

A YEAR OF GROWTH



Blackpool Carers Centre

Quality • Passion • Respect

Charity No. 1114558

ANNUAL REVIEW 2017 - 18



Young carers, 'circle of trust' session in the garden at Beaverbrooks House

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Thank you for re-building my confidence and enabling me to feel like myself again.

At Blackpool Carers Centre, we respect everyone who comes to us for help. Whilst the following stories are true, some client names and images may have been changed to protect their privacy.

WELCOME & OVERVIEW



We're proud to present the 2017-2018 annual report and demonstrate how our dedicated team of staff, students and volunteers has continued to deliver quality services to an increasing number of Blackpool's carers and their families.

People can become carers overnight and the role of our service is to work alongside them, building on their strengths and providing them with the support they need to maintain their own level of independence.

We continue to raise the profile of carers far & wide and within the corridors of power locally & nationally. We want to personally thank our staff, volunteers and trustees for their time, knowledge, skills and support.

We are grateful to the increasing numbers of funders who support our service delivery with a special mention to those who recognise the importance of core costs in the delivery of quality services.

Our purpose as a charity is to provide a better life for carers and as we endeavour to achieve this for an increasing number of families, our thanks go to each and every one of you.

Paul Jebb, Chair of Trustees

Michelle Smith, Chief Executive



L to Right: Trustees,
Tony Ward, Claire Van Deurs Goss,
Howard Lewis, Barbara Cummings,
Paul Jebb, Alison Gilmore and
Sarah Lambert outside
Beaverbrooks House

What we achieved this year...

ADULT CARERS' PROJECT



1,347

adult carers signposted to other organisation

Adult Carers' Afternoon Tea in Rocco's Pantry - yummy!



'Eyes down' at bingo night

Adult Carers' Chester Cruise and Dine trip



214

counselling sessions delivered



Adult Carers' Trip to Water Park, Coriston

Adult Carers' Lead worker, Dawn at our Easter Fair



1,399

individual respite activity places provided

Men's Cookery Session at Beaverbrooks House



46

individual grants awarded to adult carers



Vaida

My name is Vaida Horricks, I am originally from Lithuania and I care for my husband who had a stroke.

He's getting better every day but it's still very difficult for us, especially financially.

My husband used to work a lot before his stroke and now he can't, and I can't do much because I have to care for him now as well.

Blackpool Carers has helped me with advocacy and translating in lots of meetings because sometimes it's difficult for me to understand everything with my English.

I have received 1:1 support where I can talk through our finances and now the children are coming to youth club as well.

I am very happy such a place exists. I simply don't know where I'd be without this help.

It is so reassuring to know that something positive is finally beginning to happen.

Why our service exists

Vaida received 1:1 support around her husband's condition and advocacy with her financial troubles. From being in danger of repossession they are now stable and Vaida and her children access respite provision.



Blackpool Carers' staff held a PJ and Onesie Day for Children in Need in November 2017

Our House

Last year we moved in to our wonderful new home and this year we've welcomed more and more people to come and visit.

There are carers and families who pop in for some support, or just a brew and a chat; our dedicated staff and volunteers who generously give their time, skills and experience; our partners and supporters whose resources and expertise keep the doors open and our programmes thriving.

We also rent rooms in our beautiful home to a wide variety of groups and businesses. This aids our sustainability and cements our place as a space for our local community.

There have been board meetings, conferences, dinners, dances and development days; the guests enjoy catering from the award-winning Rocco's Pantry and maybe learn a little about how to identify carers and support available.

I'm looking forward to any future events and I'm glad to have had the chance to look around this wonderful building and see for the first time just what a worthwhile cause it supports. It's just amazing!

What we achieved this year...

BEAVERBROOKS HOUSE, STAFF AND STUDENTS



61
Rooms
Rented



Young carers writing messages on their chalkboard



12
Social Work
student placements



Comedian Bobby Ball with student, Louise at Clifton Hospital



Dr Arif Aslam, Consultant Dermatologist during Skin Cancer Health Information Session at Beaverbrooks House



Staff and trustees receiving the 'Special Award' at the Blackpool Civic Trust Awards, with the Mayor of Blackpool



Landscape Architect Laurence Mitchell with Deputy Mayor, Gary Coleman and supporter James Shelliker at our Garden Party



101
Attendees at Spire Health
Information Sessions



Cash Quest winners Sandcastle Waterpark with Rocco, staff and guests at our First Birthday Bash Event in October



2,000
lunches served
in Rocco's Pantry



Young carers and staff from Beaverbrooks kindly volunteered to 'spruce up' our gardens

What we achieved this year...

BENEFIT ADVICE



1,107

instances of
benefits' support



431

individuals
accessed support



1,088

1-2-1 support sessions
provided



£637,381

total value of benefits
accessed for clients



Parents and children having fun in our gardens at the Easter Egg Hunt



£4,829

average benefit accessed
per client

NST raised funds for us by holding a Harry Potter Day



Bernard from Myerscough College with donated plants at our Garden Party



Staff and carer with Dan Whiston at Clip 'n' Climb



Emma and Duncan during their 'Shirt of Hurt' Cash Quest event



Rocco's friend Ginger at our Christmas Fayre



Mark Wilkins from Sandcastle Waterpark at our First Birthday Bash event



Patricia & Stephen

My partner and I care for each other. I have mobility problems and my partner, although he's just got the all clear from cancer, has serious nerve damage from the chemotherapy.

When I became a pensioner, I stopped receiving carers allowance. We'd sit in the cold and try to decide what bills we could afford.

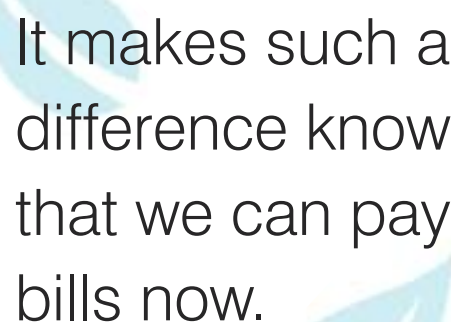
We would be lost without the support that Alan, Blackpool Carers' Benefits Advisor, has given us. We have accessed pension credit and Personal Independence Payment (PIP), but only after several reviews and appeals.

I had no idea that I was entitled to any of these benefits because nobody told me. I wouldn't have ever known where to start with all the forms and assessments and interviews.

Now we don't have to worry about paying the next bill or leaving the heating off to save pennies.

We may even be able to go away and visit family in Wales later in the year.

The last time we had to apply for a grant to get some time out; this time we can do it on our own and someone else can take care of us.



It makes such a difference knowing that we can pay the bills now.



Enid

Shirley is my friend. We bonded over caring for our husbands who have dementia. I mentioned Shirley to my husband, who said that he only knew one Shirley. She was part of a group of friends when they were teenagers, but it surely couldn't be the same one.

At a Dancing for Dementia event we discovered that it was, and it was very emotional for them after all this time, tears were flowing.

Now he knows who I'm going to see when I come to Beaverbrooks House for one of the drop-in sessions or a cup of tea. He doesn't remember much now because of the illness, but he still has memories of his childhood and being with Shirley and their friends at the skating rink.

If we didn't visit the drop-in they'd never have met again, and I wouldn't know where to go. I wouldn't know all the things you learn about dementia, how to manage and what to expect as it gets worse. We learn from the workers but also from each other as we're all going through the same thing.

You can say that to the people here, because they just get exactly what you're talking about.

Why our service exists

Peer support has been crucial to Enid, she almost never misses a session. She has also accessed 1:1 support, several support groups and has been referred for a statutory carers assessment. With her increased confidence she now supports other members of the group.

What we achieved this year...

DEMENTIA PROJECT



202

dementia carers referred to the service



A packed Rocco's Pantry during the Winter Lantern Festival



238

1-2-1 support sessions provided



Carers' trip to Southport Flower Show



316

instances of support for dementia carers



Fun with an old tin bath with Jimmy and 'Lancashire Memories'



Dementia carers enjoying, Frankly, the Sinatra Story with Phil Swift



Peter Lyttle hosting Freshers Young Onset Cafés



Staff experiencing what it feels like to have dementia



Jimmy from Lancashire Memories chatting to carers and loved ones during Dementia Awareness Week



158

Dementia Training places delivered to carers



Rocco raising awareness at BBC Radio Lancashire

What we achieved this year...

FAMILY FOCUS PROJECT



257

carers referred to the service



Families spending quality time together, cooking healthy meals at our Cook and Eat sessions



Food donations for our families, kindly donated from South Shore Food Partnership



Families spending time together at our Family Fun Day



1,208

respite places offered to families



117

instances of signposting for additional support



Proud family with their creation during a Glazy Days activity at Beaverbrooks House



57

places offered on substance misuse course



Time together during a visit to see the horses at Penny Farm

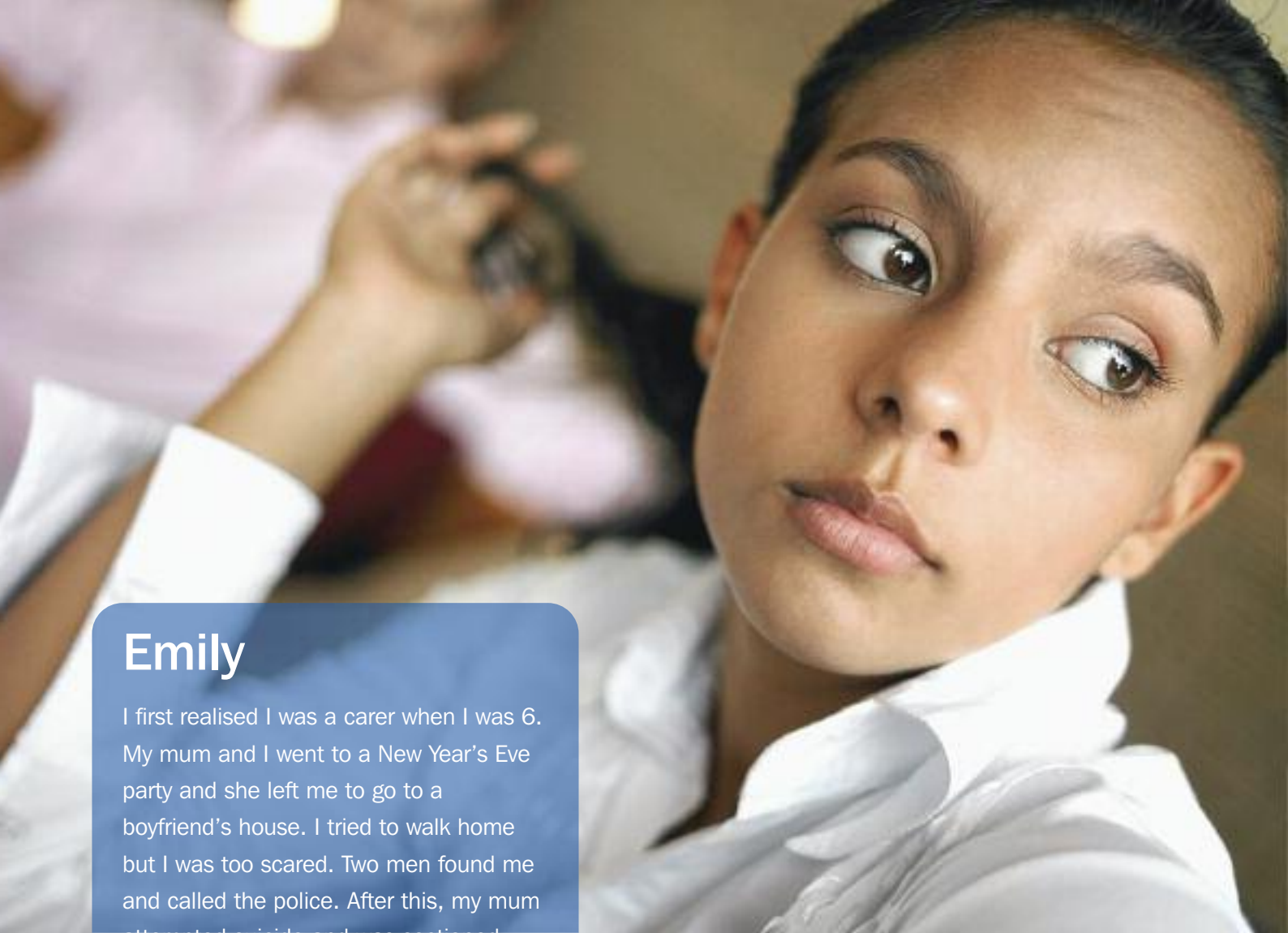


276

families supported



Making scary Halloween skeletons together during craft sessions



Emily

I first realised I was a carer when I was 6. My mum and I went to a New Year's Eve party and she left me to go to a boyfriend's house. I tried to walk home but I was too scared. Two men found me and called the police. After this, my mum attempted suicide and was sectioned. This is when I realised that I would have to look after her.

I'm now 13 and home-schooled because at school I worry too much about what she's doing. I'm her emotional support and sometimes she gives me money to look after, so she doesn't spend it.

I've been coming to Beaverbrooks House for a year and a half. The food parcels helped a lot and the trips, even though I didn't want to go at the time, were really fun. I'm starting Duke of Edinburgh in September and I'm really excited. The first time I came here I was very nervous. I just wanted to instantly walk out. When I walk in now I feel safe because a lot of good things have happened here. I've even cried here. I've shown a lot of emotion and now it feels homely.

I don't think I could have got through all of this without your support.

Why our service exists

Emily has had intensive 1:1 support since returning to Blackpool Carers Centre. She has attended respite trips and activities, improved her relationship with her mum and dealt with problematic behaviours.



Steve Craven, Leighann Cherry and Sheena Orchin from NST presenting their cheque to Faye at Beaverbrooks House

NST

We were honoured to have been chosen as NST Travel Charity of the Year for 2017. Their team of over 180 employees threw themselves into events in true fundraising spirit! Usually friendly teams were pitched against each other, fighting it out over who could bring in the most amount of money whilst also having the most fun.

And what fun was had.....Offices were turned into the magical world of Hogwarts for Harry Potter inspired games and competitions, the staff kitchen has rivalled that of Mary Berry as serious Bake Off activities took place, followed by obligatory taste testing by the bosses, of course. Queues were formed on the car park as staff donned their overalls and got car washing for cash and there were even Olympic worthy wheelbarrow races going on in the meeting rooms! All of this alongside their regular daily work, magnificent examples of multi-tasking as they rallied behind the cause of young carers.

A total of £5,000 was raised for young carers' respite activities.

Raising funds for a local charity enables us to get involved and see the impact our donations have on real people.

What we achieved this year...

FUNDRAISING & COMMUNITY PARTNERSHIPS



Marks and Spencer's volunteers during their 'Spark Something Good' Campaign



Lytham Festival chose Blackpool Carers Centre as one of their charity partners for 2017. Staff and volunteers raising funds and awareness during 80s v 90s Night.



The Goal-den Girls with Dan and Kelly from Blackpool Carers following the Great North Run



330

guests attended our fundraising Spring Ball



Beaverbrooks' staff lending a hand in the garden



Helen (r) receiving a donation of food from Morrisons for our Garden Party



L to R: Vicky Daley, Rob Frowen, Anne Nolan and Faye Sanderson raising awareness at International Women's Day



Blackpool Carers' CEO, Michelle Smith (L) with Spire Hospital Director, Barbara Cummings



£12.63

return on fundraising for every £1 spent

What we achieved this year...

HAND IN HAND PROJECT



381

referrals to the parent carer and sibling projects



1,206

1-2-1 support sessions provided



A very happy Easter Egg hunter



53

places attended at the Grow to Eat Club



Parents during the Managing Challenging Behaviour course



236

completed support plans



Sibling carers learning new gardening skills



90

activities accessed by sibling carers



267

Managing Challenging Behaviour places offered

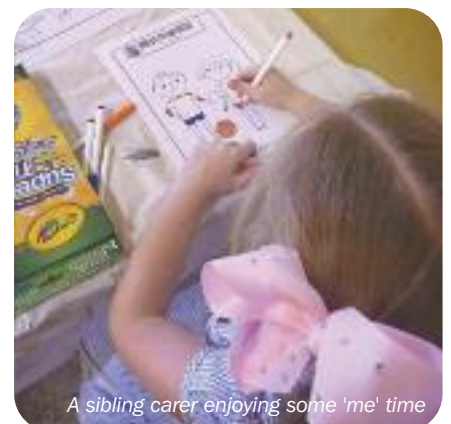


A Parent Carer 'Meet the Team' event for professionals at Beaverbrooks House



1,245

respite places offered



A sibling carer enjoying some 'me' time



Ken

I care for my son Kamron (age 12), who has additional needs.

We come to play sessions and the gardening club, which is great because he has a lot of energy and sometimes that's a struggle.

I also volunteer at Beaverbrooks House and this has helped me come out of my shell. I enjoy people's company now and I'm more outspoken. Before I'd have stayed at home and stared at the wall.

The support helped me get through a depressing time. The confidence and structure that I have has helped with Kamron because now he listens to me. He respects me because he doesn't see me just doing nothing.

I feel great when I come here; it's relaxing. I feel like I'm caring for myself.

Without Blackpool Carers I don't think I'd be here. It's thanks to the support I've received from the staff that I've been able to carry on.

When I was walking away after the trip, I could have cried tears of joy I was so happy.

Why our service exists

The positive change in Ken's sociability and mental wellbeing has been life-changing. He is now an active participant in groups, both as a carer and as a volunteer. Being able to speak on the radio was a massive achievement for him.



Anna

Anna was referred into the Hospital Support Project directly from the hospital where her husband was awaiting transfer to Hope Hospital for further investigation. Initially, she refused to allow it to happen, as she was scared of losing her husband and worried that the hospital weren't telling her about an underlying condition.

With intensive 1:1 support it was possible to discuss underlying anxiety and trauma from previous relationships and from her husband's ex-partner. The first meeting was very emotional but she did indicate that it helped and she agreed to more. She was able to offload her fears and work on a practical solution.

Her support worker was able to liaise with the doctors on the ward and reassure Anna that there was no underlying condition and with Hope Hospital to make sure a cot was available there and that she would be able to travel in the ambulance with her husband.

Now Anna can see the light at the end of the tunnel and is less anxious about her husband's health. An impasse in the hospital has been resolved, his medical treatment has moved forward and her mental wellbeing has improved.

Thank you for
making me feel like
I'm not a nuisance,
and for explaining
things in a way that
I can understand.

What we achieved this year...

HOSPITAL SUPPORT PROJECT



Awareness raising stand



Bereavement Group learning new skills at Dots on Pots in Thornton



Bereavement Group enjoying lunch together



272

1-2-1 support sessions provided



Student Louise, awareness raising at Blackpool Victoria Hospital

Carers' Hospital Support Project

Are you the carer of someone who is in, or regularly attending hospital?



550

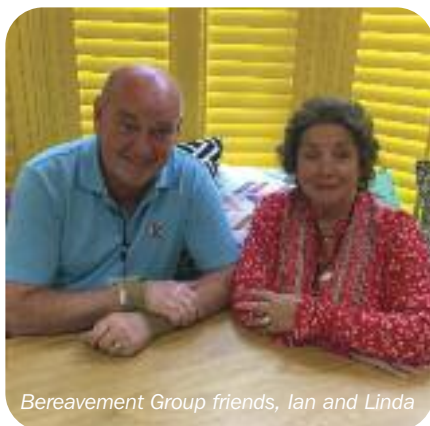
instances of support provided



Carers' information stand at Blackpool Victoria Hospital



Spire Fylde Coast Hospital gave free health checks at our garden party



Bereavement Group friends, Ian and Linda



109

individual attendance at Bereavement Group



Student Claire in Reception at Victoria Hospital

Welcome to Blackpool Victoria Hospital

Emergency Dept ☎ ☎ ☎
Main Hospital ☎ ☎ ☎
Main Outpatients ☎ ☎ ☎
Surgical Unit
Cardiac Centre
Women & Childrens Unit
Restaurant ☎ ☎

What we achieved this year...

MENTAL HEALTH PROJECT



245

individual attendances
at HUGS group



HUGS group



Support Worker, Carla at the World Mental Health Day event at the Winter Gardens



Substance Misuse Training for carers



14

peer led
group sessions



Carers experiencing the 'Relaxation Journey' - part of the 5 Ways to Wellbeing course



Discussing stress and anxiety management at HUGS group



240

mental health carers
accessed the service



Awareness raising at Blackpool Pride



Steffi


My mum was referred to Blackpool Carers by the mental health crisis team as she was struggling being the carer for me.

I was really suffering with the ups and downs from bipolar disorder and had dropped out of medical school just before my final exams.


We both received separate 1:1 support. More than anything this gave me hope that things could get better, which I didn't believe at the time. Things have changed so much since then and I have achieved stability thanks to medication and counselling.

My mum and I are both doing much better thanks to our time here. Being able to come and talk about things separately, lifts a weight from us. Without that support our relationship would be very different.

I've also been volunteering at Beaverbrooks House, going on trips with the young carers, which has really helped by giving me structure, and the inspiration to go back to University to be a teacher.



Your support gave me hope that things could get better, which I didn't believe at the time.



Why our service exists

Steffi has turned her life, and relationship with her mother, around. Intensive 1:1 sessions and support through her medical interactions have improved her life and she has become an asset to the volunteer programme.



Faye Sanderson with her children during a visit to the Freemasons of The Lodge of Triumph in St. Annes

Faye

In 2013 when I was 8 months pregnant with my 3rd child, I was diagnosed with medication resistant epilepsy.

My husband had to routinely drill our children on basic first aid. They have watched me have multiple seizures; burdens no child should have to carry.

Blackpool Carers supported my children through school, making them realise they are not alone during a stressful time in their lives. They met friends at youth club and have a great empathy for other young carers.

As my condition continued to worsen and remain uncontrolled by medication, I had brain surgery in March 2017 in an attempt to gain some control of my life back. The Young Carers team were there to support my family when we needed them.

To pay back the support offered to my family during our time of need, I began volunteering at Beaverbrooks House in December 2017. Volunteering has made me feel valued and able to regain my identity. It has helped me grow in self-worth, belonging and confidence.

Being part of your volunteering team has brought back my confidence, that I thought I'd lost. Just knowing you are at the end of the phone has meant such a lot. Thank you!

Marina, Volunteer

What we achieved this year...

VOLUNTEERS



178

New volunteers during the year



All our fantastic volunteers with their Awards at the Volunteer Celebration Event



Volunteers Shaun and Suzanne at our Spring Ball



Volunteers from Cooperative 'Spring Cleaning' our gardens



13,486

hours worked by volunteers



Volunteers at their celebration event



£129,600

Value of volunteering hours (as per ASHE)



Beaverbrooks volunteers sorting out the young carers' craft cupboard



274

volunteers in total



Staff and volunteers raising funds and awareness during the Fireworks Championships on Blackpool Promenade



12

Regular volunteer roles



M&S Deepdale Manager Michael, tidying the front gardens at Beaverbrooks House

What we achieved this year...

WORK EXPERIENCE PROJECT



Students learning all about Xrays thanks to Spire Fylde Coast Hospital



7

AIR Clubs - social club for Highfurlong students



Students practising their dance moves during Air Club at Beaverbrooks House



61

individual student placements



Student enjoying her work experience placement



Making sure all the shelves are full



Work Experience Coordinator, Helen with Highfurlong students at our AGM



Students had a great time during a class visit to a local Fire Station



Student waiting for a shampoo during a class visit to the salon at Beaverbrooks House



A new friend for one of the students at the Reptile Room in Cleveleys



Student at Play Football



18

class visits



Jack

My name is Jack and I'm a student at Highfurlong School.

This year I did 6 weeks work experience at an accountants'. I learned about shares and it was really fun.

I didn't really like maths at school before but now I've seen how money works, I understand it better and I want to learn more.

When I was on work experience I enjoyed meeting new people and working with them. It made me feel that I was worth something, which doesn't happen all the time.

We've also taken part in an enterprise group called RISE (Respect, Inclusion, Social, Engagement), where we learned about sales and profits. We then made and sold some products on the promenade and in a local hospital.

All of this has given me confidence, and dreams of what I want to do in the future.

My work experience placement made me feel that I was worth something, which doesn't happen all the time.

Why our service exists

Jack's confidence has grown enormously after his work experience and was a vital part of the RISE programme. We look forward to hosting him here on work experience with our finance officer.



Jasmine

I learned about Blackpool Carers through college. Things were getting a bit too much and they referred me here.

I care for my mum, dad and my brother.

It's easier with my mum because she asks for help whereas with dad I have to guess what he needs because he doesn't like to tell me.

My little brother is autistic, so everything has to be exactly the same. I've had to buy him the same lunch every day for the holidays.

It's not like I wish my life was like everybody else's, but I do wish it would just settle down a bit.

Coming to Beaverbrooks House is an escape but more than anything it's about talking to people. I can talk about what happens at home without anyone judging me or anyone in my family.

The other carers in the group just get it.

It's not like I wish my life was like everybody else's, but I do wish it would just settle down a bit.

Why our service exists

Jasmine has moved from crisis to being able to speak eloquently and passionately about her caring role and be an ambassador for other young carers.

What we achieved this year...

YOUNG ADULT CARERS' PROJECT



Professionals with young and young adult carers on Young Carers' Awareness Day



YAC flying high' during a residential trip



YACs trying on uniforms during a Fire Station visit



66
YACs accessing trips and activities



Digital Reach project to teach online life skills to young adult carers



15
Duke of Edinburgh places offered



YACs enjoying the great outdoors during a residential trip




YACs trip to Liverpool Hope University



Young adult carer with her aspirations

What we achieved this year...

YOUNG CARERS' & TIME OUT PROJECTS



286
referrals to the Young Carers project



1,687
1-2-1 support sessions provided



2,149
places provided at youth club



2,491
respite trips and activity places offered



266
young carers attending respite sessions



136
respite activities organised





Poppy

My name is Poppy and I'm 9 years old. I care for my Dad.

I was nervous when I came to Blackpool Carers for the first time because I didn't know anyone, but I got used to it and the people.

One day we learned to make cookies and then I made them at home with my Dad, which was nice because he doesn't get out much.

We've been to Clip and Climb and to the cinema. I liked Clip and Climb the best because I'd never been climbing before

We've also made a memory box, of things that make us happy, for when we're feeling down. I also wrote some notes for my big sister's box for when she gets upset.

Other children who look after someone else should come here, because then you've got more people who are similar to you and you can talk to them about things.

We love spending time at Beaverbrooks House. It gives us a rest from helping our nan and we get to see all the friends we have made over the year. Alfie, Young Carer

Why our service exists

Poppy has become more confident and more resilient thanks to respite activities and 1:1 support. She now helps other young carers at youth club.



Rachel

As Young Carers Champion, I organised the Young Carers Awareness Day 2018 where the Young Carers had the opportunity to meet with professionals from various organisations: Blackpool Police, Victoria Hospital, HeadStart, Duke of Edinburgh award scheme, Blackpool Council, Lancashire Regiment and schools. The event focused on 'The Youngest Carers'.

Since the Awareness Day, Blackpool Carers has started up a Duke of Edinburgh group for young adult carers and a police officer has now joined the board of trustees.

I have assisted the Young Carers team in organising trips for the young carers and with my connection to the police as a volunteer, I arranged a visit to see the new police headquarters in Blackpool. I also organised a trip to a local shooting club for the young adult carers.

Part of my role has involved updating the team profiles and writing daily news on the website. I have also documented my year through my photography.

Thanks to funding for my role from Cash Quest for Carers, I feel more confident in my own abilities. I am now aware of the positive impact our support can have on the lives of young carers.



What we achieved this year...

YOUNG CARERS' CHAMPION



915

photographs
taken by Rachel



Rachel with CEO Michelle, Chair of Trustees Paul Jebb and mascot Rocco



L to R: Chair of Trustees, Paul Jebb with Lord Shuttleworth KCVO, Her Majesty's Lord Lieutenant of Lancashire, with Rachel at Beaverbrooks House



29

young carers attended
Young Carers Awareness Day



Rachel with volunteer, Sarah receiving cheque from staff at Cooperative Bispham



13

Awareness Raising events
attended

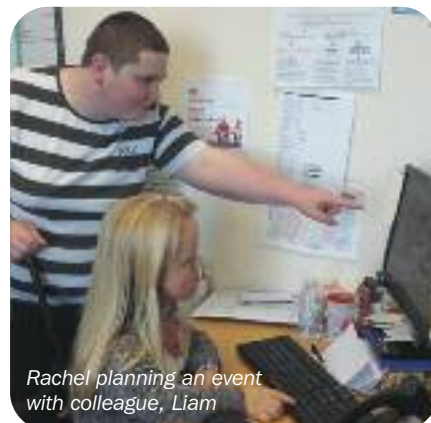


Previous Young Carers' Champion, Tara, raising awareness with the Thornton Ladies Group



4

events and trips
organised by Rachel



Rachel planning an event with colleague, Liam



19

professionals attended
Young Carers Awareness Day



Rachel hosting Young Carers Awareness Day



Young Carers at Play Expo in Blackpool

Help to make a better life for carers

HOW YOUR DONATIONS CAN HELP



£5

will pay for one carer to attend Active Minds dementia peer support



£5

will buy ingredients for 10 young carers to take part in a baking session



£10

will buy craft equipment to enable 4 families to have positive family time



£20

will pay for one carer to attend a 4-week Dementia Awareness course



£50

will pay for 2 carers to receive intensive 1-2-1 support



£50

will pay for 2 young adult carers to complete the Bronze DofE Award



£100

will pay for a family to visit Knowsley Safari Park and create special memories



£100

will pay for a craft session for the Bereavement peer support group



£500

will pay for 15 carers to attend a 6-week Mental Health Awareness course



£500

will pay for 10 students with learning differences to attend RISE sessions.



£1,000

will pay for the Managing Challenging Behaviour course for 10 parent carers



£16,815

will pay for the running of Blackpool Carers for one week

Every penny makes a difference!

DONATION FORM



NST staff raising funds during a 'spooktacular' Halloween event



Knitting 'nana', Christine selling her Rocco clothes at the Easter Fair



Cash Quest Zumba and Body Jam event with Dan Whiston at Blackpool Sixth



Captain America with attitude! Kinraig School raising awareness on Young Carers' Awareness Day

Help to create a 'Better Life for Carers' by making a Donation!

Your kind donation will help to provide a programme of age appropriate respite activities for our carers and give them a well deserved break. All donations, no matter how small, are much appreciated - thank you.

Please return this completed slip to:
**Blackpool Carers Centre, Beaverbrooks House,
 147 Newton Drive, Blackpool FY3 8LZ**

Blackpool Carers Centre

Quality • Passion • Respect

Charity No. 1114558

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.*

I would like to make a donation to Blackpool Carers Centre of £

Below are 5 easy ways to make your donation:

- 1 **By cheque made payable to 'Blackpool Carers Centre'**
- 2 **Via BACS** to Blackpool Carers Centre (Account No. 81422111 Sort Code 40-17-31)
 Reference:
- 3 **By Debit/Credit Card**
 Card Number:
 Name on card:
 Postcode where card is registered if different from above
 Start Date: Expiry Date: Security No.
 I/We authorise the above transaction (please sign below):
 Signature Date
- 4 **JustTextGiving** **Text BLAC16 £5 to 70070** to donate £5 by text -
 by it is a quick, easy, free to use service.
- 5 **JustGiving** Go to www.justgiving.com/blackpoolcarers to donate online



Please TICK this Gift Aid box and make your donations go further!

giftaid it **Please tick this box and increase your donation by 25% with Gift Aid - It won't cost you a penny!**

I am a UK taxpayer, please claim back the tax I have paid against all charitable gifts made in the last four years and any future gifts I may make including those to Blackpool Carers Centre. I 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. I understand the charity will reclaim 25p of tax on every £1 that I have given.

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. If you pay Income Tax at the higher or additional rate and want to receive the additional tax relief due to you, you must include all your Gift Aid donations on your Self-Assessment tax return or ask HM Revenue and Customs to adjust your tax code. *Please date and sign below.*

Date Signature

Thank you so much!

WHAT OUR GENEROUS DONORS HAVE PAID FOR



Intergenerational work
Gardening Equipment

7 Glazy Days
activity sessions

Camp & Trek
Residential Break
Easter Eggs

Family
Fun Day

A BETTER

LIFE

Family
Cook and Eat
Sessions

FOR

CARERS

46 Adult
Carers
Grants

National Citizenship
Scheme Community Day

200 Ice Show
Tickets

Young Carers trip
to Penny Farm

Young Adult Carers'
University Trips

Music and
Memories
Dementia
Social Afternoons

Duke of Edinburgh
Equipment and Expedition

PGL Action and
Activity Day

Family
Sandcastle
Passes

Adult Carers
Afternoon Teas

Parent Carers'
Christmas
Party

IMAX Cinema Tickets

5 Laptops for Digital
Reach Project

Christmas Presents

Play Expo Tickets

12 Young Carers
Grants

Younger carers having fun during a craft session at youth club

Plans for the Future

In 2018 we pledged to focus on:

- **Service delivery model**

Funding from Blackpool Clinical Commissioning Group has been secured for two years. A new model is in place with workers delivering carers' support services in the new neighbourhood hubs as part of a multi-disciplinary approach.

- **Volunteer led respite activities**

We are expanding our volunteer service with many activities now being led by peers and volunteers.

- **Wider range of respite activities**

We now have a wide range of respite activities in place with more planned for the future.

- **Lodge**

Planning permission for the two storey building has been agreed and we have raised 25% of the required capital.

During 2019 we will be focusing on

- developing our work to reduce the impact of loneliness with our most isolated carers by seeking ways to remove barriers to accessing work, professional support and friendships;
- identifying more carers at an early stage in their caring role by improving our external communications with professionals, families, businesses and the public generally;
- improving the financial position of carers by increasing provision of benefits advice;
- developing a respite offer by securing funding to rebuild the Lodge.

Importantly, as the health and social care landscape moves we will develop new ways of working that align with our statutory partners.



Young carers enjoying respite in the gardens



Proposed plans for our new Lodge



Inside the proposed Lodge

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 2018. The trustees have adopted the provisions of the Statement of Recommended Practice (SORP) 'Accounting and Reporting by Charities' issued in March 2015 (frsse).

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

Mrs L Endicott
B Cummings - appointed 14.8.17
A Ward
S Cassidy - retired 25.5.18
P Wild - retired 28.12.17
J Carney
P Jebb, Chair
Mrs S Lambert, Vice Chair
J Child - resigned 15.8.17
Miss A Gilmore
H Lewis - appointed 25.6.18
C van Deurs Goss -
appointed 25.5.18

Company Secretary
Mrs M 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
Miss Hayley Kay, Mr Clive Hirst

KEY MANAGEMENT PERSONNEL

The Trustees delegate responsibility for the day-to-day management of the charity to the following senior employees:

- Michelle Smith -
Chief Executive Officer
- Nigel McMurdo -
Operations Director
- Faye Atherton -
Head of Services
- Tom McMurdo -
Head of Governance and
Income Generation

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 Beaverbrooks House and shadow workers in order to ensure a detailed understanding of the work carried out.

Each year a Board Development Day is held, when trustees, supported by senior staff, take part in governance training and review the strategy, developing new ideas and learning about each others' roles.

Organisational structure

The activities of the organisation are governed by the Board of Trustees, all of whom are Directors. A new Audit and Governance Sub-Committee has been created, along with a Strategy Sub-Committee.

Board meetings are held quarterly and a new board assurance framework (BAF) has been created in order to guide the board and sub-committee agenda.

The Treasurer works closely with the finance team to provide assurance to the board around organisational finance.

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 partner of Carers Trust.

REPORT OF THE TRUSTEES



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 the Audit and Governance Sub-Committee manages the risk process.

Ellis Whittam has been employed to manage Health and Safety.

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

Quality

Blackpool Carers Centre holds the PQASSO Level 2 Quality Mark and is a Carers Trust Centre of Excellence.

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 trustees have given careful consideration to the Charity Commission guidance on public benefit in setting its strategy. The charity supports carers of all ages who live, attend school/college or have a GP in Blackpool. A wide variety of support is offered to carers, families and professionals without charge.

We provide:

- One to one intensive support plans;
- Counselling;
- Respite activities including youth clubs and activities- age specific
- Beaverbrooks House as a venue for respite, ad hoc support
- Benefits advice
- School liaison
- Advocacy
- Information and advice
- Volunteering opportunities
- Dementia training
- Substance Misuse project
- Mental Health support
- Work experience for children with different abilities
- Hospital based service
- Magazine
- Community Café.

In order to ensure resources are allocated effectively and to reduce dependency on services, initial assessments identify carers who are in the highest need according to a 'red/amber/green' status. The most complex families receive time limited, intensive packages of support intended to improve the quality of their lives. At the end of the support plan, carers are able to access peer or volunteer led support alongside organised events and activities.

Beaverbrooks House is open 5 days a week from 8.00am to 6.00pm with activities taking place most weekends. Carers can call into Beaverbrooks House at any time to use facilities, the community café, gardens or to take part in activities or seek advice and support. By embedding ourselves in our community, we are able to introduce the concept of caring and its potential impact on individuals/families and educate all our stakeholders in the service we offer.

Charitable activities

In order to deliver our purpose, we have developed a strategy focusing on four areas:

A. Services - Delivering excellence for carers and their families.

We aim to:

- a) target quality, timely and appropriate support at carers in need.
- b) involve carers in our decision making and take a strengths based approach.
- c) remove barriers for carers to live the life they choose;
- d) reduce loneliness and isolation by providing a wide range of respite opportunities.
- e) advocate for carers and support them to have a voice.
- f) Be responsive and flexible, recognising and supporting them at different stages in the caring journey.

B. People - Developing a high quality team of staff, volunteers, students and partners and to be an employer of choice.

We aim to:

- a) Provide a thriving, challenging workplace within a performance driven, values based culture and the right physical environment;
- b) Provide excellent training with opportunities for progression and development;
- c) Provide a safe, supportive, stimulating experience for students;
- d) Provide a supportive offer for volunteers to ensure that their voice is heard, they have appropriate development opportunities and that they feel valued as part of our community.

REPORT OF THE TRUSTEES



C. Awareness – Promoting early identification of carers.

We aim to:

- Reduce crises by promoting early and self identification;
- Improve our external communications function to ensure our service is as accessible to those most 'hidden' from society;
- Increase empathy and understanding of carers in their local community;
- Influence politicians, policy makers and agencies in the best interests of carers;
- Create a carer friendly community.

D. Resources – Developing a sustainable future.

We aim to:

- Develop and maintain strong relationships with a diverse range of funders and partners, focusing on unrestricted income streams;
- Develop a sustainable business model;
- Develop and maintain a sustainable and vibrant headquarters, using Beaverbrooks House in the most effective way;
- Build our reputation;
- Reduce our carbon footprint and develop eco- friendly ways of working;

ACHIEVEMENT AND PERFORMANCE

Over 2017/18, Blackpool Carers continued to develop its projects. 1,835 carers were referred across all services and in total we supported 6,753 individuals across 3 teams. In addition to caring for someone with a physical disability, we also focus on mental ill-health, dementia, substance misuse, older carers, working carers and children with different abilities and with life limiting illnesses.

For adult carers:

- 1,347 carers were signposted to partner services;
- 550 support sessions delivered at the hospital;
- 109 attendances at bereavement support group;
- 245 attendances at our mental health support group (HUGS);
- 214 counselling sessions were delivered;
- 1,399 respite placed provided;
- 46 individual grants awarded;
- 158 training places provided for dementia carers;
- 1,107 benefit support sessions were provided;
- £637,381 is the total value of benefits that have been accessed for carers.

For young carers:

- 2,149 places provided at youth club;
- 2,491 respite trips and activity places
- 1,687 intensive 1:1 sessions provided;
- 57 places on substance misuse course;
- 66 young adult carers supported;
- 276 families supported.

For parent carers:

- 381 referrals for support;
- 1,206 support sessions provided;
- 267 Managing Challenging Behaviour course places;
- 1,245 respite places.

Resources

We are particularly indebted to the many funders who have provided vital support this year. We are indebted to The Beaverbrooks Charitable Trust, who have not only provided Beaverbrooks House at a peppercorn rent for 20 years, but also provide the funding for our Volunteer Coordinator. They have also provided support in recruitment, estates and training.

In addition to monetary support we have been fortunate to benefit from a number of pro bono supporters

including The Cranfield Trust who worked with us to update our strategy and develop a new three- year business plan.

We very much appreciate the kindness of hundreds of local people who so generously fundraise and volunteer to support carers.

Passion, Quality, Respect

As part of our commitment to our staff, students and volunteers, we have introduced a values based performance management system. This has seen the end of annual appraisals with monthly live time feedback, matched against our values.

Donations

We make every penny count. For every £1 we spend on fundraising, we bring in £12.63 to support more local carers.

FINANCIAL REVIEW

Financial review and reserves

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

The closing reserves are shown on the Balance Sheet.

The Group has reserves of £541,606 at the year end. £32,271 of this total is restricted for specific future costs.

Of the remaining £509,335, £315,000 is a designated fund which represents the net book value (after depreciation) of **donated assets received in respect of leasehold improvements during the DIYSOS: BBC Children in Need Big Build in 2016**. This leaves a balance of £194,335 constituting free reserves.

The Charity's reserves policy is to hold a level of 3-6 months free reserves equating to the unrestricted

REPORT OF THE TRUSTEES



direct charitable costs for the year, being approximately £135,000.

The free reserves of £194,335 currently represent around 4 months worth of those costs.

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

Investment policy and objectives

The Charity is holding £100,000 in a deposit Bond for safekeeping.

Future Developments

During 2019 we will be focusing on:

- developing our work to reduce the impact of loneliness with our most isolated carers by seeking ways to remove barriers to accessing work, professional support and friendships;
- identifying more carers at an early stage in their caring role by improving our external communications with professionals, families, businesses and the public generally;
- improving the financial position of carers by increasing provision of benefits advice;
- developing a respite offer by securing funding to rebuild the Lodge.

Importantly, as the Health and Social Care landscape shifts we will develop new ways of working that align with the priorities of our statutory partners.

OUR FUNDRAISING PRACTICE

Blackpool Carers Centre Ltd has diversified its income streams over the last five years moving away from a heavy reliance on statutory funding from The Local Authority. The charity aims to develop and widen its income streams in the future to ensure sustainability in an uncertain economic and financial climate.

Our approach to fundraising is based on building and maintaining strong relationships. We take this approach to ensure that donors feel that they are fully involved in our work and they can see how their donations are making a better life for carers. Whilst we accept single donations, we do not actively seek them. Our best fundraisers are the service delivery team who deliver excellence in their daily work.

Passionate, committed donors who understand the value of unpaid carers will often become ambassadors. We aim to connect with the donor and help them to understand why donations are important and how their money will be used. We offer our donors choice and focus on the impact of their donations. We consult with our donors to ensure that we treat them in the way they want to be treated. Many donors accept recognition whereas some of our donors request anonymity.

Our Chief Executive holds the MInstF (Dip) qualification, and Head of Fundraising holds the MInstF (Cert) qualification from the Institute of Fundraising (IoF). We adhere to the IoF's Code of Fundraising Practice. We do not employ third party fundraisers and all volunteers are supervised in their practice. As a result of our relationship approach we do not approach individuals for donations and we have not received any fundraising complaints. There is a clear process to deal with complaints.

GOING CONCERN

The Accounts are prepared on a going concern basis, which the Trustees consider to be appropriate having considered the foreseeable future. The Charitable Company holds reserves which are sufficiently in line with its reserves policy.

MEASURING PERFORMANCE

The charity employs a number of tools to measure the performance of each of its projects. All carers, across the service receive a pre and post intervention assessment, enabling a measure to be taken of the impact achieved by each project, both collectively and individually with carers and their families.

Quantitative information is generated through each contact made, with a range of Key Performance Indicators, including referral numbers, instances of 1:1 support and activity attendances, all being regularly assessed to ensure quality throughout the service. Qualitative information, most frequently communicated through case studies, is used to give a holistic picture of a case both internally to measure performance and externally to inform our partners.

EMPLOYMENT POLICY

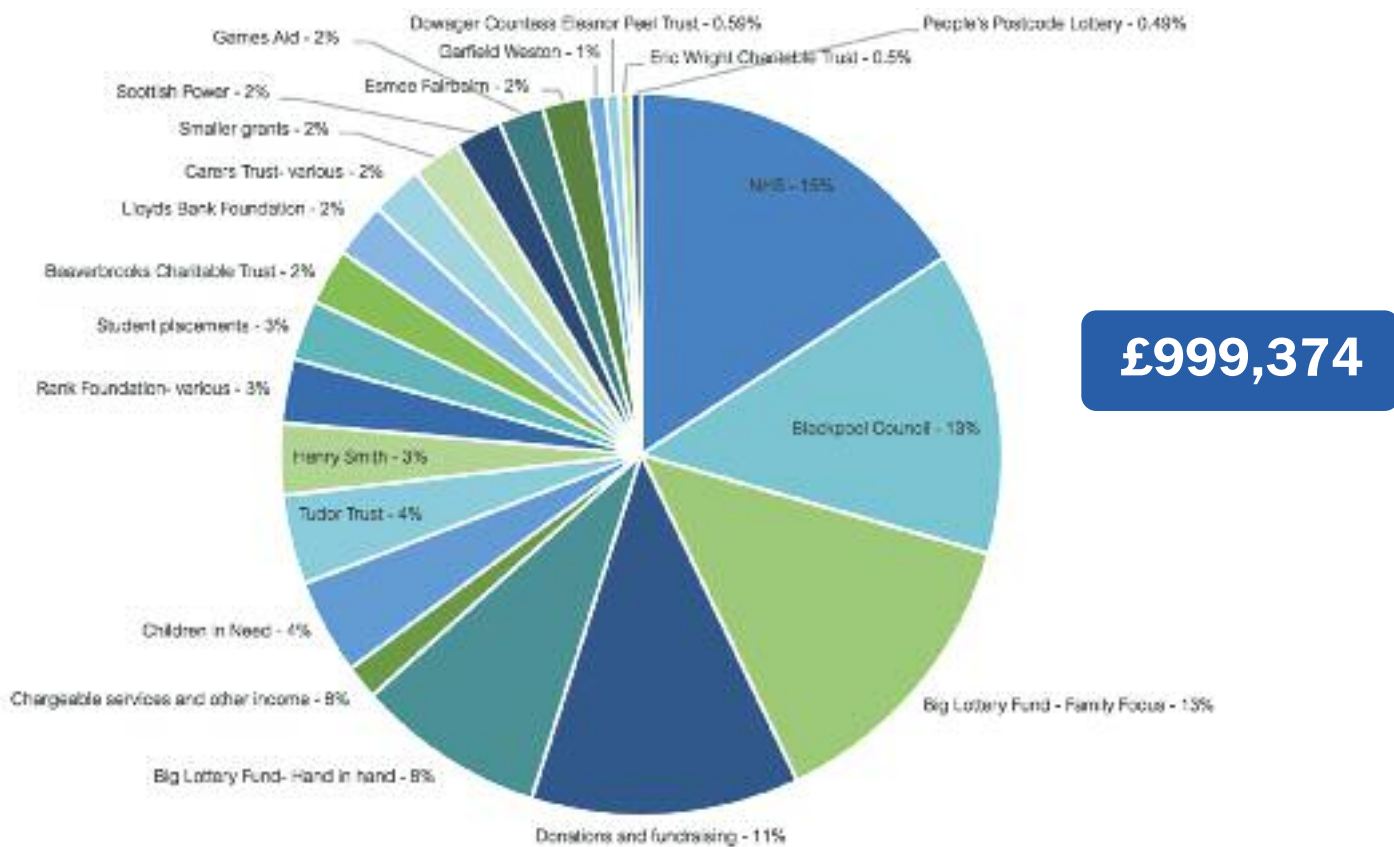
The Charity's policy is to promote equality of opportunity to all in employment and the selection process irrespective of their gender, race, ethnic origin, disability, age, nationality, sexuality, marital status and social class. Blackpool Carers oppose all forms of unlawful and unfair discrimination.

All employees and volunteers will be treated fairly and equally. Selection for employment, promotion, training and any other benefits will be on the basis of aptitude and ability. All employees will be helped and encouraged to further develop their full potential and the talents and the resources of the workforce will be fully utilised to maximise the efficiency of the Organisation.

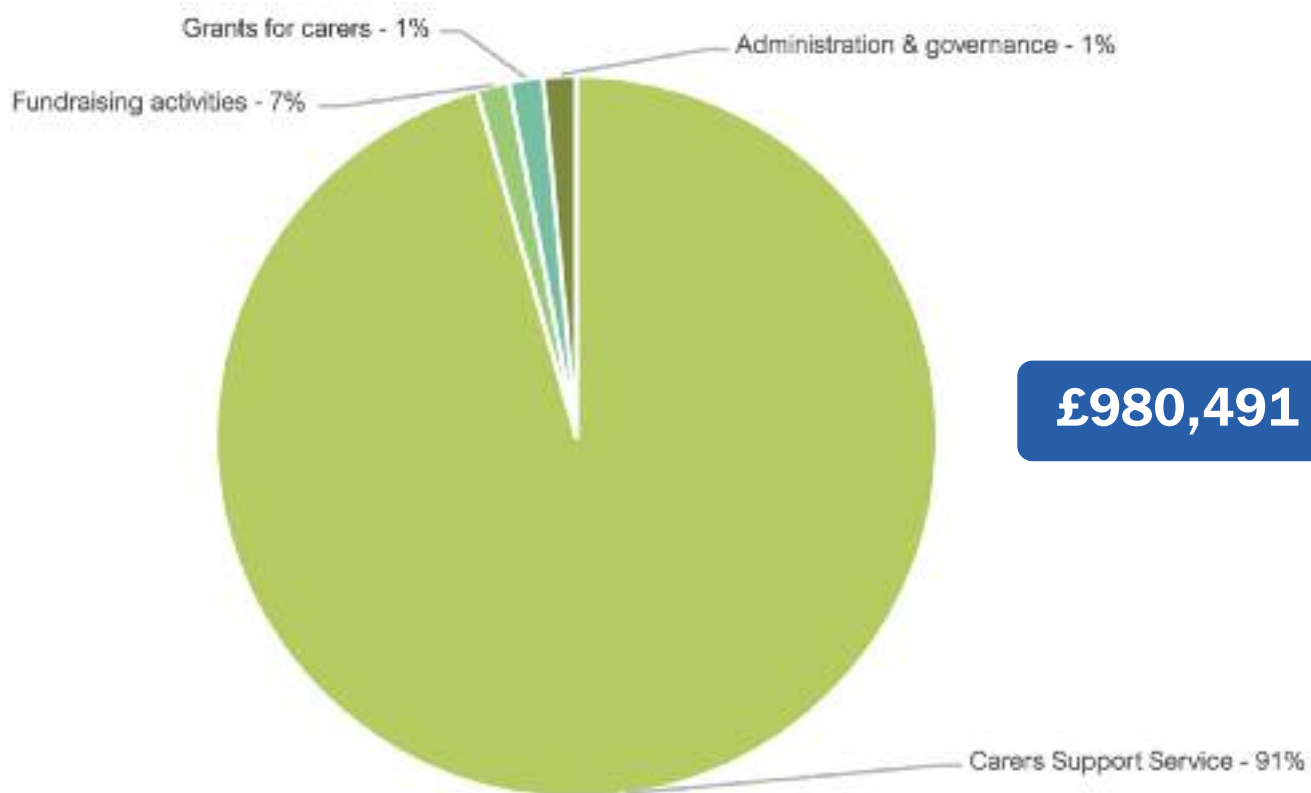
OUR CHARITY INCOME AND EXPENDITURE



Income



Expenditure



NOTES



OUR FUNDERS AND AWARDS



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



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Blackpool Carers Centre is a registered charity in England and Wales No. 1114558.
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