

# 2024-2025 Social Impact Report

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Blackpool Carers Centre

*Quality • Passion • Respect*

Charity No. 1114558





Volunteer Coordinator, Kerry (c) with volunteers at their celebration event at The Village Blackpool

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## OUR PURPOSE



***Blackpool Carers Centre exists to make a better life for carers through our values of Passion, Quality and Respect.***



Rocco and young carers enjoying the sunshine and in the garden at eaverbrooks House

Cover images:  
 Adult carers' trip to Brantwood, Coniston;  
 Young carer having fun during a respite craft session;  
 Rock climbing experience for young carers during a respite trip.

# WELCOME

to the 2024/25 Annual Review from Blackpool Carers Centre.

This year has been one of progress, innovation, and renewed energy. Despite the challenges facing charities nationally, we are proud that Blackpool Carers Centre has continued to grow in strength, delivering high quality, person focused support that makes a real difference in the lives of unpaid carers and their families.

More carers than ever before have accessed our services, from young carers balancing school with their caring role, to adults supporting loved ones through illness, disability or addiction. Our work has provided vital respite, practical advice, emotional support and opportunities to connect; ensuring carers know they are not alone.

We have expanded our reach through new projects, strengthened partnerships with schools, health and social care as well as introducing fresh initiatives such as digital inclusion and innovative group programmes. Each development reflects our ongoing commitment to shaping services around the voices of carers themselves and to continually adapt to meet changing needs.

Our successes this year have only been possible thanks to the passion and commitment of our staff, volunteers and students. Their dedication embodies our values of Passion, Quality and Respect and ensures that every carer who walks through our doors feels seen, valued and supported.

We are deeply grateful to our funders, supporters and corporate partners, whose generosity and belief in our mission enable us to provide vital services to carers and their families Together, we are building a stronger future for carers in Blackpool.

Looking ahead, we remain ambitious and optimistic. With a clear strategy, strong partnerships and the energy of our incredible team, we are excited to continue developing new opportunities, raising awareness of the vital role of carers and ensuring that every carer in Blackpool has the chance of a better life.

**Sarah Lambert**  
Chair of Trustees

**Tom McMurdo**  
Director of Finance & Resources

# WHAT WE DO

**Our mission remains steadfast: to create a better life for carers. At Blackpool Carers Centre, we achieve this through a variety of tailored support interventions, centering on a person led approach that recognises the unique journey of each carer.**

This year, we've continued to expand and adapt our services to meet the evolving needs of carers across Blackpool. Our support extends from intensive, time-limited one-to-one assistance to community-based activities and trips for carers of all ages. Whether it's a young carer navigating school and family responsibilities or an adult balancing work and caregiving, our services are designed to offer comprehensive support.

Our dedicated team provides personalised care, offering guidance and information that helps carers manage the complexities of their roles. From service navigation to support groups, we create safe spaces where carers can share their experiences, gain valuable insights, and find comfort in knowing they are not alone.

Understanding the physical and emotional demands of caring, we place a strong emphasis on respite. We continue to offer diverse respite opportunities, whether through engaging sessions at Beaverbrooks House or community outings. These moments of respite are crucial, giving carers the chance to recharge and focus on their own well-being.

We are committed to evidence-based practice and continuous improvement. This year, our focus on rigorous data collection and analysis has strengthened, allowing us to better track the impact of our services. By listening to feedback from carers and measuring outcomes, we refine our approaches to ensure that we are truly making a difference in the lives of those we support.

Our achievements are the result of a collaborative effort. Our dedicated staff, volunteers, and Trustees work tirelessly to ensure that every carer who comes to us receives the support they need and deserve. Together, we are making a meaningful impact on the lives of carers in Blackpool.



*Adult carer up to monkey business during a respite trip to Barton Grange Garden Centre*

# ADULT CARERS

**We recognise the unique challenges and immense responsibilities that adult carers face, and we're dedicated to providing a wide range of services and resources tailored to their specific needs. Our goal is to support them in their caring roles while also enhancing their own well-being.**

Our Adult Carers Service serves as a vital lifeline, offering practical assistance, emotional support, and much-needed respite. We understand that the demands of caring can be overwhelming, often leaving carers with little time for themselves.

That's why our services are specifically designed to provide the respite and support adult carers need to continue their vital work without compromising their own health and happiness.

**“It makes such a difference to have someone listen to you, especially if you are on your own and have no company.**

**Sarah, ReFocus Carer**



Adult carers respite trip to The Winter Gardens Theatre, Blackpool

## BILL'S STORY

I had a well-paid job as an engineer which involved travelling around the country and was often away from home. I was about to travel to Scotland, when my wife Linda had her stroke. It came as a complete shock to us, it was just a normal Friday night, she was on the phone to a friend and within minutes my daughter shouted to me mum's having a stroke. This was in January 2020. When Linda was allowed home, it was clear that our lives had changed forever, I had to give up my job to look after her as a full-time carer.

I was referred to the Carers Centre by the Transfer of Care Hub at Blackpool Victoria Hospital who contacted me before Linda was discharged home. I met a support worker at the hospital which was an opportunity to talk about my caring role and the support that is available. It included planning for an emergency and setting up a Contingency Plan just in case something unexpectedly happened to me, and I was unable to care for Linda.

Having the support from the Carers Centre has helped take away some of the 'What if' and replaced it with some reassurance if an emergency did occur. My support worker applied for a Carers Trust Grant which

is fantastic as I use it to watch Blackpool play football at Bloomfield Road.

I plan my days around Linda, due to her medication she sleeps around 14 hours a day, so we do everything between the hours of 12pm – 7pm. We go out every day and make the most of the time we have. Our relationship has changed and evolved into something different. To some degree you're trying to be a husband and a Carer and that's sometimes difficult. It affects everything. I feel I manage that quite well, but for some people, I think it must just totally change the way they interact with their loved ones.

It's been a gradual thing, but it's always been there, and my family have always tried to encourage me to take a break, but it is a difficult one, you do feel guilty. I do need to start taking more breaks, as now my only respite is the football on a Saturday for 4 hours which is the only time I switch off from my caring role completely. I really appreciate the support I have received from the Carers Centre and would not have been able to move forward without their support, which has allowed me to continue to be a husband and a carer.

# WHAT WE ACHIEVED

This year we have seen significant growth in our adult team. We have continued to expand our crucial support to those caring for individuals struggling with alcohol and substance misuse. We have also build upon the success of our adult respite provision, offering more sessions, trips and activities throughout the year.

**“I cant thank you enough, I was declined 3 times until your help. It will make a real difference to us not worrying about money as well.”**

**Jim, carer supported by our Benefits Advisor**



Carers and loved ones enjoying some happy 'together time' at Dementia Carers' Drop-in

## FACTS AND FIGURES



**782**

adult carers received one to one support.



**677**

referrals made to other organisations on behalf of adult carers



**312**

adult carers' respite sessions took place



**658**

instances of partnership working took place on behalf of adult carers



**967**

welfare checks made for adult carers



**82**

Lasting Power of Attorney forms completed.

**“Thank you for your support and being there for me. I feel like people are listening to me now. The contacts toolkit you gave me is now my go to contact list.”**

**Jean, adult carer**



ReFocus Carers' Group making new friends during a respite break to Crow Wood Hotel Burnley

# YOUNG CARERS

Young carers face a multitude of challenges as they navigate the responsibilities of caring for a family member or loved one. Our Young Carers Service is dedicated to providing personalised support, respite, and empowerment to these remarkable young individuals, who often take on adult-sized responsibilities at a young age.



Excited young carers meeting Rab Ferguson, author of 'The Late Crew', a fantastic tale of young carers...and an alien!

Our commitment to young carers is rooted in a deep understanding of their needs and aspirations. Through one-to-one support, group activities, and dedicated projects, we aim to alleviate the burden of caring and create an environment where young carers can thrive.

The Young Carers Service also focuses on fostering a sense of community and belonging for young carers. Through group activities, workshops, and social events, we create opportunities for them to connect with peers, build supportive relationships, and share their experiences in a safe and inclusive space. This sense of belonging helps combat feelings of isolation and provides a network of understanding individuals who can relate to their unique challenges.

Our support extends beyond just providing care-related resources. We also aim to empower young carers by offering opportunities for personal development, education, and skills-building. By giving them the tools they need to succeed both in their caring role and in their personal lives, we help them build a brighter future.

The Young Carers Service is more than just a support system - it's a lifeline for young carers who often feel overwhelmed by their

responsibilities. We are dedicated to ensuring that these young individuals receive the support, recognition, and opportunities they deserve, enabling them to live fulfilling lives while continuing to care for their loved ones.

## SCARLETT'S STORY



My name is Scarlett, I am 13 years old and am a young carer for my sister who has ADHD and can be challenging with her behaviour.

My sister's behaviour impacts life at home as she can be violent and I find her behaviour stressful, it also affects my self-confidence, and I barely get any time with my mum. I help my mum a lot around the house by tidying up, washing dishes and going shopping, as my mum can't go with my sister. I also look after my younger sister when things are challenging by taking her to my room.

I was referred to Blackpool Carers Centre in 2019 where I received 1 to 1 support. Since then, I was re-referred and I've been receiving 1 to 1 support, attending the respite sessions and took part in the trips and activities over the summer holidays. Blackpool Carers Centre has given me the chance to get away from my caring role, explore different things and make new friendships. I feel this time is time for myself.

*Time spent at Blackpool Carers is time for myself.*

Scarlett, young carer



Young carers had an amazing day during a visit to Lancashire Fire Service

# WHAT WE ACHIEVED

The Young Carers service, has continued in a position of a strength, supporting hundreds of young carers and their families through a range of caring roles and situations. Our Family Focus Project continues successfully to be one of the few support programmes in the country specifically designed to support children and young people affected by parental mental ill health and/or substance misuse.

**“You do an amazing job and support adults and children when they need it most. Thank you for everything.”**

Andrea, Family Focus mum



Young carers practicing archery skills during a residential trip

**“You’ve helped me to know that I can now talk to people and not keep it all to myself.”**

Carol, parent of young carer



Respite Coordinator, Pat, teaching helping a young carer with her culinary skills

## FACTS AND FIGURES



**404**  
young carers accessed support



**718**  
instances of one to one support with young carers



**599**  
instances of partnership working took place on behalf of young carers and their families



**100**  
multiagency meetings took place on behalf of young carers and their families



**177**  
young carers respite sessions took place



**221**  
welfare checks made for young carers



This young carer was let loose with a few paint pots during Take5 respite...

# VOLUNTEERS

**Our volunteers play an vital role in the operations of Blackpool Carers Centre. Whether its welcoming all of our carers and visitors to Beaverbrooks House, delivering the Caring Times or supporting respite sessions; our volunteers are intertwined in all of the work we do as an organisation.**

As our charity, our strength is to be able to offer support and flexibility when our volunteers experience changes in their personal lives and our willingness to change in response to the needs of the organisation to ensure that volunteering remains 'at the heart of Beaverbrooks House'.



*Dianne (r) and her team of knitters*

One of the objectives for 2024 was to develop our relationship with key partners and to explore new ways of engaging with external organisations. The Department of Work and Pension has supported the centre with volunteers from their 'Community 10 000' project for several years and this year we were able to offer opportunities for them to volunteer alongside carers by organising an afternoon tea for our regular 'Dementia Drop In' and creating a bug themed session for the young carers in Take 5. During their visits our volunteers with long term caring roles described their daily routines and lived experience to the teams as they described the impact of our work. Alongside

another two teams who came to work in the garden, they donated food, resources and plants as well as their time. Their positive feedback to their colleagues has led to a visit early in 2025 to continue their work.

This year volunteering has taken a new direction with community volunteers who do not attend the centre. In 2024 our regular volunteer Dianne took on the challenge of developing knitting for Rocco and the fundraising that it generates. With some help from friends and contacts in the crafting community this contribution has gone from strength to strength. We now have an additional 14 people who knit for us and we are also supported by knit and natter groups in Layton and Poulton. Each knitter has adopted their own Rocco and it has resulted in over 600 outfits being produced and £4,600 in donations from the hotels that support us by selling them to guests. We celebrated their success by inviting all the knitters to a Xmas afternoon tea where they received a surprise thank you from the 'real' Rocco. Volunteering in this way enable us to engage with a new group of people who cannot commit to a regular role but can contribute their time and skills to the centre.

**“Volunteering at Take 5 is such an honour.**

**Danielle, Take 5 volunteer**

## DANIELLE'S STORY

I've been volunteering for just over a year with Take 5, and I have been involved in organising activities, such as teaching cooking skills and organising crafts. I have also offered emotional support by actively listening to any young person if they need to offload any issues that they are having. Take 5 has given me the opportunity to learn more about myself and others, and has expanded not only my own skills, but has allowed me to learn and develop new skills as well. For example, I didn't think I would be helping teenagers in the kitchen learning how to cook meals for their friends, but I'm so glad I have! Because of this, I'm now constantly coming up with and researching new ideas I can try out with the group- especially when it comes to food!

I enjoy volunteering with Take 5 because not only does it give me valuable work experience, but volunteering also has made a valuable impact upon myself as a person. I have become much more confident in myself, and I have become someone who young people can come to if they feel safe to do so. This to me is such an honour, and I feel so grateful that the Take 5 team has allowed me to become a volunteer with them- thank you so much.



*Volunteer, Dan with young carers during a respite trip to Blackpool Zoo*

“**Volunteering at Blackpool Carers is like belonging to a huge family, it's a lovely place to be, everyone is happy and smiling even though the staff have some very difficult situations to work through and I hope to be helping for a long time to come**”

Volunteer

## FACTS AND FIGURES



**133**

individuals volunteered during the year



**5,949**

hours donated by volunteers



**64**

new volunteers welcomed

## PLANS FOR THE FUTURE

**Blackpool Carers Centre will continue to deliver a provide a wide range of services and projects to carers and their families as we remain focused on delivering a better life for carers.**

Our 5 year strategy continues to define our work as we seek to achieve our objectives for carers, for our people and for resources respectively. We have identified some specific focuses for the next financial year, the delivery of which will progress our objects and strengthen the organisation's position.

The first of these is a focus on identifying more carers at an early stage in their caring role by improving our external communications with professionals, families, businesses and the public generally. This aim will see the unveiling of a new brand for Blackpool Carers Centre and new literature which is more visually centered. There will also be work on our social media presence and a new push on our literature in the community. These steps will be further supported by specific awareness work with local agencies and support teams in both statutory and third sector organisations.

We will also work to improve the financial position of carers by increasing our provision of benefits advice. This will see the organisation source specific funding for work around income maximisation for carers to ensure that we remain able to meet the demand presented by our community.

Another key focus for the year is securing long term funding for our Family Focus Project which supports

children and young people affected by substance misuse and/or mental ill health

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.



Respite Coordinator, Pat leading an adult carers' Tai Chi session on Wellbeing Wednesday

# OUR SUPPORTERS

We remain incredibly grateful to our supporters whose continued help enables us to delivery our work and pursue our mission. This year, we have seen another bike ride and a range of personal challenges, with people running, walking and even fighting to raise vital funds for Blackpool Carers Centre.

The help of our Caring Corporates has been very gratefully received, as businesses from across the town have worked hard to raise funds and to raise awareness of carers across the community. From Hotels selling our Rocco teddies, through to larger organisations donating for every job they do, all of our wonderful Caring Corporates work towards making a better life for carers.

*Below: Our 2024 Blackpool to 5 Countries Cyclists at the finish of their epic challenge, at Chester Racecourse.*



*Great North Runners, Debbie and Tony, are regular supporters of Blackpool Carers.*

**“We love the fact that we can support such a worthwhile and local charity as we can see a direct impact in our local area.**

**Rachel Lawless, Imperial Hotel (Caring Corporate)**



*Above: Pupils from Baines School raised £550 by holding a Christmas Fair, Easter Bingo and Summer Raffle throughout the year.*



*Terry (r) with the winning team from InXpress, at our 2024 Charity Golf Day.*

**“I support Blackpool Carers Centre because someone needs to care for those who care for others.**

**Mark Prince, MarkSafety (Caring Corporate)**

# THE IMPACT OF BLACKPOOL CARERS OVER THE PAST YEAR, THANKS TO YOUR SUPPORT...



Every £1 invested in Blackpool Carers Centre provides a Social Return on Investment of

**£19.47**



Our adult carers feeling less socially isolated returned a value of

**£325,352**



Our adult carers returning to work generated a value of

**£344,818**



The improvements in the financial situations of our adult carers generated a value of

**£491,489**



Our work within schools has returned a social value of

**£243,072**



The reassurance provided by Blackpool Carers to young carers with a low level of need generated a value of

**£1,604,986**



Our work within Social Care teams returned a social value of

**£262,207**



Our work with our carers' 'cared-for' has returned a value of

**£2,059,126**



Our work with young carers with a high level of need returned a value of

**£557,233**



Our respite provision for young carers returned a value of

**£238,469**



Our support meaning that our carers' 'cared-for' are less likely to require institutionalised care returned a value of

**£1,379,225**



Our work with GPs reducing unnecessary appointments returned a value of

**£355,810**



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*

Charity No. 1114558

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