As President of Carers Trust, I have valued the opportunities I have had in the last 12 months to talk to carers and the people who support them. In April last year, I met a 16-year-old who has been caring for her mother. With advice and help from Suffolk Family Carers, this individual’s teachers have helped her keep on top of her schoolwork, by providing additional one-to-one sessions. Additionally, with access to a monthly young carers club she has received the peer support she needs, and can also have fun with other young carers.

This February, I visited Camden Carers Service in London, where I met carers of all ages and was able to hear about the many ways that the staff at the service supports them. Sadly, the value of this support took on an even greater significance in March as carer services across the UK faced the challenges posed by the Coronavirus pandemic. With carers often providing care for the most vulnerable in our communities, Carers Trust, along with our UK wide network of local services, was quick to adapt the way it provides help. The 2020 Carers Week will be particularly important in providing an opportunity to recognize the work carers do.

Throughout the year, Carers Trust has continued to make a difference for carers, often in new and innovative ways. Direct grants, along with projects such as those tackling loneliness in older carers or supporting young carers into adulthood, are making an impact, along with work to improve the way that health, social care, education and other services deliver for carers.

With a growing number of carers and an increasing demand for services to support them in these exceptional times, thank you for continuing to help Carers Trust meet carers’ needs.

When I joined Carers Trust as Chief Executive Officer in December 2019 we embarked on a 100-day plan to engage with and listen to carers, Carers Trust Network Partners, our stakeholders and staff.

Over the months our teams have met with some incredible people, both carers and those working hard to support them. As a result, although we didn’t know it at the time, this plan has been instrumental in helping us quickly respond to the challenges of the COVID-19 pandemic. Despite these challenges, we have ended the year in a strong position to ensure carers are heard and supported when they most need it.

This year, our Partnership Agreement with our 123 Network Partners has enabled us to work even more closely together to develop and share best practice, and together support over 438,000 carers across the UK.

WORKING WITH THE NETWORK, WE’VE AWARDED OVER £1.6M IN GRANTS.

These often life-changing grants are delivered straight to carers where the need is greatest.

New and developing partnerships with Network Partners and other stakeholders have also enabled us to deliver innovative programmes including reaching carers who often don’t access our services. Our policy and public affairs work has seen us working with carers and Network Partners to influence decision makers and we have seen the impact of this in England, Scotland and Wales with our influence being felt across social care, health and education.

Our awareness raising has continued to grow, ensuring that more carers come forward for support and are identified by those who work with them. But none of this work would be possible without our partners and funders. Thank you to everyone who has supported us and I would particularly like to acknowledge our long-term donors The National Garden Scheme, The Rank Group Plc and Pears Foundation. Their core funding, along with that from the Welsh Government and the Scottish Government, has enabled us to continue to develop sustainable and long-lasting change for carers.

With your help needed more than ever as we face a challenging and exciting year ahead, we look forward to working with you to make a difference to the lives of even more unpaid carers across the UK.

Gareth Howells
Chief Executive Officer,
Carers Trust

Our Impact Report
CARERS TRUST US TO MAKE A CHANGE

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.

Our vision is that unpaid carers count and can access the help they need to live their lives.

CHANGING THE LANDSCAPE FOR CARERS

Our Strategic Framework sets out how we plan to change the landscape for the UK’s carers by 2021. This report highlights the impact of our work in 2019/2020 to meet the goals set out in our strategy.

By 2021 we said that we would identify, support and involve more carers by:

- Championing carers
- Creating transformational partnerships
- Providing services to carers in all parts of the UK
- Working with local Network Partners to develop a strong network
- Raising the profile and awareness of carers and the caring role.

THIS YEAR, WE PUT OUR STRATEGY INTO ACTION BY:

- Supporting the growth and development of solutions for carers
- Influencing society to improve carers’ lives
- Shaping policy and services
- Developing expertise and capacity
- Giving carers the tools to campaign
- Working with local authorities and Network Partners to develop a strong network
- Providing expert advice and guidance to all parts of the UK
- Encouraging more people to share their stories
- Engaging with the media
- Campaigning on carers’ key issues
- Raising awareness of carers
- Encouraging more people to share their stories
- Working with local authorities and Network Partners to develop a strong network
- Providing expert advice and guidance to all parts of the UK
- Encouraging more people to share their stories
- Engaging with the media
- Campaigning on carers’ key issues
- Raising awareness of carers

INFLUENCING SOCIETY TO IMPROVE CARERS’ LIVES

Carers and Network Partners tell us that we need to ensure carers’ voices are heard at a national level and that we use this to influence and seek change on behalf of carers.

This year we have focused on campaigning on carers’ key issues, listening to carers and Network Partners and ensuring we are able to achieve real change for carers. We are also developing new approaches to carer support that will be tested and replicated across our network, shaping our policy and public affairs work.

Young carers on the agenda

In the last 12 months we have been instrumental in helping young carers get heard in parliaments across the UK. We are providing secretariat support to the All-party Parliamentary Group for Young Carers and Young Adult Carers. This new platform will encourage improved support, services and recognition for young and young adult carers.

Young carers in Scotland and Wales also have a strong voice in the Scottish and Welsh Youth Parliaments. Two youth parliament members are supported by Carers Trust Scotland and Carers Trust Wales respectively.

Shaping policy and services

Following our work with Network Partners and carers, Carers Trust Wales gave evidence to the Welsh Parliament on how things should be improved for carers and carer services. As a result, the Welsh Government committed to delivering a Strategic Action Plan for Carers by spring 2021. Carers Trust Wales also led on the development of a national Engagement Group to inform and shape Welsh Government policy that impacts carers.

In Scotland, as a member of the Young Carer Grant Working Group, we have helped shape all aspects of the new Young Carer Grant which was launched by the Scottish Government in autumn 2019.

Giving carers the tools to campaign

To date, over 250 young and young adult carers have been involved in local projects campaigning around their own mental health with our My Mental Health programme. When our Raising the Voice of Carers project ended in July 2019, we had helped nearly 1,000 carers in England to get involved in campaigning, exceeding our target of 500.

Thanks to Comic Relief, we put carers in touch with decision makers, held workshops and helped local services raise key issues.

Our tools also made it easy for carers to get in touch with their local candidates in the run up to the general election and to ask them to pledge their support for carers.

New guides for professionals

2019 saw us publish three new guides for mental health professionals working with adults, children and young people. Developed in Scotland with support from health and social care partnerships and the Scottish Government, and in England with support from NHS England, they build on the success of our Triangle of Care model. This encourages service users, carers and health professionals to work together to improve service user treatment and wellbeing.

In Wales, we worked with local authorities, health boards and Network Partners to develop a Welsh Government endorsed guide to improve the commissioning of carer services.
Paul is 55 and lives in London with his partner Joseph. Both previously had successful careers with Paul working in the arts and media industry. But when Joseph’s mother died, he struggled to come to terms with her death and in 2012 he was diagnosed with bipolar disorder and anxiety. Paul gave up his job to care full time for Joseph.

For a long time, Paul did not see himself as Joseph’s carer but he eventually attended a carer support group. From there, he joined our Working for Carers project delivered by Harrow Carers. His employment personal adviser helped him focus on the direction he wanted his career to take and showed him how to update his CV and deal with gaps caused by caring.

With his confidence restored, Paul decided to explore setting up his own business. And with Working for Carers’ support he is now writing a business plan and applying for a grant.

Supporting the growth and development of solutions for carers

Support for carers in Northern Ireland

Our Carers Support Service supported 1,000 carers in the Southern Health and Social Care Trust area, providing telephone support to 329 adult carers new to the service, exceeding our target of 300.

Solutions for young carers in Wales

Our ‘train the trainer’ programme has delivered training to 16 schools and four education consortia to improve provision for young carers. While our project to develop Welsh Government’s Young Carers ID Card model will help young carers get the support they need from professionals.

Championing young carers’ needs in England

Five Network Partners have trained 118 school Ambassadors to champion young carers’ needs in 69 schools – meaning 1,197 young carers received additional support.

In addition, our three-year ME-WE project, delivered with the University of Sussex, is helping us better understand young carers’ needs.

Supporting carers in education in Scotland

To date 22 of 46 colleges and universities have committed to taking up our Going Further/Higher Award which makes it easier for Scotland’s universities and colleges to support student carers. Our new education resource hub is raising awareness of young carers and our e-module is helping college staff support student carers.

A festival for young carers in Scotland

Our summer 2019 Scottish Young Carers Festival welcomed over 300 young carers to enjoy a range of activities over three days.

Healthy living in Leeds

To date, 43 carers have enjoyed wellbeing activities with our healthy living project supported by Network Partner Carers Leeds.

Employment in London

Working for Carers aims to support 1,556 carers and former carers aged 25 and over in London to move towards employment (from 2016–2022). To date, the project has worked with 875 participants and supported 276 to find employment or training.

Working for Carers is funded by the European Social Fund and The National Lottery Community Fund.

I’m starting to dream again. I thought my drive had been extinguished, but the embers were still there. They just needed to be rekindled and that’s what Working for Carers have helped me to do.
Lily is 45 and cares for her husband Tom who has post-traumatic stress disorder, epilepsy and diabetes. She helps him wash and dress, supports him to attend appointments, manages the paperwork, does all the household chores and looks after their three children.

The family is on a low income and they live hand to mouth with no savings which has left Lily drained and constantly stressed. Tom also frequently wakes her in the night as he needs help to get to the toilet so Lily rarely gets a good night’s sleep. On top of that, the couple were sharing an old and broken bed with an uncomfortable mattress. But with the support of her local Network Partner, we were able to award Lily a grant of £250 towards the cost of a new bed.

Having a new bed will help us sleep more comfortably reducing stress and tiredness so I will be able to continue caring with more energy and compassion because of a good night’s sleep.

Supporting carers like Lily with a grant is just one of the ways we work with our network of 123 local Network Partners to provide essential support to carers of all ages across the UK.

This year, Network Partners offered information, advice, emotional support, practical help and breaks to over 438,000 carers, including more than 47,000 young carers and young adult carers.

31 Network Partners also offer regulated services. They benefit from the expertise of our specialist policy framework which enables them to deliver Care Quality Commission and Care Inspectorate Wales compliant replacement care in a carer’s home.

Meeting basic needs with our grants
Access to Carers Trust grants enables Network Partners to provide often life-changing awards to the carers they support.

Thanks to our generous donors, in 2019/20 we awarded over £1.6m in grants including over £902k to support over 9,200 carers across the UK, including 3,672 young and young adult carers.

With a grant from us, 1,939 carers were able to have a break from caring, purchase goods such as a washing machine or cooker or learn skills to help them manage the impact of being a carer. A further 7,279 carers were able to take part in group trips and activities, enjoying the chance to take time out and make new friends.

Our agile grant making meant that in March 2020 we quickly put in place plans for a Carers Emergency Grant to tackle hardship caused by COVID-19.

Building on best practice
In July 2019 we launched our Knowledge Hub which enables best practice, resources, innovation and intelligence to be shared with and between Network Partners. Thanks to support from players of People’s Postcode Lottery, over 700 staff from across the UK are using the Hub for the continued development of effective carer support, exceeding our target of 250.

Throughout the year, we’ve helped Network Partners learn from each other through a series of workshops. Topics included good governance, measuring impact, Trusted Charity quality assessment, and risk management.

Quality assurance and improvement
This year saw us developing our quality assurance and improvement framework. We aim to ensure that all Network Partners are sustainable, compliant and viable, and that carers can trust us to provide the support they need. We piloted our new Excellence for Carers Award with two Network Partners and a further rollout is planned across the rest of the network in England.

Securing contracts
Network Partners have access to Tender Management Community Services – our approved tendering support consultancy.

Since 2012, it has supported Network Partners to secure over £175m in revenues from contracts for carer support, funded by local authorities and clinical commissioning groups.
Jade is 17 years old and cares for her little brother Bruce who has autism and her mother who has a mental health condition. Jade loves attending her local young carers group and as it is the only social opportunity she gets away from caring it has made a big difference to her wellbeing. She enjoys performing arts so was delighted when, thanks to a Carers Trust grant, her group went to see the show Matilda.

I can’t believe I have seen a real show now. I have never been able to go to one before because my brother wouldn’t cope in that environment and my mother couldn’t take me without him.

As many as one in five children and young people in the UK are young carers like Jade, and raising awareness about them is just one of the ways we profile carers’ issues.

Young Carers Awareness Day
In January, Young Carers Awareness Day saw us calling on education providers to do more to proactively identify young carers and to ensure that they receive the recognition and support they deserve. Our Count Me In! campaign generated widespread media coverage and was a huge success on social media, even trending on Twitter. Key decision makers also thanked young carers for all they do.

An Early Day Motion calling for more support for young carers was signed by 52 MPs.

A new brand and website
This year we updated our brand. Developed alongside carers, Network Partners and colleagues across Carers Trust, our more contemporary look was launched in April 2020.

Behind the scenes we applied the new brand and website, meaning it has made a huge difference to our wellbeing. The last 12 months have seen a renewed momentum at Carers Trust with the expansion of our grants programme, the recruitment of a new CEO, the development of a refreshed brand and website, increased engagement with our Network Partners, greater investment in our people, growing advocacy on behalf of carers, the continued recruitment of new skills to our Board and a financial surplus for the year.

As COVID-19 has made life far more difficult for carers, Carers Trust has responded by designating £1,000,000 from our unrestricted reserves to create a portfolio of new Funds, which will help carers in their time of greater need. Furthermore, we have already launched a new appeal which has meant we have been able to distribute over £400,000 worth of emergency grants to unpaid carers and we plan to raise further funds this year.

I would like to thank all those who have supported our work this year, in particular our President, Her Royal Highness The Princess Royal, our Vice Presidents, Trustees, Network Partners, donors and our fundraising committees. We look forward to working with you all again in the coming year.

The Trustees and Senior Leadership Team are dedicated to building on our partnerships, delivering increased support and making a real difference to the lives of more carers over the coming year. We recognise that the impact of the COVID-19 emergency will mean a new way of working but I believe, together, we can achieve this for carers who will need our support more than ever.

Thank you from our Chair

Over 20,000 people signed an open letter to the government about the £434m funding gap in children’s social care.

Uptake in social media
We have seen an uptake in social media this year and we launched our new Instagram page. With impressions on Twitter almost doubling we have put even more carers in touch with our services, encouraged campaigners and engaged new audiences.

Working with partners
Collaborating with other stakeholders means we can bring our expertise on carers’ issues to different partnerships. Carers Week 2019 saw us working with seven other charities and Network Partners to raise awareness of carer’s issues across the UK.

As a member of the Disabled Children’s Partnership we also joined the Give It Back campaign for increased support for disabled children and their families.

This year we look forward to:
• Delivering our new strategic plan.
• Delivering three new grant funds – our Carers Emergency Fund and Respite Fund for carers, and our Network Innovation Fund to support new service models and to improve wellbeing of frontline staff.
• Strategic involvement and public affairs work with decision makers to provide support for carers of all ages and scrutiny during the COVID-19 crisis and as lockdown eases.
• Using business intelligence and new research to support innovation, capability and sustainability in delivery for carers.
• Working in partnership with Network Partners and stakeholders to shape better recognition and support for carers and to develop services to meet the needs of carers and their families.
• Continuing our Network Partner training and learning programme, including new ways of working to meet the challenges of the COVID-19 pandemic and driving quality assurance and improvement.
• Delivering direct support for adult carers in the Southern Health and Social Care Trust area in Northern Ireland.
• Rolling out solutions for young carers including the young carers ID card in Wales, guidance for supporting young carers in schools and adapting the Scottish Young Carers Festival.
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This is just one of the ways we profile carers’ issues.
### Financial Review

#### How We Raised Our Funds

<table>
<thead>
<tr>
<th>Source</th>
<th>Percentage</th>
<th>Amount</th>
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</thead>
<tbody>
<tr>
<td>Donations</td>
<td>62%</td>
<td>£3,738k</td>
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<tr>
<td>Government grants</td>
<td>27%</td>
<td>£1,608k</td>
</tr>
<tr>
<td>Legacies</td>
<td>3%</td>
<td>£172k</td>
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<tr>
<td>Trading activities</td>
<td>1%</td>
<td>£59k</td>
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<tr>
<td>Investment income</td>
<td>0.1%</td>
<td>£6k</td>
</tr>
<tr>
<td>Fees and other sales income</td>
<td>0.4%</td>
<td>£29k</td>
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<tr>
<td>Membership fees</td>
<td>6.5%</td>
<td>£391k</td>
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**Total Raised:** £6,003k

#### How We Used Our Funds

<table>
<thead>
<tr>
<th>Category</th>
<th>Percentage</th>
<th>Amount</th>
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</thead>
<tbody>
<tr>
<td>Costs of generating voluntary income</td>
<td>18%</td>
<td>£1,053k</td>
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<tr>
<td>Costs of generating trading income</td>
<td>1%</td>
<td>£68k</td>
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<tr>
<td>Supporting the growth and development of solutions</td>
<td>32%</td>
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<tr>
<td>Influencing society to improve carers’ lives</td>
<td>8%</td>
<td>£462k</td>
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<tr>
<td>Working with local Network Partners to develop a</td>
<td>35%</td>
<td>£2,011k</td>
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<tr>
<td>strong network</td>
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<td></td>
</tr>
<tr>
<td>Raising the profile and awareness of carers and the</td>
<td>6%</td>
<td>£334k</td>
</tr>
<tr>
<td>caring role</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Total Used:** £5,755k

#### We Care About Spending Your Gifts Carefully

**For Every £1 You Give, We Ensure That**

- **82p** is spent directly on charitable activities.
- **18p** is spent on raising money to keep the issue of caring and carers at the forefront of people’s minds.

#### And for Every £1 We Spend Raising Money, We Raise £5.25

- **£1** is spent on generating voluntary income.
- **£1.608** is spent on generating trading income.
- **£1.827** is spent on supporting the growth and development of solutions for carers.
- **£462** is spent on influencing society to improve carers’ lives.
- **£2.011** is spent on working with local Network Partners to develop a strong network.
- **£334** is spent on raising the profile and awareness of carers and the caring role.

By spending money on fundraising we generate even more money for carers. Our overhead costs, excluding costs relating to raising funds, represent 9.7% of total costs.

Find out more at Carers.org/support-us
THANK YOU

An enormous thank you to all of our supporters, whether you have donated time, funds or gifts. Your generosity has helped us make a huge difference to carers this year and to plan with confidence for the year ahead. In particular, we would like to mention those supporters who have made a significant financial contribution over the past 12 months.

People’s Postcode Lottery
Support from the players of People’s Postcode Lottery

Long-term supporters
National Garden Scheme
Pears Foundation

Corporate supporters
CLC World Resorts & Hotels
Deloitte
DW Support Services
Greggs Foundation, The
Jehu Property Group
Jockey Club, The
Legal & General
Markel (UK) Ltd
Next Plc
NHS Property Services Ltd
NRS Healthcare
Partick Thistle Football Club
PIECE Glasgow
Quilter Foundation, The
Rank Group Plc, The
Watson Laurie Limited

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Bruce Tollis Trust, The
Richard Burns
Cayo Foundation, The
Gillian Fane
Gosling Foundation, The
Kevin Green
Maggie and John Hine
John Lowrie Morrison, OBE and
Maureen Morrison
Peter Westropp Memorial Trust, The
Reuben Foundation, The
Rind Foundation, The
Andrew O Robertson, CBE
Scarborough Group Foundation/Sandra and Kevin McCabe, The
TJH Foundation, The
Peter and Janet Winslow

Trusts, foundations and charitable partnerships
Alchemy Foundation
Bupa UK Foundation
Corra Foundation, The
Dulverton Trust, The
Earlsmead Charitable Trust
Eranda Rothschild Foundation
Gwendoline & Margaret Davies Charity, The
Harebell Centenary Fund, The
Hick Charitable Trust, The
Hugh Fraser Foundation, The
Kathleen Hannay Memorial Charity, The
Jenour Foundation, The
M & C Trust, The
Moffat Charitable Trust
Mr & Mrs JMB Charitable Trust
Portrack Charitable Trust
Prince of Wales’s Charitable Fund, The
Princess Anne’s Charities Trust, The
Robertson Trust, The
Scottish Funding Council
Shaw Foundation, The
Sobell Foundation, The
Stichting Teuntje Anna Fund
Waterloo Foundation, The

Government
Department of Health and Social Care
European Social Fund and National Lottery Community Fund
European Union’s ERASMUS programme
European Union’s Horizon 2020 research and innovation programme
NHS England
Scottish Government
Southern Health and Social Care Trust in Northern Ireland
Welsh Government

Legators
John Barclay
Janet Hill
Pamela Kinch
James McAdams
Ann Telford
John Young

Natasha Mutch-Vidal (left), Carers Trust Trustee, with major donors Peter and Janet Winslow, greeting Her Royal Highness The Princess Royal. Our royal President attended a dinner to thank some of our most long-standing and generous supporters.