran workshops on preparing healthy meals on a budget. YACs are keen to have more of a say in how the services they access are designed, and they actively seek means of influencing commissioners and those who provide public services. Through being active in the various consultation processes with health, charities and Local Authorities, YACs become more than just recipients of services, they shape the future for themselves and their peers. The independent YAC group also successfully applied for funding themselves from the WO Street Foundation to sustain their consultation activities.

The Cooperative Bank, through their links with Carers Trust nationally, has funded our project through the "Time for Change" initiative, including giving us the opportunity to deliver our first contract in Fleetwood. Towards the end of the year, we secured funding from the The Henry Smith Charity to continue our work in Blackpool for the next three years.



Terry's story

Terry had previously been seen two years ago as a young carer, but asked for further support as her family circumstances changed. She cares for two siblings and a parent. The nature of the parent's health condition requires her to provide a substantial amount of care to the siblings and she often feels isolated, stressed, and unable to speak to anyone. There is already a package of care in place for the siblings, but the money for the siblings is paid to the parent. Terry indicates that her parent is controlling with the funds and expects Terry to organise and support the siblings to access activities, shopping and food on a very limited budget.



After Terry engaged with the Young Adult Carers Support Worker, she received a 12-week personalised plan, which included a multi-agency meeting being arranged between the Carers Centre, Adult Social Care, Children with Disabilities Team and Connexions. The outcome of this was that the younger sibling's support package was reviewed, and family support was accessed by the parent. The respite care for the siblings was increased, resulting in more free time for Terry. She was then able to secure a free gym pass, and was also able to take part in a fortnightly peer group. All of this had a positive impact on Terry's physical and emotional wellbeing.

Young Adult Carers' statistics...

188

YACs supported

13

YACs' support groups

33

YACs supported through 12 week plans

389

1:1 support sessions provided



"This is just a little note to say how much I have appreciated everything you have done for me. Before I got involved with your service I felt my life was this long dark tunnel with no ending in sight or light out of the darkness. I didn't used to see a future for myself or that I could be something more than a carer. But now I can, you've given me the strength to create my own path in life and on my terms. I hope one day I can repay what you've done for me, but I don't think that's possible."

Young Carers

Blackpool Carers Centre is the single point of access for all young carers in Blackpool. We offer a wide range of support to include the individual needs of families we work with, including 1:1 emotional and practical support and much needed respite activities. Our age-specific support also includes running youth clubs and peer support groups.

We have developed our practice of focussing on 12 week action plans to address family issues such as debts, health, education, housing, and parenting.

Our residential trips included Alton Towers, Coldwell and Scotland, giving young carers time away from home and out of the local area to experience new activities, have

quality respite time, increase self-confidence and expand social skills.

We have championed the Carers Trust/Children's Society Young Carers in Schools Programme. Our launch event was delivered to Blackpool Schools to highlight the value of the programme, which created positive feedback. A number of the schools have made an impressive start to the programme, including Education Diversity who are well on their way to achieving an award.

We are grateful to all those who have provided funding for respite activities including Children in Need and Sandcastle Waterpark, who offer their facilities without charge.



Young carers at Alton Towers



Professionals and young carers with a special Young Carers' Awareness Day cake!



Young carers at Coldwell Activity Centre

Samuel had a wonderful time at the Sandcastle Waterpark for his birthday. I am so grateful for the loan of the free pass, as this gave him, his sister and a couple of friends a fabulous day out and a treat that he wouldn't have had otherwise. Thank you from the bottom of our hearts.

Jacob's story

Jacob helps alongside his mum, Anna, to care for his Grandma who has dementia and physical mobility problems. Grandma lives with Jacob and Anna and this has led to an increase in the caring role for them both.

Jacob's caring role is excessive and includes personal care for Grandma, helping her in and out of the bath and bed, assisting with medication and domestic tasks. He gets very little time to himself to socialise with friends and do things outside of school. This is also true of Anna who works full time alongside her caring role.

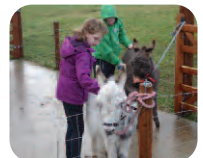
After being referred to the service by Anna, the Young Carers Support Worker visited the family to complete a Young Carers Assessment. As is often the case, Jacob initially did not understand that they have a caring role. 1:1 support was given, and he was included on trips and activities, which built up his wider support network. Further support was levered for grandma, who receives allowances from DWP, a referral to Adult Social Care, and information on rideability and patient transport. This is of great benefit to Anna, who doesn't now have to constantly take time off work to drive Grandma to appointments.

As Anna is also getting respite, she has a full day to herself where she does not need to worry about Grandma. This in turn has had an impact on her relationship with Jacob. She feels she is not shouting at him as much and they are spending more quality time together as mother and son.

The case highlights the increasing numbers of young people caring for those with dementia, and prompted a discussion with the Alzheimer's Society about the availability of child-friendly literature focused on young people living and caring for those with dementia. The Carers Centre is looking at extending its highly regarded Dementia Training to include modules aimed at young people.



Young Carers' statistics...



The impact we had

Our work is targeted at those families in most need of support. We deliver services using a structured, time limited system of support, and design our interventions in conjunction with the service user in question.

We work with carers as they continue in their caring role, and often begin our engagement at a point of crisis in the carers' lives. Using the Carers Star assessment tool, we are able to evidence the following impact over the last 12 months:



Adult Carer, Rob, took part in a sponsored bike ride to 'give something back' for the support he received

97%

reported that their health improved, or did not worsen.

96%

have reported an increase in their ability to manage at home, or that it did not worsen.

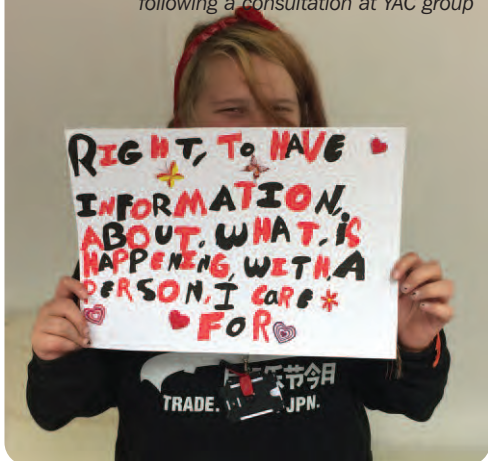
97%

have reported an improvement in their caring role, or that it did not worsen.

A packed room at the Village Blackpool during our Carers Celebration event and AGM



Young adult carer (YAC) with sign for professionals, following a consultation at YAC group



Carers at one of our popular Afternoon Tea Dances



Rocco with young adult carer, Tara and her sister Sam, at the Carers' Celebration Event in October



Excited young carers on DIY SOS 'Reveal' day

Fundraising

We are grateful to the many individuals, businesses and community groups who have fundraised for us throughout the year. Our annual Cash Quest 4 carers campaign involving both staff and the public raised a record £15k. It also brought out the ingenuity and originality of scores of fundraisers and also enhanced the profile of all carers, as well as raising much needed funds.

Our annual fundraising Ball in January raised £15,010 and we are aiming to reach our target of £20k in January 2017.



Jodie Trembles (r) and sister Rachael Buckler walked the Grand Canyon in aid of the Centre.



Cheque presentation from Kings Church Centre



Auction Day at Radio Wave

We were also delighted to be the recipients of a 3 year fund from The Tudor Trust.



Patron John Barnett MBE DL; Michelle Smith, CEO; Prof. Saul Becker, Ambassador and Paul Maynard MP at our fundraising Ball.



Jan Harrison outside the Sandcastle after his 555 mile bike ride in aid of Cash Quest for Carers



Dan Whiston, tucking in during Britain's Best Breakfast

What your donations mean to us

We support **over 4,000** local family carers including those as young as **5 years old** and all our support services are **free of charge**.

People can **become carers overnight** through sudden illness or an accident and for most of our young carers, their caring role is the 'norm' and they don't have a choice.

Your support can make a real difference to the lives of local people as **all your donations will be spent in Blackpool and on the Fylde Coast**.

92% of your donation will go directly towards helping many of Blackpool's most vulnerable families. We spend a further **6%** on fundraising to ensure that we continue to provide high quality support as demand increases. The remaining **2%** is spent on essential governance costs.

We make every penny count. For every **£1** we spend on fundraising, we bring in **£9.55** to support more local carers.



Staff and trustees at our annual Development Day at the Imperial Hotel in May

The table below shows how our growth over the last 9 years has been planned and carefully managed. Improved fundraising has been fundamental to this growth along with a focus on developing strong relationships.

	Turnover £	Employee numbers Full time equivalent	Carer numbers
2008	72,061	4	170
2009	165,810	7	355
2010	233,994	9	752
2011	381,452	10	1527
2012	436,352	14	2181
2013	576,704	15	2550
2014	619,350	20	3005
2015	731,257	28	3747
2016	865,135	30	3971

Make a Donation and change a carer's life - Thank you!

Blackpool Carers Centre

Quality • Passion • Respect

Please complete the form below and return to:

Blackpool Carers Centre, Beaverbrooks House, 147 Newton Drive, Blackpool FY3 8LZ



YOUR DETAILS

Title Forename Surname

Address

..... Postcode

Telephone

Email*

By providing your email address you are confirming you are happy for us to contact you this way.

PAYMENT OPTIONS - please choose from the following payment options:

Option 1 - One-off payment Amount £

By Bank Payment (Account No. 81422111 Sort Code 40-17-31) Ref

By Cheque/postal order (payable to Blackpool Carers Centre)

Option 2 - Standing Order payment (Please complete the form below)

Instruction to your bank or building society to pay by Standing Order:

I would like to donate £..... by standing order *Please tick:* Monthly Annually Quarterly

On the (day of the month): 3rd 15th 22nd 28th

Bank name:

Bank address: Postcode:

Name of account holder(s):

Sort Code: Account No:

Reference: (for office use only)

Signature: Date: / /

Option 3 - By JustGiving™

Visit www.justgiving.com/blackpoolcarers

Option 4 - By Text

Simply **text BLAC16** followed by an amount eg. **£5 to 70070**

JustTextGiving
by **vodafone**

Gift Aid

Please tick this box and make your donation go even further with Gift Aid - It won't cost you a penny!

I am a UK taxpayer and understand that if I pay less Income Tax and/or Capital Gains Tax in the current tax year than the amount of Gift Aid claimed on all my donations it is my responsibility to pay any difference.

Please notify the charity if you: • want to cancel this declaration; • change your name or home address;

• no longer pay sufficient tax on your income and/or capital gains

Date Signature

Plans for the Future

Most of our immediate plans for the future centre on the move from our three current properties in Robson Way, Grenfell Avenue, and Church Street, to our new premises in Beaverbrooks House.

We have aspirations for the building as this will be the beginning of the next stage of the Charity's development. It opens up opportunities for co-location of service delivery with key providers from both the third sector and statutory provision. We will forge new partnerships and produce a compelling case for commissioners to invest locally.

Our fundraising and income generation is built on strong relationships which we seek to develop. We continue to be less reliant on Local Authority and seek to work in partnership with them.

Plans for 2016/17 include:

- Focus on working carers
- Income generation and sustainability to develop a secure base at Beaverbrooks House
- Develop the Family Focus project
- Improve partnerships with all sectors locally



Beaverbrooks House front before



Beaverbrooks House front after



Beaverbrooks House rear garden before



Beaverbrooks House rear garden after

Our Young Carers' Champion

I'm Camilla, 22, a Young Adult Carer myself and the current Young Carers' Champion.

Before I became Young Carers' Champion, I had been supported by Blackpool Carers Centre for many years. I am a carer for my mum, who was diagnosed with Multiple Sclerosis (MS) about 11 years ago. As time passed by, her health deteriorated and she turned to alcohol to cope with the disease. This affected her medication and caused her MS to deteriorate more rapidly.

Without the Carers Centre, I would not be the person I am today. It has helped me gain confidence, given me the support I needed, but most of all, showed me that people actually do care and are there to help. I can now look back on my 'caring' journey with great pride at what I have achieved.

My role includes carrying out assessments, one to one work and helping run youth clubs, trips and respite activities on a regular basis. I also support young carers with a similar caring role to myself.

In the short time that I have been Young Carers' Champion I have overcome many personal challenges, developed valuable skills and grown in confidence.

All aspects of the job are enjoyable and every day is different, but personally seeing the changes and huge impact the Carers Centre makes in people's lives is the most rewarding and positive part of my role so far. Seeing other young people begin their journey with our support and the difference



HRH Princess Anne shaking hands with Camilla

a short amount of time can make to their lives, is the most rewarding thing I have ever encountered.

Through the Young Carers' Champion role I have been given so many amazing opportunities, including the chance to speak with the CEO of NHS England and many more influential change makers. I have also had a meeting with Princess Anne.

I believe the support and guidance I have received from Blackpool Carers is truly invaluable from both a professional and person level, it has enabled me to change my life in so many ways and develop into someone I am proud to be.

I am looking forward to my future as part of the Young Carers' team and handing over the Young Carers' Champion role to Liam Quinn and Tara Bragg.



*New Young Carers Champions
Tara Bragg and Liam Quinn*

Report of the Trustees

The trustees, who are also directors of the charity, for the purposes of the Companies Act 2006, present their report with the financial statements of the charity for the year ended 31st March 2015. The trustees have adopted the provisions of the Statement of Recommended Practice (SORP) 'Accounting and Reporting by Charities' issued in March 2005.

REFERENCE AND ADMINISTRATIVE DETAILS

Registered Company number

05633524 (England and Wales)

Registered Charity number

1114558

Registered office

Blackpool Carers Centre
Beaverbrooks House
147 Newton Drive
Blackpool
FY3 8LZ

Trustees

Mr J Carney - appointed 08.02.16
Mr S Cassidy
Mr J Child - appointed 08.06.15
Mrs L Endicott
Mrs A Gilmore - appointed 08.06.15
Mr S Hodgkins - retired 20.07.15
Mr P Jebb - appointed 08.06.15,
appointed Chair 15.08.16
Mrs S Lambert - appointed 11.05.15
Mr A Ward
Mr P Wild

Company Secretary

Mrs M A Smith

Auditors

TLL Accountants Ltd
Chartered Accountants
& Statutory Auditors
7-9 Station Road
Hesketh Bank
Preston
Lancashire
PR4 6SN

Bankers

HSBC
Victoria Square
Thornton Cleveleys
Lancashire
FY5 1AY

President

Professor Saul Becker

Patrons

Mr John Barnett DL MBE
Mrs Danielle Barnett
Mr Clive Hirst

Ambassador

Miss Hayley Kay

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing document

The Charitable Company (hereafter referred to as "the Charity") is controlled by its governing document, the Memorandum and Articles of Association,

and constitutes a limited company, limited by guarantee, as defined by the Companies Act 2006.

Recruitment and appointment of new trustees

The Board is responsible for the recruitment and appointment of new Trustees. Each year a skills audit is undertaken and if gaps are identified, a recruitment process takes place. The recruitment process has been developed in order to attract a diverse group of trustees with appropriate skills, knowledge and experience.

Occasionally potential trustees register an interest in the organisation. Following this, a meeting is arranged with the Chair and CEO, and the trustee is held on a waiting list until an appropriate vacancy arises.

Induction and training of new trustees

Once a decision has been made to take up a Board position, Trustees receive an induction pack containing the annual report, strategy and business plan and detailed information about the organisation and the personal commitment required. Trustees are invited to visit the Centre and shadow workers in order to ensure a detailed understanding of the work carried out.

Each year a Development Day is held, when staff and Trustees spend the day together working through the strategy, developing new ideas and generally learning about each other's roles within the organisational framework.

Organisational structure

The activities of the organisation are governed by the Board of Trustees, all of whom are Directors.

Governance and management structure has been strengthened throughout the year to ensure a solid foundation for future service development. A governance subcommittee exists to develop and improve a robust governance framework and work through an action plan for improvement.

The Trustees meet monthly although every other month, the meeting takes the form of an informal strategy discussion.

The Board of Trustees appoints the Chief Executive who reports to the Board on the operational running of the organisation.

Related parties

Blackpool Carers' Centre Ltd is a network member of Carers Trust.

Risk management

The Board has a risk matrix to identify all major risks. Each risk is scheduled for attention according to the severity of its potential impact and each Board meeting focuses on assessing the set of risks scheduled for that meeting.

Ellis Whittam has been employed to manage Health and Safety and Human Resources issues.

Relationships with funders are maintained and regarded as high priority in order to develop sustainable and diverse funding streams.

OBJECTIVES AND ACTIVITIES

Objectives and aims

The Charity's objects are to relieve poverty, sickness and mental suffering amongst persons who are caring full time at home for people who are elderly, disabled or chronically sick (hereinafter called the carers) and the relief of such elderly, disabled or chronically sick persons by the provision of information and support for those responsible for their care, and the establishment of a carers centre. Also to advance public education concerning the care and treatment of those requiring such full time care and treatment because of age, disability or sickness.

Purpose

A better life for carers.

Public benefit

The Charity supports carers and former carers of all ages. A wide variety of support is offered to carers and professionals without charge.

The Trustees have considered the Charity Commission guidelines regarding public benefit and are satisfied that the Charity's activities meet this criteria.

FINANCIAL REVIEW

Financial review and reserves

The results of the Charity are summarised on the Statement of Financial Activities.

The closing reserves are shown on the Balance Sheet.

The Charity has reserves of £150,498 at the year end. £51,293 of this total is restricted for specific future costs, leaving £99,205 of free reserves.

The Charity's reserves policy is to hold a level of 3 months free reserves equating to the unrestricted direct charitable costs for the year, being approximately £130,000.

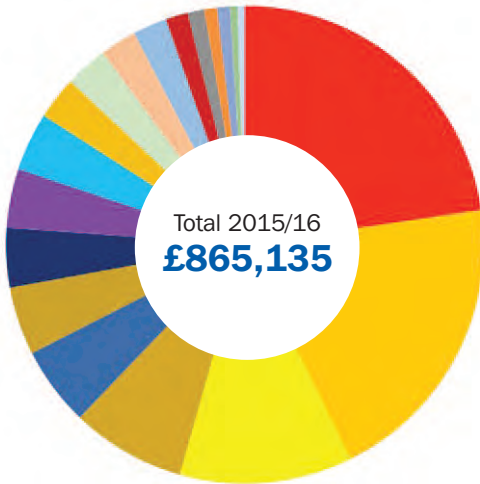
The free reserves of £99,205 currently represent around 2 months worth of those costs.

The Trustees will endeavour to increase this level in the future.

The Charity has deposited part of its reserves in a deposit Bond for safekeeping and uses a number of bank deposit accounts which earn interest. The Trustees review the investment policy regularly.

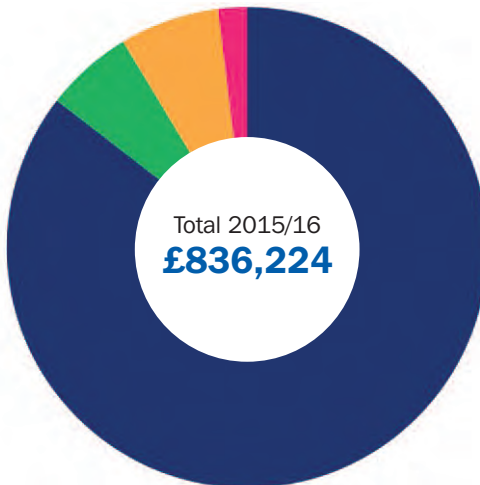
Charity Income and Expenditure

Income



- NHS- 23%
- Blackpool Council- 20%
- Donations and fundraising- 12%
- Big Lottery Fund-Hand in hand -8%
- Chargeable services and other income- 5%
- Smaller grants- 5%
- Esmee Fairbairn- 4%
- Carers Trust-various- 4%
- Triangle Trust- 4%
- Public Health-3%
- Comic relief- 3%
- Children in Need- 2%
- Tudor Trust -2%
- Student placements- 1%
- Head Start- 1%
- Lloyds- 1%
- Soroptimist Int-Blackpool &Fylde-1%
- St James Place Foundation-0.5%
- Rank Foundation-Time to Shine-0.5%

Expenditure



- Carers Support Service- 83%
- Fundraising activities- 8%
- Trips, activities & grants for carers- 7%
- Governance- 2%

The accounts presented here are an extract of the full statutory financial statements. A full copy of the accounts, together with the auditor's report, is available from the Charity Commission, or by request in writing, to the Charity's head office.

Our Funders and Awards

Blackpool Council



NHS
Blackpool
Clinical Commissioning Group



The co-operative



Garfield Weston
FOUNDATION



The W O Street
Charitable Foundation

DAA Dementia
Action Alliance



Blackpool Carers Centre

Quality • Passion • Respect



Blackpool Carers Centre

Beaverbrooks House, 147 Newton Drive, Blackpool FY3 8LZ

Tel: 01253 393748 Fax: 01253 393450

Email: admin@blackpoolcarers.org

www.blackpoolcarers.org

facebook.com/blackpoolcarers

[@BlackpoolCarers](https://twitter.com/BlackpoolCarers)

Blackpool Carers Centre is a registered charity in England and Wales No. 1114558.
Registered as a company limited by guarantee in England and Wales No. 5633524.