



Blackpool Carers Centre
Quality • Passion • Respect
Charity No. 1114558



ANNUAL
REVIEW
18

19

CELEBRATING
A BETTER LIFE
FOR CARERS



CONTENTS



Staff and volunteers with the Centenary Poppy display at the front of Beaverbrooks House



VIP guests at our Venetian Masquerade Ball in January 2019



Speakers Trust session at Beaverbrooks House



Decorating glasses at RISE group

Spire Fylde Coast Hospital gave free health checks at our Garden Party



Young Adult Carer, Hazel Hall climbed the Big One for Cash Quest for Carers 2018

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At Blackpool Carers, 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 AND OVERVIEW



Rocco and Blackpool Carers Ambassador, Lucy Fallon (L) presenting the Special Achievement Award to Susie Nicholas from Beaverbrooks, at our Venetian Masquerade Ball



Fundraising Ladies Night at Beaverbrooks House



Quality Director, Faye with 'Gilly' at Radio Lancashire



Monthly fundraising Car Wash at Beaverbrooks House



Gordon Marsden MP met with young adult carers

Another year has passed and we have welcomed more carers and families through the doors of Beaverbrooks House and more individuals and businesses have joined us to support our work, making sure that we can continue to make a better life for carers.

We are privileged to present the 2018-2019 annual report, giving an insight into the difference that has been made to lives of those providing care. Carers and their families for whom putting everyone else first becomes the norm inspire us every day! They take on their roles, becoming experts by experience without interview, training or induction, many still in childhood, others battling their own health needs. We hope that this review shines a light on just some of their stories and the impact of having the right support at the right time to help them to look after themselves, continue to care and enjoy positive and happy times with the person that they care for and, more importantly, love.

We would like to thank our wonderful team of staff, volunteers and students who make the magic happen. Their expertise, talents and passion make sure that carers and families are offered the very best, that they are listened to, guided and given opportunities and choices in their lives.

Our supporters continue to grow and we are grateful to them all as they ensure that carers are high on their

agendas and that the profile of carers, young and old, gathers pace locally and nationally.

Another year of hard work, success and development of our work with the belief and backing of funders, supporters and donors. With your help we have reached more isolated carers of all ages, making a better life for many across Blackpool.

As we move into our 15th year, we look forward to ensuring the stability of the charity in continuing to deliver support to carers over the next 15 years and beyond. We have plans to widen our respite offer for adult carers, develop a sensory space and new garden area at Beaverbrooks House and launch lots of new fundraising events across the year.

I hope that you will continue to be with us on our journey to ensure a better life for carers.

Paul Jebb,
Chair of Trustees

Faye Atherton
Quality Director

ADULT CARERS' PROJECT

"We laugh a lot because it is our way of coping."



Healthy Eating Cookery Session in the Beaverbrooks House kitchen



Support group enjoying 'time out' in the garden



Adult Carers enjoying Afternoon Tea at Beaverbrooks House



Adult Carers' Christmas Party Newly pampered adult Carers at Gazette Health Heroes Awards

CAROL



My 82 year old dad was diagnosed with dementia and cared for by mum, who is also in her 80s.

Although it's a constant battle, dad attends a day centre three days a week to enable mum to have a few hours to rest.

He is reliant on mum for most things and is no longer safe to be left on his own. He is often up and dressed in the middle of the night leaving mum with disturbed sleep.

I didn't think of myself as a carer as mum looked after dad at home. I lived a few miles away and was more supporting to mum in her role as carer. Mum, on the other hand, suddenly became a carer not really a wife anymore. She felt alone and uncertain about what the future held and still does to some extent.

A place was offered to mum on the Dementia Awareness course at Blackpool Carers where she could bring dad too. Knowing that he was safe being looked after by the wonderful staff, she and I

could attend the course with peace of mind. The course was amazing. We gained a lot of insight and no longer felt like it was just us struggling with problems that dementia symptoms present.

We also had assistance to apply for the correct benefits which is a difficult job at the best of times.

We now know where to go when we need support. We just need to pick up the phone, email or call in and we feel welcome. Mum and I continue to refer back to our welcoming experience of going into Beaverbrooks House for the first time. The information provided was, and still is, invaluable in supporting our caring roles.

Caring is not an easy job and some days we get frustrated and annoyed by the dementia, but there is comfort in knowing that we are not alone.

We laugh a lot because it is our way of coping.



- Due to an increase in demand, we have now appointed an Adult Carers' Respite and Activities Co-ordinator

BEAVERBROOKS HOUSE, STAFF & STUDENTS

During their Development Day on 22 May, Blackpool Carers' staff held hands on Blackpool Promenade during the minute's silence to mark the anniversary of the Manchester Arena attack

“Without your support and guidance I probably wouldn't be here today”



Young Adult Carers and National Citizenship Service



Staff held a PJ and Onesie Day for Children in Need



The gardens are continually enjoyed by both young and adult carers alike

OUR HOUSE



Beaverbrooks House continues to grow, develop and adapt to accommodate all that goes on here for carers, families and the community.

Our young carers respite offer has really taken flight with more on site sessions each week making the most of our outdoor space to explore, play and relax.

We also have grand plans for a small garden space to be developed by a dedicated group of volunteers and supporters to provide an inclusive and accessible area for growing fruit and vegetables which will be a great asset for respite provision across all age groups.

Our plans for a respite building in the footprint of the existing annexe are gathering pace with funding being actively sought to begin work in the coming year.

This will build on the legacy of DIY SOS, providing much needed space for carers and families to access overnight stays and flexible respite. It will also unlock the potential of the rest of the building,

providing new opportunities for support work and events.

This year has seen a growth in corporate visitors with many choosing to use our relaxed and homely space for their meetings, team away days and training. It has been heartening to see the building busy with carers, families and visitors interacting and learning about each other.

11 Social Work students have provided valuable support to our team over the past 12 months. One of the students, Mollie had this to say about her experience:

“I've learnt so much which will be invaluable to my future career. I have also learnt how to ask for help when I need it, which has helped to improve my confidence.”

BENEFITS ADVICE

“Thanks to your help, I can now afford to pay my energy bills.”



CAROLYN



I care for my 22 year old son who has a diagnosis of autism. I support him when he has to attend any appointments and when he has to go out. I cook and clean for him and also prompt him around many aspects of personal care. I have to act as a calming influence as he soon gets very upset and frustrated.

Before coming to Blackpool Carers, I felt very isolated. I was completely overwhelmed when it came to claiming benefits and daunted by all the paperwork I needed to complete for both me and my son. I was subject to several adverse decisions in relation to our benefits and didn't have the confidence or knowledge to challenge these situations.

Alan, the Benefits Advisor at Blackpool Carers, helped me to complete several claim forms. He also accompanied me to two medical assessments in relation to my benefit claims, represented me at three separate appeal hearings. In addition, Alan sorted out issues with Tax Credits, accessed a grant for a new boiler

and applied for the Warm Home Discount from my energy provider.

The benefits advice I have received has made a huge difference to my life. I now receive what I am entitled to and can manage my finances. I feel more confident and able to cope thanks to knowledge gained from Alan.

My home heating is now more efficient and I can now afford to pay my energy bills with the increase in income and the Warm Home Discount.

- Benefits Advice is a FREE service we offer to all carers registered with us



DEMENTIA PROJECT

“I have met others who understand. I now feel I belong and have someone to turn to.”



Adult Carers' Lead, Amanda (r) with visitor at our AGM at The Imperial Hotel in November 2018



Gardening session



Anne delivering dementia training to carers at Beaverbrooks House



Dementia Carers' Drop In



Dementia carers and loved ones at Active Minds session

HELEN



I am a carer for my Dad. He has Alzheimers and dementia. I was referred to Blackpool Carers by the Memory Clinic.

I enrolled on the Dementia Awareness course which has helped me to understand my Dad's condition and how I can help us both to deal with things better. Following the diagnosis I had started to see my Dad in a different light which had been so difficult. The course helped me to put things into perspective and find new understanding. I have also attended the Mindfulness and 5 Steps to Wellbeing courses which gave me some time for myself. I am also now volunteering for Blackpool Carers and I love seeing how it all works.

Before I was referred to Blackpool Carers I felt totally isolated. Other than my daughter, I have no other family. I didn't know how to cope with Dad's diagnosis. I was extremely lonely.

Since receiving support I am more confident and look at things differently. I have met others who understand and who are there for me. I am still trying hard not to be so critical of myself but I now feel I belong and have someone to turn to.

- Dementia Training not only gives carers time out to learn and develop skills, but we also provide activities for the person they care for.



2,154 one to one support sessions were provided for adult carers

145 referrals were received via the Hospital Support Project



One of our relaxing counselling rooms



Adult Carers 'Interactive' Group

Our Benefits Advisor held 617 appointments, made 287 home visits, represented at 19 appeals and 47 medical assessments, and gained £387,945 in Benefits for carers



Claire serving Afternoon Tea to carers



26 individual grants were awarded to carers, totalling £4,827



Award Winner, Pauline

1,314 adult carers were signposted to other organisations for additional support

997 adult carers accessed support



222 places filled on our Dementia Awareness Training Course



11
social work students
undertook placements



198
carers have
accessed
dementia
support



Student, India having a 'wheelie' good time during a carers respite trip

878
adult carer referrals
were received and
1,449
respite places
were provided

12
volunteer
counsellors
provided

497 hours of
counselling to

76 carers



L to R: Julie and Paige at
Blackpool Victoria Hospital

FAMILY FOCUS

“What I have learned will help me in managing what the future holds.”



Quality Director, Faye and Young Carers Lead, Kerry, speaking at the Carers' Trust Young Carers in Schools' Conference in London



Family time at Blackpool Tower



Family making breakfast at Saturday Kitchen



Families enjoying the gardens at Beaverbrooks House



Layton Primary's winning photo in the School's Super Snap Competition

ELLIE MAY



My mum spent 5 months in hospital due to poor mental health. Now that mum is out of hospital I check that she has taken her medication on a daily basis. I help her with the household chores to give her a break. I help to clean up and tidy around the house and do jobs such as Hoover up. I spend time with my mum and check in on her to make sure she is feeling ok. In the mornings, before going to school, I wake my mum up and make sure that she has everything she needs before I go out.

Before having a support worker from Blackpool Carers I used to get confused about how I could help to make my mum better and to understand about her condition. I used to get worried in case mum was to get really poorly again and what that would mean for me.

My support worker, Emma, came to see me and helped me to understand information about why my mum was poorly. We spent time together working on an emergency plan which helped me to spot signs and symptoms of my mum

becoming poorly again. She also helped me to understand ways that mum and me can calm down and relax. We put together a list of contact numbers in case of an emergency. Emma also helped me to prepare for my move to high school and gave me ideas about putting in a good bedtime routine and a morning routine to help me to get the best out of school and look after myself.

I really enjoyed going to the respite party at Blackpool Carers. I had a great time and it was lots of fun! I'm looking forward to joining more respite sessions and making new friends.

I feel that I can cope much better with helping my mum because I now have a better understanding of the effects of my mum's mental health.

I understand that she may progressively get better but I also understand that she may have dips with her mental health. What I have learnt through Blackpool Carers will help me in managing what the future holds.



- Our specialist support workers have strong backgrounds in mental health and substance misuse support, guiding families through recovering.

FUNDRAISING & COMMUNITY PARTNERS

“Ronja and Blackpool Carers are both helping and supporting our local area.”



Cash Quest teams with awards and certificates at their Presentation Event



Terry giving presentation at our Caring Corporates event



Staff with Merlin Entertainments, who kindly donated Circus tickets for carers



Staff from Beaverbrooks spent their 'Volunteering Day' tidying our Youth Club Room



Blackpool Junior Football Federation with their cheque for £750

RONJA



Since we moved our Networking Group, Ronja, to Beaverbrooks House in June 2018 it has become very clear that this was the right decision.

The positivity that comes from Blackpool Carers and all the staff who work there gives all of our businesses a great boost every week. The members have loved getting involved with fundraising events to help to have a positive effect on our community.

Not only is it rewarding to know that we are contributing to the support of this great charity, but it gives our members exposure too, which helps them build integrity as a business.

We feel that Ronja The Business Network and Blackpool Carers has been a match made in heaven as we are both helping and supporting our local area.

- Our Venetian Masquerade Ball raised £11,000
- Introduced our Caring Corporate initiative for local businesses
- Facilitated Legacy Training in partnership with other local charities
- Developed excellent partnerships with RONJA, Blackpool Community Trust and NCS
- We were, once again, chosen as one of the Charity Partners for Lytham Festival
- Raised £8,354 during Cash Quest for Carers



HAND IN HAND PROJECT

“Support workers made me see that I am a good mum.”



Storytime at our Bugs and Bonfire event



L to R: Kelly, Alex, Ann and Hannah - the Hand in Hand Team



Sibling Carers' craft session



Parent Carers and families at the Carers Week Afternoon Tea



Sibling carers express their feelings

JASMINE



I have 2 lovely sons, Noah who is 8 years old and Charlie who is just 6 months. Noah has autism and Charlie was born with Pulmonary Stenosis meaning that he has needed numerous operations and requires a peg feed.

During my pregnancy with Charlie we were awarded school transportation for Noah as a temporary measure to help with the morning routine. Following the birth of Charlie, the transport for Noah ceased causing huge stress on us as a family. The impact of such a seemingly small aspect of our day being disrupted meant that our lives felt in chaos.

In the midst of all of this I was undergoing tests for cancer which I have had before. I had no time for myself and was aware that Noah was very socially isolated, only seeing peers during school time.

Noah's school put me in touch with Blackpool Carers and things started to change. My support worker appealed the school transport decision successfully and at last Noah was getting to school on time

and not feeling stressed. I could attend to Charlie's needs without the anxiety of having to tackle the school run. It also really helped me to have a support worker to talk things through with, I was no longer alone. We looked at respite care for Charlie and Noah, giving me the first opportunity in as long as I can remember to get some time for me and to look at my own health needs.

Having someone to help me to formulate an action plan was invaluable. It helped me to think straight and look at what was going well as well as what needed to change. My issues had felt overwhelming and having a new baby is difficult at the best of times, but when that baby is poorly everything seems much more challenging.

The emotional support from my worker was so important in those early days when I felt that I couldn't cope, but they made me see that I am a good mum and that I have come so far. Having this support has made me realise that there is help there, I just have to ask.

Whitegate Health Centre is the venue for Central East and Central West hubs

HUBS WITHIN THE COMMUNITY



“Since Blackpool Carers raised my wife’s health concerns at the Community Hub meeting, she has received support from many different health care professionals and it has made a huge difference to our lives. We cannot thank you enough.”



A well deserved shopping trip for our adult carers



Adult carers enjoying a Bingo night out



South Shore Primary Care Centre is the venue for the South Hub



Central West Hub meeting

The Adult Team Carer Navigators attend all five of the neighbourhood hubs covering all GP practices and hospitals overseen by Blackpool CCG.

The hubs are an amalgamation of GP practices and community services that have come together to form multidisciplinary, integrated neighbourhoods teams which benefit from a broad spectrum of skills including NHS clinical care, adult social care, mental health services and carers’ support.

A common denominator throughout each hub is the positive impact of information sharing and collaborative working, where carers have a permanent spot on the agenda and the actual presence of the carer navigator prompts other professionals to think about who cares for their patient/service user, and how supporting the carer can have a beneficial influence on the patients/carers health and wellbeing.

The key to the success of this pathway is again partnership working with both professionals and the carer.

The role of the Carer Navigator is invaluable, as they are a link to services that will support them to continue within their caring role.

THE IMPACT OF OUR WORK IN THE HUBS

- Carers reduce hospital admissions and prevent failed discharges when well supported.
- Carers are more likely to continue in their caring role with the right level of support having which can only have a positive impact upon the cared for.
- Carers are supported to access information and advice to make informed decisions and understand their options and have choices.
- Carers benefit from support to manage and apply for benefits, grants and respite.
- Carers are given a voice and supported to maintain their own health & wellbeing.
- Carers are better equipped to cope with problems, have a higher level of resilience and wellbeing.

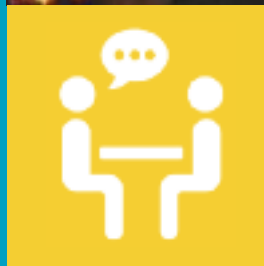


1,008 one to one support sessions were provided by the Family Focus project

389 Family Focus family members accessed the service



There are 5 Community Hubs in Blackpool: North, Far North, South, Central and Central West



521 respite places were attended by sibling carers



936 respite places were filled by Family Focus family members

216 meetings and presentations with fundraising partner organisations



£16.70 return on fundraising for every £1 spent



118 attended the Managing Challenging Behaviour course



Paul Maynard MP decorating biscuits with Karen Christian from Burton's Biscuits during Carers Week

423 referrals were made to the Hand in Hand project

2,163 one to one support sessions were provided for parent and sibling carers

1,509 respite places were attended by parent and sibling carers, and 389 support plans were completed



Sibling carer meeting an owl at Turbary Woods

MENTAL HEALTH PROJECT

(L to R: Mental Health carers, Bev, Jack and Pauline sharing a joke at Beaverbrooks House



“I now have optimism where once it was all negativity.”



HUGS Group enjoying a trip to Burnside Garden Centre



Support Worker Paige (I) raising awareness at The Harbour, Blackpool



Mental Health Awareness Training



Tea and Talk Event on World Mental Health Day

MELANIE



I care for my ex-husband, Ron. He is totally reliant on me and undertaking all the responsibilities related to his care can overwhelm me. With no outlet or anyone to share my feelings with, his care demands due to his memory and mental health conditions led me to feel miserable and unmotivated. My life had become all about his needs, leaving me drained and despondent.

I had thoughts of ending my life. I was alone, feeling lost and worthless with overwhelming anxiety. I had started to neglect myself and my own needs, all of which led to a breakdown.

Thankfully, The Home Treatment Team referred me to Blackpool Carers. They made me see a bit of ‘me’ again. I was listened to and people were available to speak to either face to face coming to see me at home, a friendly voice on the phone or an email with information or just checking in. They provided counselling sessions and I met other carers like me through the courses and groups.

My mindset is changing towards my caring role. I can still be the best carer that I can be without being a prisoner to caring. I allow myself freedom without the guilt. I have optimism where once it was all negativity.

I can cope and be a good companion, without overwhelming myself. I can now celebrate the return of ‘me’. I feel happier and more balanced.

Hopelessness has been replaced with clearer thinking and a renewed sense of selfworth. I can now focus on the future that I now have, thanks to the help that I received.

- Staff continue to sit on the Mental Health Partnership Board
- Delivered stress and anxiety workshops
- Facilitated 2 Mental Health Awareness Training courses
- Held special events for Mental Health and Dementia Awareness weeks and World Mental Health Day



VOLUNTEERS

“I am coming out of my shell more and starting to believe in my own abilities”



Volunteers at the Volunteers' Celebration Event



Rocco's Pantry volunteers receiving the Healthy Choices Award from Blackpool Council



Staff and volunteers at our fundraising Ball



Volunteer Julie, making soup for visitors to Rocco's Pantry

KATRINA



I came to volunteer with Blackpool Carers as a way of developing both confidence and skills required for employment.

Previous experiences at university and in employment had left me with low self-esteem and confidence. During a meeting with my youth mentor it was suggested that I look at volunteer roles which would enable me to develop my confidence and learn new skills whilst giving something back to the community.

I have participated in two-day training on customer service in preparation for shadowing other volunteers on reception. Training and shadowing has provided an ideal learning environment for me.

Initially, I volunteered once a week, completing administrative tasks which I had not done before. I have since found lots of new tasks that I really enjoy. The staff and other volunteers are so welcoming, supportive and patient with me. I found myself coming out of my shell more, being less critical of myself and starting to believe in my own abilities.

This ultimately gave me the courage to volunteer on reception independently for the first time during an event. When I first joined, this was a volunteer role I couldn't see myself doing.

I also now assist with various respite groups, helping carers and their loved ones to make the most of their time here.

Blackpool Carers has helped me to develop so much as a person both personally and professionally. I will use these skills to continue to take on more roles as a volunteer and in my search for employment.

- Staff from a range of local businesses donated a day volunteering as part of staff well-being.
- Volunteers supported the development of our carers community garden.
- We welcomed Alison as our new Volunteer Co-ordinator.



WORK EXPERIENCE & RISE PROJECTS

“To see my son happy makes me happy.”



Highfurlong student serving customers at Nibbles Café



Students helped to create gardens at Layton Cemetery



Members of the RISE group



RISE stall at Spire Fylde Coast Hospital



Christmas entertainment from Park School Band

ROBIN



Robin wanted to play the piano in public for his placement. He had been attending lessons but had never played for anyone but his piano teacher.

We arranged for Robin to go to The Highcroft Care Home for one day a week for four weeks. We supported Robin on his placement, helping him to get to know the residents and understand how valuable music can be to people suffering from dementia.

To begin with Robin was very nervous, his hands shaking so much that he found it difficult to play. Over the weeks he grew in confidence, smiling and looking forward to his performances and playing music from memory. The residents looked forward to his visits and enjoyed their time with Robin, reminiscing and telling stories of their lives. The manager invited Robin to play for the residents whenever he was free and he now plays at the home one day a month.

Robin's mum says that he has gained so much confidence through the placement, playing to what can be a challenging audience! He has also learnt that music can be used as a form of therapy and can help to calm and relax when people are distressed. Although Robin has learning needs and physical challenges, he doesn't let anything get in his way and is determined to achieve what he sets his mind on.

Robin is continuing to develop his piano performances by playing in school and working with professionals to hopefully get work in this industry in the future.

- One of our employers, Mal from the Grinning Gecko said the reason he likes to support the Work Experience Project is because he believes "it's important to give people a chance".

Having his own business has given him the opportunity to give something back.

YOUNG ADULT CARERS' PROJECT

“I feel much more confident to tackle situations in the future.”



Young adult carers during a Duke of Edinburgh expedition



YACs speaking in Parliament



Young adult carers during a residential trip



Happy young adult carers outside Parliament



Young adult carers keeping fit with a Taekwondo Session

ANNA



I have a very intense caring role. I care for my stepdad who has numerous health problems that affect his mobility and ability to look after himself.

I do most of the things in the home; household chores, helping with the shopping, decorating and finances. I also help with personal care such as bathing and washing his back and hair.

I also help to look after my 4 younger siblings, helping them getting ready for school, picking them up and dropping them off.

I am quite positive about my caring role. I don't mind helping my step dad and siblings, but I find that my caring role takes up a lot of my time and I sometimes feel trapped at home and feel socially isolated.

I was referred to Blackpool Carers by my school. I attended peer support sessions and joined the Duke of Edinburgh (DofE) programme. I also attended trips and activities, accessed one to one support

and had help writing a CV which has really helped me to progress.

Since receiving support from Blackpool Carers I've become more confident in social situations. I've made new friends and gained new skills attained through achieving the DofE Award.

The support is really good and gives me a break. It has given me a better understanding and taught me different ways to deal with caring. It has helped both me and my family.

I am now using all that I've learnt to help me find employment.

- Our DofE programme is flexible and responsive to the lives of our young adult carers, giving an opportunity for achievement alongside their caring role.



198 carers who look after someone with mental ill health, accessed the service this year

10

AIR sessions have been held at Beaverbrooks House



Duke of Edinburgh Volunteers clearing leaves from the driveway at Beaverbrooks House



Highfurlong School Prom Night at Beaverbrooks House

Our Work Experience Project Coordinator has placed

50 students with local businesses, and made

15 class visits to local special schools



Highfurlong Work Experience trip to The Sealife Centre



292

respite places offered to young adult carers (YACs), 8 YACs took part in DofE Award



Special guests at

198 carers registered with us are looking after someone with mental ill health

19

regular volunteer roles are carried out each week at Beaverbrooks House



Young Adult Carers completing their DofE Bronze Award

10,452 hours worked by our wonderful team of volunteers



18 young people with disabilities accessed the RISE group sessions



197
volunteers
registered with
Blackpool
Carers



'Bugingham Palace' our new bug hotel

12 volunteers from The Princes Trust created our new bug hotel, 'Bugingham Palace' as part of their project with us

RISE Enterprise

Respect • Independence • Social • Engagement

In August 2018 we delivered a pilot enterprise programme for young people with additional needs and disabilities. RISE Enterprise (Respect, Independence, Social, Engagement) was developed to provide young people aged 15 to 25 the opportunity to build on existing skills, develop essential life skills, and reduce social isolation.

The plan was to create good quality products to sell to the public (and have some fun along the way!!).

Since then we have delivered 15 business and production sessions, selling products at The Imperial Hotel, Spire Fylde Coast Hospital and many fundraising events.



RISE has enabled young people to showcase their skills and abilities within a safe, non-judgemental and positive environment where they feel included and respected.

Sophie Chaplain (left) attends RISE with her mum Rachel, and both have been an asset to the group. Sophie (16) has non-verbal autism, anxiety and struggles with eye contact. When she first started, she wouldn't

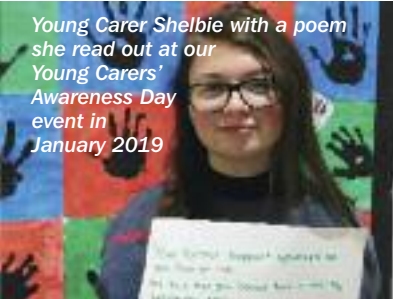
interact with anyone, now she is involved in all activities and communicates well.

YOUNG CARERS' PROJECT

“Respite makes me happy and I get time for me away from caring.”



Young carers 'monkeying' around at Blackpool Zoo



Young Carer Shelbie with a poem she read out at our Young Carers' Awareness Day event in January 2019



Budding Firefighters?



Tubing at Ski Rossendale



Young carers enjoying 'me' time

CHLOE & LUKE



We care for our six-year-old sister Amy who was diagnosed with Leukaemia in November 2018. She must attend regular weekly appointments for treatment in Manchester and sometimes we are left feeling quite lonely as mum's attention is, understandably, focused on our younger sister. We constantly keep a close eye on Amy and don't have as much family time as we would like to.

Being carers for Amy has brought us closer as siblings, but sometimes we feel that our relationships with other family members isn't as good anymore due to Amy's health becoming a priority.

We didn't know what a young carer was or that we were young carers ourselves. Our school got Blackpool Carers involved and we felt relieved that there was support to help us with how we were feeling. We knew that we were having similar feelings about the changes in the family since Amy's diagnosis, but we didn't know there would be other young carers feeling the same.

Coming to respite sessions and trips during the holidays has really helped up to have time away from home. We have also had people to talk to at counselling, helping us to go through how we have been feeling.

Luke (age 9): I came to a camping trip in the garden at the Blackpool Carers and really enjoyed it. I made new friends and it gave me the chance to have a break and do what I wanted to do. My support worker also came to see me at school, we chatted about my feelings and things I could do when I'm feeling upset. Coming to respite is really good, it makes me happy and I get time for me.

Chloe (age 12): My support worker visits me at school and this has helped me by just being able to talk to somebody about my feelings, reassure me that it's okay to feel like that and that I am not alone. The counselling at Blackpool Carers has made me it easier for me to talk about how I am feeling and be able to understand why I am feeling this way.

- Without the right support, young carers on average, receive a grade lower in their GCSEs than their peers.



TIME OUT PROJECT

“I like playing with my friends and having fun. I don’t feel so alone anymore.”



Senior Respite Coordinator, Andy, delivering a Take5 Session



Young carer with mucky 'paws'



Celebrating St Patrick's Day



A budding artist

Young Carer having fun at the new Take 5 sessions

TED



Ted is 9 years old and has global learning delays with some hyperactivity. He provides emotional support for his mum who has mental health problems. He was referred to us by children's social care.

When asked why he likes youth club he says, "I like playing with my friends and having fun!". He chats to everybody and has built up good rapport with staff. He knows that he can talk to us if he is worried or upset.

In his initial young carer's assessment, he described his feelings as stressed and having "grumpy days" and not feeling like he mattered due to his caring role.

Ted attended respite sessions. At his first session mum remained in the reception area as he struggled to separate from her and join in the various activities. As he got used to the group and made friends he became more independent and comfortable enough for mum to leave him. Ted has grown in independence and joined us on his first trip to Blackpool Zoo, which he loved!

Ted has progressed so much in confidence and social skills, particularly enjoying exploring outdoor play.

- Our outdoor activities and provision continues to grow and is an important aspect of respite for young carers, giving them access to play and exploration.



YOUNG CARERS' CHAMPION

“Working at Blackpool Carers has given me so much more confident.”



Shannon during a young carers' craft session



Young carers' cookery session



Helping at Blackpool Food Bank



Painting the annex



Making pizzas with young carers

SHANNON



I have had my caring role for a very long time now. My dad has many mental conditions. I struggle a lot to be his carer and support him. My daily routine is making sure the house is clean and tidy, washing clothes/bedding, washing the dishes, ordering food and more. I feel as though dad's mental issues have affected me. I suffer with anxiety/panic attacks as well as a few more health problems.

My caring role was so difficult before coming to Blackpool Carers. I was low, I didn't feel good enough, I felt trapped and I could never figure out what my position was with my dad... was I a daughter? Friend? Slave? I could not get my head around it on my own!

Once I received support I instantly felt a pressure lift from my shoulders. I questioned myself "why have I never looked for help before?"

Blackpool Carers has supported me in so many ways. Since becoming Young Carers' Champion, my Line Manager encouraged me to seek professional help

and with that I am due to start my therapy sessions at the Women's Centre.

Working at Blackpool Carers has given me so much more confidence. I have attended training sessions and spoken in public, something I never would have done before. I never ever thought that I would be in this position now. If it wasn't for the team at Blackpool Carers, I would still be struggling and possibly in an even worse situation.

I am in awe at how amazing Blackpool Carers really is! I love my life now, even though I still care for my dad, I can manage it a lot better. Now I go home and have a happier and healthier relationship with my dad.

- Shannon supported young carers in schools with the new Carers Trust Schools' Ambassadors Programme.



PLANS FOR THE FUTURE

“I feel relieved being able to speak to someone freely without being judged or feeling a failure”



Blackpool Carers' mascot Rocco raising awareness with Harry the Hound from Houndshill - partnership work with local businesses is increasing each year



Volunteers preparing the ground for our new garden



NCS Fun Day at Beaverbrooks House



Adult carers enjoying a game of Swingball



Entertainment from Phil Swift at Care Fest 2018

There's always something new on the agenda here at Blackpool Carers and following another prosperous year supporting carers and their families we are looking to build on all that has been developed this year.

Our work with the Neighbourhood Hubs has given us our first foray into working alongside health and social care as equal partners to ensure that carers have a seat at the table when it comes to identification and support. This model of delivery is an aspect of our provision that we are looking to expand on, giving carers of all ages a voice in every health and social care conversation.

Our young carers respite has always been widely praised and recognised for its impactful work with children and young people, providing much needed social and play opportunities. With this in mind we are keen to apply this thinking and approach to carers of all ages, after all, downtime, creativity, exploration, adventure and friendships benefits us all! Respite provision for adult carers is at the fore of our plans in the coming year to bring our offer in line with the experiences that we provide for our younger people.

Our team is everything here at Blackpool Carers; their dedication and passion for the difference they make to families makes working at Beaverbrooks House more than just a job. We strive to grow our own people, providing opportunities for professional and personal development, giving them the autonomy to be creative and think differently in their work. Looking after our team is a key

priority and plans are coming together for a review of terms, conditions and our offer as an employer. The next year will see us moving to a Directorship model of leadership with the rationale of giving us more opportunity to bring our rising stars through the ranks and into key positions that can showcase their expertise and abilities. The Directorship model also creates agile leadership and keeps us best placed to provide a better life for carers.

Beaverbrooks House continues to grow thanks to our team who are keen to see opportunities wherever they can. We have plans to develop a small community garden space directly behind the main building. The space will provide a much needed outdoor haven for groups to grow produce, learn about gardening and have a dedicated space that they can take time to relax and reflect. With limited resources at hand, the team are gathering volunteers and calling in favours to bring the space to life, which we have no doubt they will achieve.

Plans here at Beaverbrooks House also include a reconfiguration of some of the ground floors rooms to accommodate a sensory space for carers and their families to experience a sanctuary environment, away from the distractions and demands of the outside world. The sensory space will complete the vision for the ground floor, being the missing piece of our jigsaw since moving in in 2016.

We hope to see you in the coming year, joining us on our journey to make a better life for carers.

1,442 one to one support sessions were provided by the Young Carers' Project



Young carers making rice crispy cakes

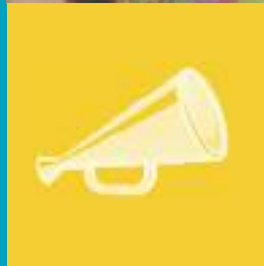


11+ emotion cake decorating session

Our Young Carers' Champion has given 5 talks to local organisations including the Freemasons, and given 2 presentations at local colleges to raise awareness of young carers



Young carers painting session



Young carers' reindeer painted pebbles and hot chocolate reindeer Christmas gifts



Splatter painting

545 young carers accessed support from the Young Carers' project



Park School Supersnap Entry



1,958 respite trips and activity places attended by young carers

200 referrals were made to the Young Carers project

A new transition Breakaway Club started, to support young carers who have completed all their Take5 sessions and require further support before moving on from our service



Students from Layton Primary School, the winner of the Schools' Supersnap Competition, with Rocco

Luminous faces



277 young carers attended respite sessions



12 young carers took part in DofE Award



Young carers meeting Bailey the Therapy Dog

DONATIONS

MAKE A BETTER LIFE FOR CARERS

Every penny donated makes a huge difference. It helps us to continue our work providing specialist support, respite and outings for carers from the age of 5 years. Helping carers to create friendships, feel less isolated, strengthen their resilience and make happy memories.

This is how your donation makes our carers' lives better:

£5 will pay for ingredients to make smoothies during a young carers' Healthy Eating session



£10 will pay for a young carer to access a respite session



£15 will provide a relaxation treatment for an adult carer



£30 will pay for one gardening respite session for a dementia carer and their loved one



£50 will enable a family to enjoy a trip to the cinema together for the first time



£100 will provide Christmas Hampers for 4 families



£350 will pay for a 5 day residential trip for a young carer



HOW TO MAKE A DONATION

Your donation, no matter how small will make a huge difference to our carers.

If you would like to donate online, via text, or over the phone, please see points 3 to 5 below.
For donations by cheque or via BACS, please complete and return this slip to:
Blackpool Carers, Beaverbrooks House, 147 Newton Drive, Blackpool FY3 8LZ

Thank you so much for your support.

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**
Call Louise or Matt on 01253 393748 to pay by card over the phone.
- 4 Text BLACKPOOLCARERS** followed by the amount you'd like to donate to **70085**
(for example 'BLACKPOOLCARERS £10' to 70085)
- 5 Go to www.justgiving.com/blackpoolcarers to donate online**



YOUR DETAILS

Title Forename Surname

Address

..... Postcode

Telephone

Email*

**By providing your email address you are confirming that you are happy for us to contact you this way. We will not share your information with anyone else. Please visit www.blackpoolcarers.org/privacy-and-cookies-policy/ for more information.*

PLEASE TICK THIS GIFT AID BOX AND MAKE YOUR DONATION GO FURTHER



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

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 2019. 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

Charity Name

Blackpool Carers Centre Ltd

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

P Jebb, Chair
S Lambert, Vice Chair
D. Capper (appointed 09.09.19)
J Carney (resigned 30.11.18)
S.Cassidy (resigned 25.05.18)
B Cummings (resigned 01.07.19)
L Endicott (died 26.04.19)
A Gilmore, Treasurer
H Lewis (appointed 25.6.18)
J Topping (appointed 30.11.18)
C van Deurs Goss (appointed 25.5.18)
A Ward

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:

- Nigel McMurdo - Director of Operations
- Faye Atherton - Director of Quality
- Tom McMurdo - Director of Resources
- Michelle Smith - Director of Finance

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

As set out in the Articles of Association, the board of trustees comprises not less than three trustees but not more than 12 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 a Director 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 other's roles.

Organisational structure

The activities of the organisation are governed by the board of trustees, all of whom are directors. The board has established an Audit and Governance Sub-Committee and a Strategy Sub-Committee.

REPORT OF THE TRUSTEES

Board meetings are held quarterly, and a board assurance framework has been established 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 Directors who report to the Board on the operational running of the organisation.

Trustees would like to recognise the commitment and endeavours of Linda Endicott, a founding trustee, who sadly died on 26.04.19.

Related parties

None of the trustees receives remuneration or other benefits from their work with the charity. Trustees are invited to declare any relevant interests at each board meeting, and formally requested to submit an annual register of interests form. Barbara Cummings reported her interest as Director of Spire Fylde Coast Hospital.

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

Remuneration policy

The board is responsible for considering the Directors' remuneration, taking account the skills and experience required, and the sector norms for charities of this size. Staff pay is reviewed annually by the board of trustees and a full pay review is planned for next year.

Risk management

The Board follows a comprehensive risk management policy which clearly defines the roles of the board, audit committee and staff in identifying and managing risks, and how the register of risks should be used as a live document. The organisation has a risk matrix to identify all major

Trustees' attendance at board meetings

| Trustee | 09.04.18 | 25.06.18 | 13.08.18 | 12.11.18 | 11.02.19 |
|----------------------------|----------|----------|----------|----------|----------|
| Paul Jebb (Chair) | ✓ | ✓ | ✓ | ✓ | ✓ |
| Sarah Lambert (Vice Chair) | ✓ | ✓ | ✓ | x | ✓ |
| Alison Gilmore (Treasurer) | x | ✓ | ✓ | x | ✓ |
| James Carney | x | x | x | x | N/A |
| Steve Cassidy | ✓ | N/A | N/A | N/A | N/A |
| Barbara Cummings | ✓ | ✓ | ✓ | N/A | N/A |
| Linda Endicott | x | N/A | N/A | N/A | N/A |
| Howard Lewis | N/A | ✓ | x | x | x |
| John Topping | N/A | N/A | N/A | ✓ | ✓ |
| Claire Van Deurs Goss | N/A | x | x | ✓ | ✓ |
| Tony Ward | ✓ | ✓ | x | ✓ | ✓ |

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 as set out in the objects contained in the company's memorandum of association are:

- a) 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.

- b) 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

The charity has a clear and easily understandable purpose which is to make '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 and when planning for the future. 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.

REPORT OF THE TRUSTEES

We provide a range of services including:

- One to one intensive support plans;
- Counselling;
- Respite activities for all ages;
- Beaverbrooks House as a venue for respite and ad hoc support;
- Benefits advice;
- School liaison;
- Advocacy;
- Awareness raising and training;
- Information and advice;
- Volunteering opportunities;
- Dementia training;
- Substance Misuse project;
- Mental Health support;
- Work experience for children with different abilities;
- Hospital based service;
- Magazine;
- Catering provision.

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 can access peer or volunteer led support alongside organised events and activities.

Beaverbrooks House is open every day 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 can 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 and this is reviewed

annually. With the use of an operational plan, we review how our activities have performed against outputs and outcomes. We report on impact and ensure that all planned activities will achieve our purpose. Regular reviews allow trustees to build on the successes and learn when things go wrong in order to feed into a cycle of continuous development.

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

We will:

- a) target high quality, timely and appropriate support at carers in need.
- b) listen to carers and involve them to ensure that services are designed in line with their needs;
- c) strive to remove barriers for carers to live the life they choose;
- d) strive to reduce loneliness and isolation by providing a wide range of respite opportunities.
- e) be an advocate for carers and support them to have a voice.
- f) Be responsive and flexible, recognising and supporting carers at different stages in the caring journey.

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

We will:

- 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 the BCC community.

C. Awareness - Promoting early identification of and interventions for carers.

We will:

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

D. Resources - Developing a sustainable future.

We will:

- a) Develop and maintain strong relationships with a diverse range of funders and partners, focusing on unrestricted income streams;
- b) Develop a sustainable business model;
- c) Develop and maintain a sustainable and vibrant headquarters, using Beaverbrooks House in the most effective way;
- d) Build our reputation;
- e) Reduce our carbon footprint and develop eco- friendly ways of working;
- f) Make the best use of resources, whether staff, time, skills including transport and digital.

ACHIEVEMENT AND PERFORMANCE

Over 2018/19, Blackpool Carers continued to develop its projects. In total we supported 4,111 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 young people with different abilities.

REPORT OF THE TRUSTEES

For adult carers:

- 2,154 1:1 support sessions provided;
- 1,314 carers were signposted to partner services;
- 84 attendances at bereavement support group;
- 113 attendances at our mental health support group (HUGS);
- 248 counselling sessions were delivered;
- 1,449 respite placed provided;
- 26 individual grants awarded;
- 222 training places provided for dementia carers;
- 617 benefit support sessions were provided;
- £387,945 is the total value of benefits that have been accessed for carers.

For young carers:

- 277 young carers attended respite sessions;
- 1,958 respite trips and activity places
- 1,442 intensive 1:1 sessions provided;
- 72 young adult carers supported;
- 545 young carers supported.

For parent carers:

- 423 referrals for support;
- 2,163 support sessions provided;
- 528 Managing Challenging Behaviour course places;
- 1,500 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 many pro bono supporters who provide professional guidance and corporate resources.

We very much appreciate the kindness of all our supporters who so generously fundraise and volunteer to make a better life for 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 £14.90 to support more local carers. This has increased by 18% over the last 12 months (2018: £12.63).

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 £611,957 at the year end. £41,910 of this total is restricted for specific future costs.

Of the remaining £570,047, £297,500 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 £272,547 constituting free reserves.

The Charity's reserves policy is to hold a level of 3-6 months free reserves equating to the unrestricted direct charitable costs for the year, being approximately £165,000-£330,000.

The free reserves of £272,547 currently represent around 5 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 2020 we will be focusing on:

- Developing our work with the Neighbourhood Hubs: to increase identification and support.
- Expansion of respite provision: to apply equal focus across all ages.
- Developing our team: to provide opportunities for professional and personal development.
- Revising our Leadership model: to provide a better life for carers.
- Improving facilities at Beaverbrooks House: to develop a sustainable future.

OUR FUNDRAISING PRACTICE

Blackpool Carers Centre Ltd has diversified its income streams, moving away from a heavy reliance on statutory funding from the local authority. The charity continues to develop and widen its income streams to ensure a sustainable future.

REPORT OF THE TRUSTEES

Our approach to fundraising is based on building and maintaining strong relationships and on providing a high-quality service to all our stakeholders. We take this approach seriously, ensuring that donors feel fully involved in our work and are able to see clearly 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 donors 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 donors regularly. Many donors accept recognition whereas some request anonymity.

Our Finance Director holds the MInstF (Dip) qualification, and Head of Fundraising holds the MInstF (Cert) qualification from the Institute of Fundraising (IoF). We have subscribed to the IoF's Code of Fundraising Practice and pro-actively adhere to the code by training all staff and volunteers in its contents.

As a result of our relationship-based practice, we do not approach individuals for donations, and we have not received any fundraising complaints. There is a clear and easy to follow process to deal with complaints.

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

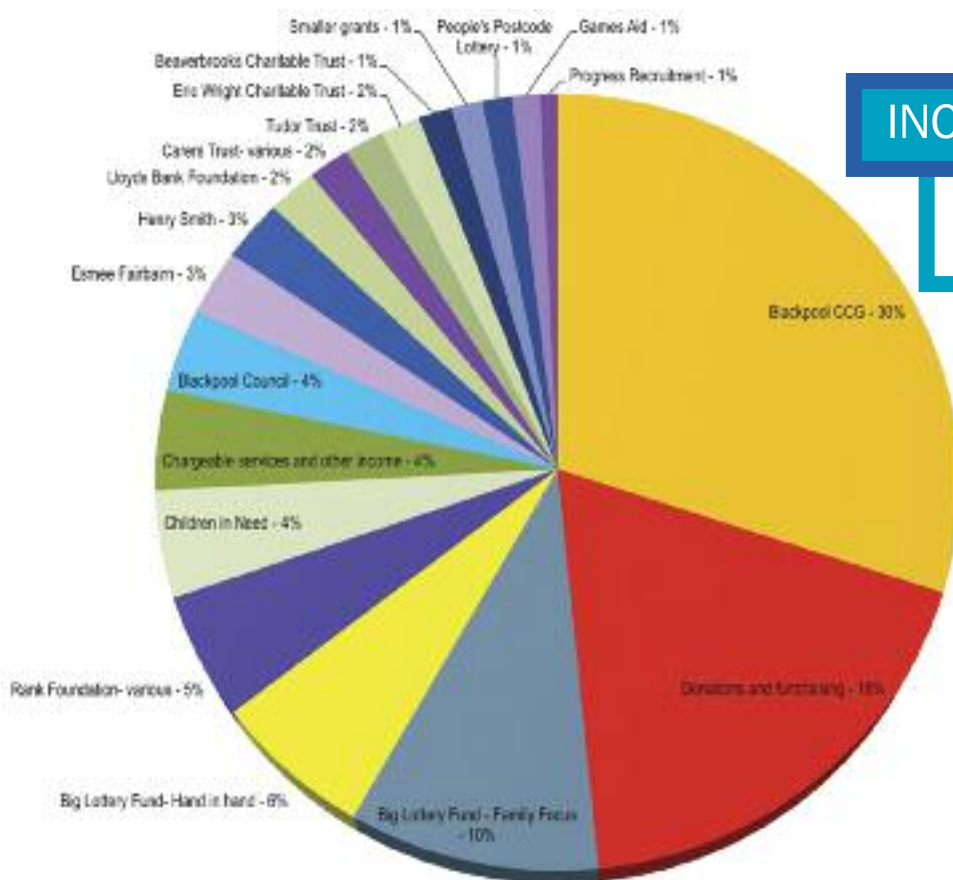
The charity's policy is to promote equality of opportunity to all in employment and the selection process irrespective of their gender, race, ethnic origin, disability, age, nationality, sexuality, marital status and social class. Blackpool Carers oppose all forms of unlawful and unfair discrimination.

All employees and volunteers are treated fairly and equally. Selection for employment, promotion, training and any other benefits is based on aptitude and ability. All employees are 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.

CHARITY INCOME AND EXPENDITURE

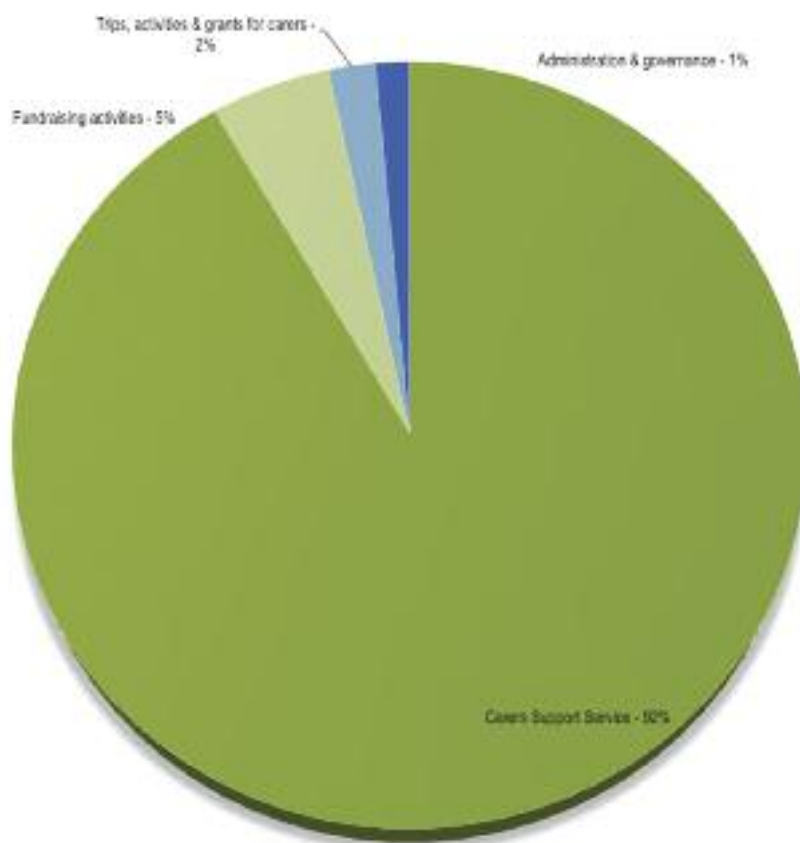
INCOME

£1,210,336



EXPENDITURE

£1,139,985





To make a donation to provide
respite for our carers

**Text BLACKPOOLCARERS to 70085
to give £5***

*Texts charged at your standard network rate

OR



JustGiving™



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



blackpoolcarers



@BlackpoolCarers



blackpoolcarers



Blackpool Carers Centre Limited

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.