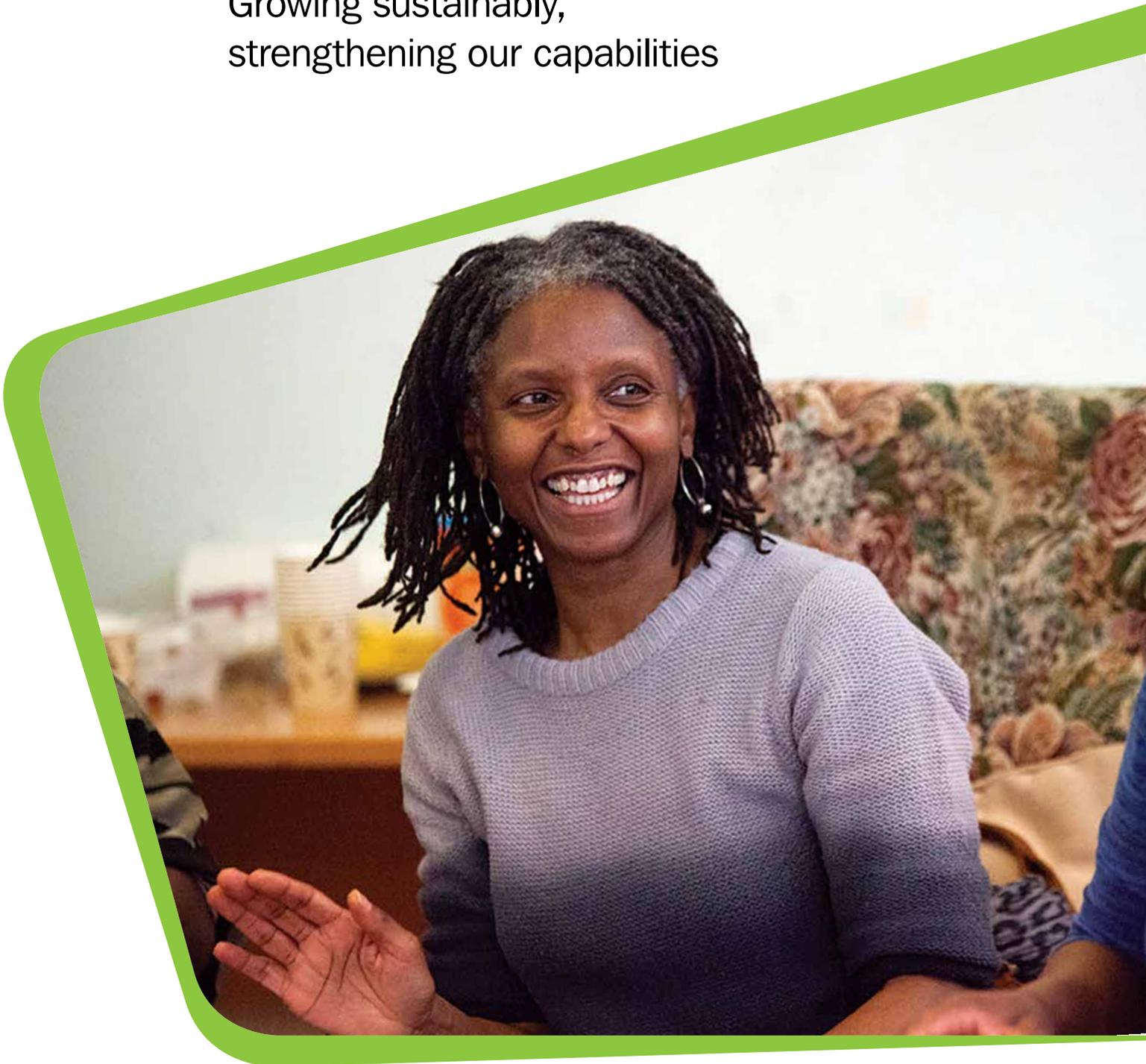


Carers Trust Annual Review

2017/2018

Growing sustainably,
strengthening our capabilities





BUCKINGHAM PALACE

As President of Carers Trust I have had a long personal involvement with the charity's work as I feel it is so important that all carers get the support they deserve.

This year, I have again had the pleasure of meeting carers of all ages and learning about their personal situations. At our annual reception for supporters, 16-year-old young carer Becky made a strong impact when she talked about how she cares for her sister and mother. My visit to Halton Carers in Runcorn reminded me just how vital it is for carers to have access to the local services and the support our organisation provides. Carers and the people who support them spoke of the value of activities and events which provide them with the chance to meet other carers and to have a valuable break from caring, as well as access to advice and advocacy services.

Along with its local work on the ground, Carers Trust also supports carers through its national and regional projects, such as those targeting young adult carers in school, and further and higher education.

This year has seen the charity continuing to influence decision makers and raise awareness to bring about real change in people's lives. It also continues to deliver a substantial grants programme, providing much needed financial help towards essential items for carers along with enabling local services to deliver more group activities.

With your help, Carers Trust reached more than 500,000 carers last year but with an estimated seven million carers in the UK today the need to continue to do more to identify and support carers is pressing. Thank you for your continued support.

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Introduction from Giles Meyer Chief Executive, Carers Trust

In May 2017 I was delighted to become Chief Executive of Carers Trust and be entrusted to continue the excellent work the organisation has done to improve support, services and recognition for **unpaid** carers.

Throughout the year I have visited our Network Partners across England, Wales and Scotland and heard from carers of all ages about their experiences and the challenges they face. While the scale of operations of our Network Partners differs, there are two things they have in common. First, the fact that carers are at the heart of everything they do – within minutes of a visit the commitment to providing the best possible support and services to carers always shines through.

Second, is how they have adapted to meet what is a challenging funding environment. Whether it has been through mergers, running joint support services with other charities or increasing fundraising activity and innovation in the delivery of services, all are rising to the almost impossible task of delivering much more for less. This is in the knowledge that carer focused organisations provide the most effective support to carers.

In the year we reaffirmed our commitment to work with and through The Carers Trust Network more closely in support of carers. This

includes the ongoing work of programmes such as Working for Carers, delivered with Network Partners across London, providing a route back into employment for carers. The launch of My Mental Health provides young carers, young adult carers and those that support them with the knowledge, confidence and opportunities to campaign regarding their mental health. While our Going Higher projects in Scotland and Wales have led to greater support for student carers in higher education.

This year was a successful one for income generation, which has allowed us to build our reserves, giving added security and allowing us to develop our work for carers. A huge thank you must go to all our donors, particularly to National Garden Scheme, The Rank Group Plc and Pears Foundation, for their generous ongoing support and to the players of People's Postcode Lottery, with whom we began a five-year partnership.

We welcome our new Chair, John McLean, and look forward to his leadership in further strengthening our governance as we meet the challenges of the future.



Giles Meyer Chief Executive, Carers Trust

Carers Trust is a major charity for, with and about carers. We work to improve support, services and recognition for anyone living with the challenges of caring, unpaid, for a family member or friend who is ill, frail, disabled or has mental health or addiction problems.

We do this with a UK wide network of quality assured independent partners and through the provision of grants to help carers get the extra help they need to live their own

lives. With these locally based Network Partners we are able to support carers in their homes through the provision of replacement care, and in the community with information, advice, emotional support, hands on practical help and access to much needed breaks. We offer specialist services for carers of people of all ages and conditions and a range of individually tailored support and group activities.



Introduction from John McLean Chair, Carers Trust

Over the last year I have had the privilege of getting to know Carers Trust. Initially through raising funds by chairing our first Christmas Carol Concert Committee. Then by visiting Network Partners, the Senior Management and staff teams and many carers.

I have been struck by the passion everyone has for carers and the determination to do more to help make their lives easier. This had made me want to be more involved and I was delighted to accept the role as Chair.

We would like to thank Stuart Taylor, whom I succeed as Chair, for his guidance over the years. He has left us in a strong position to continue to support carers as we deliver our Make Carers Count Strategic Framework.

In 2017, Deloitte undertook a Board Review pro bono. The findings recommended some streamlining and strengthening of our governance processes to meet the challenges of a growing carer requirement. I am looking forward to building upon the Board's work in implementing the changes and we will adopt an open and transparent approach.

You will see from our financial overview that we have a secure platform from which to grow and to meet the ever-increasing need – with 6,000 people becoming carers every day it is vital that we continue to do so.

Throughout this review it is evident the strength that our way of working has, with robust local delivery through Network Partners, alongside a strong UK presence, profile and oversight. This is something we must build upon.

I would also like to thank our President, Her Royal Highness The Princess Royal, for her continued support of carers, together with our team colleagues, our Vice Presidents and our Trustees for their support and tireless service.

I look forward to continuing the journey to make Carers Trust the leading carers organisation in the UK.

A handwritten signature in black ink, appearing to read 'John McLean', written in a cursive style.

John McLean Chair, Carers Trust

Our year at a glance

The Carers Trust
Network of
138 Network
Partners
supported
500,000
carers, including
54,500 young
carers and young
adult carers.



£569,852
was awarded in grants
to benefit **6,825**
carers including
3,119 young carers
and young adult carers



397,789
people visited our
website for carers,
Carers.org, finding
information on
everything from
benefits to grants.



178 schools in
England have achieved
the Young Carers in
Schools award for
good practice and the
programme is being
rolled out in Wales.



Our three-year
volunteer mentoring
programme for chief
executives in The
Carers Trust Network
helped **106** CEOs
focus on providing
sustainable support
for carers.

In England, **221**
people attended our eight
train-the-trainer events in
Improving Identification
of Young Carers.



In Northern Ireland,
our Carer Support
Service was in contact
with **317** new carers
by phone, email or
face to face.



470 young carers from
across Scotland came
together to have fun and
a break from caring
at our Scottish Young
Carers Festival.



Our Going Higher
project with universities
in Wales has
reached **159** young
adult carers.



Making a difference with a Carers Trust grant

Your support enables us to provide grants to carers like Julie across the UK, helping them buy basic household items and supporting them with more complex needs.

Julie is 68 and cares for her 70-year-old husband Thomas. Thomas has had several strokes and has cancer and chronic obstructive pulmonary disease. Julie provides Thomas with 24-hour support with his personal care and managing his medication.

Thomas' incontinence means that Julie is constantly washing bedding but due to their low income Julie couldn't afford to buy spare sets to use while the current ones were drying. With the help of The Rank Group Plc, we awarded Julie a grant of £150 to buy the items she desperately needed.

"It was absolutely wonderful to be awarded the money and words can't describe how much better it has made my life. I now have extra clothing and bedding to help me and the stress levels in the whole house have come right down, amazing, thank you so much."

Julie

.....
£569,852 awarded
in grants to benefit

6,825 carers including

3,119 young carers and young
adult carers.

Many young carers can find the summer holidays difficult as it often means increased caring responsibilities as they are at home more. So, we awarded Carers Trust Network Partner East Renfrewshire Carers Centre a grant of £1,684 to support activities to help young carers get out and about over the summer holidays. Four outings were on offer and for many young carers they provided the only trip they had over the summer.

"At first she didn't want to come on these trips ... but now she absolutely loves them."

Parent of young carer



Thanks to our generous donors including Pears Foundation, players of People's Postcode Lottery, The Rank Group Plc and Charles Russell Speechlys, our grants are enabling carers to have a better quality of life themselves and to support the person they care for as best they can.



Raising awareness and improving recognition for carers

Working to influence Government policy across the UK

We work to influence Governments' policies and approaches by making a strong evidence-based case for how carers and local carer services can be better supported. This includes:

- Empowering carers and their services to work with elected representatives and other decision makers, to ensure the needs of carers and their services are fully understood.
- Employing expert staff to ensure carers' needs and voices are reflected in legislation and key Government policy, at a national and devolved level.
- Identifying best practice, developing recommendations, toolkits and guidance and identifying opportunities for their implementation.
- Understanding the needs of specific groups of carers and working to ensure that their needs are met.

Raising awareness in the media, on social media and online

Our Young Carers Awareness Day on 25 January focused on infant carers. The day trended on Twitter and we gained extensive media coverage, including ITV's This Morning, Newsround and Talk Radio. A massive thank you to everyone who supported the day.



Our Young Carers Awareness Day video has had **1,800** views on YouTube.

397,789 people visited Carers.org, finding information on everything from benefits to grants.

43,826 visitors to <https://professionals.carers.org> had access to resources to help them in their work with carers.



Other media coverage during the year helped us raise awareness of carers, including:

- A home and garden make over for two young carers in Alan Titchmarsh's Love Your Home and Garden.
- Inspiring carers' stories in the My Weekly magazine Christmas Special and a feature about carers and wellbeing in the magazine, Pick Me Up.

ADVANCE was our three-year volunteer mentoring programme for CEOs in The Carers Trust Network across the UK. **44** mentors helped **106** CEOs focus on providing sustainable local support for carers with free materials at <https://professionals.carers.org/advance-mentoring-scheme>. Thanks to The Esmée Fairbairn Foundation for funding, and additional support from Pears Foundation.

We couldn't do our work without the help of all our individual supporters and major donors who support our work. A big thank you to all of them including Mary Bishop, Kevin Green, Michael R Oliver DL, OBE and The TJH Foundation.

Working in partnership to strengthen support for carers



Supporting young carers in schools

This year, thanks to funding from Thomas Cook Children's Charity, our Young Carers in Schools programme, run in partnership with The Children's Society, has

developed resources to reach even more young carers in schools in England – a toolkit for teacher education providers and one for young carer services.

178 schools in England have achieved the nationally recognised award for good practice

13 at gold award level.



As an approved partner of charity Turn2us, Network Partners have access to training to help carers receive Turn2us grants. The Turn2us benefits calculator is embedded on our website and had 52,170 unique views this year, making it easier for carers to see which benefits they might be able to claim.

Our partnership with relationships advice experts, One Plus One, enables us to provide a popular free relationships guide for carers on our website.

We're one of the partners behind Carers Week (12–18 June) and this year saw many events raising carers' issues locally and with decision makers across the UK.

With funding from the Shaw Foundation we've been rolling out our Young Carers in Schools programme in Wales. As a direct result of our campaigning and the programme, Estyn has included young carers as part of its pre-inspection questionnaire. We have also begun to test out a peer review framework, which if successful, will support the role out of the programme across Wales.

Triangle of Care

Our Triangle of Care programme has continued to support carers to be fully involved in the care that the person they care for receives from mental health services.

- In England, 36 NHS mental health trusts are now Triangle of Care members. They work closely with carers and local carer organisations to plan and deliver the Triangle of Care.
- With support from the Royal College of Nursing, we developed a Wales edition of the Triangle of Care: A Guide to Best Practice for Dementia. We have also supported the health board in North Wales to embed the Triangle of Care principles within its mental health teams.
- Thanks to funding from the Scottish Government and The Robertson Trust, in partnership with Healthcare Improvement Scotland, our Scotland regional events have raised awareness on how to make mental health services safer for service users and carers.

We rely on trusts and foundations to support our work. A big thank you to Big Lottery Fund England, Nominet Trust, Comic Relief and all the other donors who have helped support carers this year.

Sustainable services across the UK

Working with local carer services

We are the largest provider of carer services in the UK. In 2017/18:

We supported **500,000** carers, including **54,500** young and young adult carers.

We worked with a network of **138** Carers Trust Network Partners – independent local services for carers of all ages, supporting people with any condition. **76%** of Network Partners provide social activities for young and young adult carers.

This year, we welcomed Tower Hamlets Carers Centre and Care 4 Carers in Edinburgh as new members.

Leading on service provision

We support Network Partners that deliver regulated care and support services across England and Wales by providing a policy framework to underpin their care practice activities, allowing carers to have meaningful respite from caring. The introduction of General Data Protection Regulation (GDPR) changes saw us continuing to develop this framework to promote high standards of service provision, backed by GDPR training and resources available for all Network Partners.

Competing in the commissioning environment

Our partner – Tender Management Community Services – provided 61 Network Partner staff with bespoke training on the commissioning environment. This included how to adapt to meet the changing needs and challenges of commissioning authorities to win tender opportunities.

Specialist training in the nations

This year saw us delivering five tailored expert advice sessions on topics such as governance and HR, to Network Partners in Wales. In Scotland, 185 Network Partner staff benefited from our 31 training sessions in areas including fundraising, the Carers Act, and mental health awareness.

Sharing best practice

Our two-day conference for Network Partners in England brought 204 delegates together. The theme was leadership and trust while breakout sessions gave opportunities for sharing good practice and learning from specialists. Special thanks to our sponsors Watson Laurie and Pastel Solutions.



Our work wouldn't be possible without the support of our charitable partners. A big thank you to National Garden Scheme and all the other donors who have helped support carers this year.

Making carers count in England

“If it wasn’t for Working for Carers, I am not quite sure how I would manage.”
Carer

Campaigning with My Mental Health

My Mental Health is our innovative project which supports young and young adult carers to campaign around their mental health. In January, Network Partners in Blackpool and Sutton joined the campaign and our activities have helped 32 young people have their voices heard, including the opportunity to tell the Government what they think about new ideas for mental health support. This means we are well on target to involving 200 young people in the project.

In ENGLAND, Carers Trust supported **448,900** carers including **50,500** young and young adult carers through The Carers Trust Network of independent Network Partners.

Improving Identification of Young Carers

Our Improving Identification of Young Carers project ran for six months and aimed to support local organisations to increase the impact of their work to identify young carers, learn from successful approaches, and initiate new work where appropriate. Funded by the Department for Health and Social Care, 221 people attended our eight train-the-trainer events in different locations in England.

Carers into employment

Working for Carers is a London-wide project that supports carers aged 25 or over to move closer to employment. We’re well on our way to helping our target of 833 carers, with 409 receiving support this year. The project is delivered in partnership with 24 Network Partners in London and is joint-funded by Big Lottery Fund and European Social Fund.



Making carers count in Northern Ireland

This year, Carers Trust Northern Ireland built a firm foundation for development in Northern Ireland through our contract with the Southern Health & Social Care Trust, providing direct support services to adult carers living in this area. We offer a helpline and information service, training and social events.

The project has gone from strength to strength, developing partnership working

We were in contact with **317** new carers by phone, email or face to face, exceeding our target of **300**. We were able to signpost and advise carers throughout Northern Ireland to the alternative help and support in the other four health trust areas.

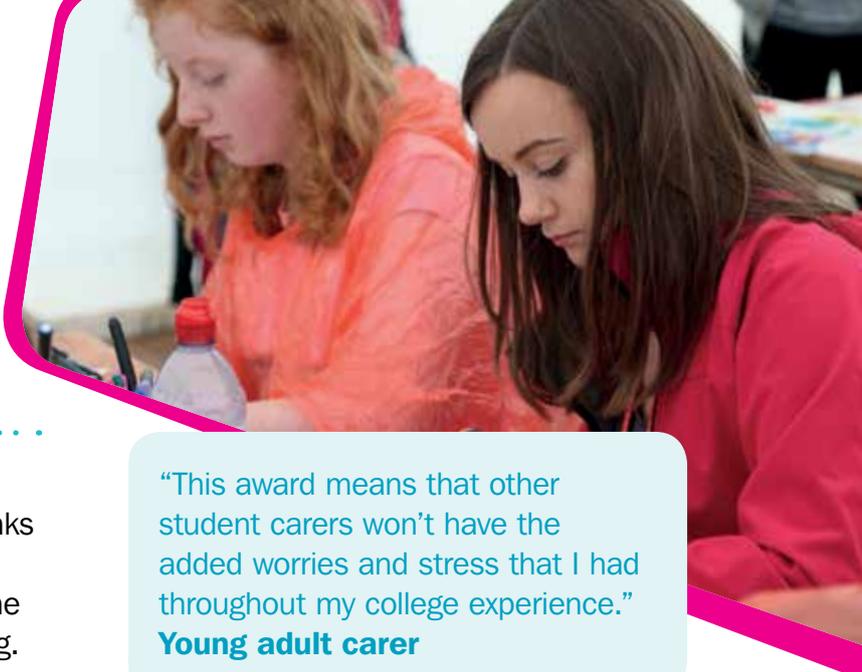
to provide a holistic range of services and maximising the positive impact of shared resources.

Making carers count in Scotland

Bringing young carers together

This year saw the tenth anniversary of the popular Scottish Young Carers Festival. Thanks to funding from the Scottish Government, 470 young carers from across Scotland came together to have fun and a break from caring. They also had the opportunity to talk to the Minister for Public Health and Sport about the issues which affect them as young carers.

In SCOTLAND, Carers Trust supported **22,300** carers including **2,300** young and young adult carers through The Carers Trust Network of independent Network Partners.



“This award means that other student carers won’t have the added worries and stress that I had throughout my college experience.”
Young adult carer

Empowering professionals to work with young carers

Our European partnership, funded by the Erasmus+ Programme of the European Union, has allowed us to involve our Young Adult Carer Voice group in developing the Going Higher Recognition Award. This rewards universities for good practice in identifying, supporting and reporting on young carers.

Making carers count in Wales

Supporting student carers

Thanks to funding from The Waterloo Foundation, the Going Higher project encourages universities in Wales to adopt carer-friendly policies to support young adult carers in higher education. With 159 young adult carers reached so far, we’ve already exceed our target to engage with 140 young adult carers over three years. We’ve also met our aim to liaise with all universities in Wales, with a number adapting their policies.

- We worked with Bangor University to run a residential for 49 young adult carers and

In WALES, Carers Trust supported **28,500** carers including **1,700** young and young adult carers through The Carers Trust Network of independent Network Partners.

hosted taster sessions at three universities.

- Following our training around carers’ needs to university staff, Cardiff University identified a 500% increase in carers among its latest intake.
- Our Young Adult Carer Council has worked with students at the University of South Wales to develop three awareness raising videos.

Consolidated income and expenditure account 2017–18

	Unrestricted funds 2018 £	Restricted funds 2018 £	Total funds 2018 £	Total funds 2017 £
Income from:				
Donations and legacies	2,143,099	2,554,253	4,697,352	4,303,039
Charitable activities				
Supporting the growth and development of solutions for carers	15,580	8,729	24,309	69,791
Working with local Network Partners to develop a strong network	455,119	0	455,119	485,507
	470,699	8,729	479,428	555,298
Other Network Partner services	373,422	0	373,422	507,843
Investments	3,877	0	3,877	38,251
Other	913	2,520	3,433	39,444
Total income	2,992,010	2,565,502	5,557,512	5,443,875
Expenditure on:				
Raising funds				
Costs of generating donations and legacies	860,691	83,616	944,307	1,234,148
Costs of Network Partner services	366,528	0	366,528	493,486
Total costs of raising funds	1,227,219	83,616	1,310,835	1,727,634
Charitable activities				
Supporting the growth and development of solutions for carers	3,461	1,746,346	1,749,807	2,421,265
Influencing society to improve carers' lives	0	477,128	477,128	780,196
Working with local Network Partners to develop a strong network	632,971	767,497	1,400,468	2,141,745
Raising the profile and awareness of carers and the caring role	227,092	43,492	270,584	897,580
Total charitable activities	863,524	3,034,463	3,897,987	6,240,786
Total expenditure	2,090,743	3,118,079	5,208,822	7,968,420
Net loss/(gain) on investments	5,850	0	5,850	(38,997)
Net income/(expenditure) and net movement in funds for the year	895,417	(552,577)	342,840	(2,485,548)
Funds brought forward	532,287	1,820,261	2,352,548	4,838,096
Total funds carried forward	1,427,704	1,267,684	2,695,388	2,352,548

Consolidated balance sheet as at 31 March 2018

Our fundraising promise

We pride ourselves on being approachable and you can ask us for information about how we spend our money at any time. Find out how we use your gift to Carers Trust and some of the ways that your money can directly help carers at Carers.org/donating-carers-trust.

Without the generosity of the public we would not be able to continue our work. We believe that it is essential that we are clear and open about how we raise our funds and about the broad range of ways people can support Carers Trust. People raise money for us in many ways:

- Supporters can sign up to make a regular donation, give to us through our appeals, or participate in challenge events.
- We also ask people to leave us a gift in their will.
- We work with a number of corporate partners.
- We are also supported by a number of charitable trusts and foundations, as well as philanthropic gifts from major donors.

Carers Trust is registered with the Fundraising Regulator.

	2018	2017
	£	£
Fixed assets		
Tangible assets (building and computers)	160,113	164,715
Investments		
Investments	0	740,947
Total fixed assets	160,113	905,662
Current assets		
Debtors (money owed to us)	716,243	626,577
Cash deposits	846,564	841,558
Cash at bank and in hand	1,311,332	774,507
	2,874,139	2,242,642
Creditors (money we owe)	(338,864)	(795,756)
Net current assets	2,535,275	1,446,886
Net assets	2,695,388	2,352,548
Funds		
Restricted funds (for specific projects)	1,267,684	1,820,261
Unrestricted funds (for general charitable use)	1,427,704	532,287
Total funds	2,695,388	2,352,548

The above figures are an extract from the audited accounts which were approved on 18 September 2018.

Thank you

We value every single £1 we get – whether it comes as a donation, a legacy or from the fundraising activities of many of our supporters. We would like to say a special thank you to the following people and organisations.



Carers from Network Partner Care for Carers were joined by staff from People's Postcode Lottery to receive a cheque and said thank you to the players for their support

People's Postcode Lottery

All the players of People's Postcode Lottery

Corporate supporters

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Sticky People
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Lake House Charitable Foundation, The
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Michael R Oliver DL, OBE
Pears Foundation
Reuben Foundation
Andrew Robertson
Mike Rutterford (and Friends)
Scarborough Group Foundation, The
Suzette and Ronnie Shahmoon
TJH Foundation, The

Trusts, foundations and charitable partnerships

Awareness Fund, The
Band Trust, The

Big Lottery Fund England
 Big Lottery Fund Northern Ireland
 Chillag Family Charitable Trust, The
 Comic Relief
 Constance Travis Charitable Trust, The
 Donald Forrester Trust, The
 Elizabeth Frankland Moore and Star
 Foundation, The
 Esmée Fairbairn Foundation, The
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 Samuel Storey Family Charitable Trust, The
 Schroder Charity Trust, The
 Shaw Foundation, The
 Simon Gibson Charitable Trust
 Stichting Teuntje Anna (TA Fund)
 Susan H Guy Charitable Trust, The
 Waterloo Foundation, The

Government

CDHN (Community Development Health
 Network)
 Department of Health and Social Care
 Erasmus+ Programme of the European Union
 European Social Fund
 European Commission – Horizon 2020
 Scottish Government
 Welsh Government

Legator

Gwendoline Mabel Clarke

“Being asked about my
 daughter’s illness and what she
 is like when well, made me feel
 more valued and involved.”

Carer





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 www.youtube.com/user/CarersTrust

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All library photos posed by models except on pages 3, 4, 9 and 14.
Due the sensitive nature of our work we have changed the name of the carers and those they care for in this annual review.