Looking Ahead in Year Four
As President of Carers Trust I am delighted with the charity’s achievements this year. Many of you demonstrate your respect for the work that Carers Trust does through your generous support. The National Gardens Scheme has enjoyed a long-term partnership with Carers Trust. In the summer I was pleased to visit a garden which has been opening for 20 years and meet local carers supported by Carers Trust Network Partners. I have also visited Network Partners and met their staff and volunteers, as well as the carers they support and the people they care for.

Hearing about the daily struggles carers face and the help they receive on the ground from Network Partners enables me to understand just how much carers value that vital and trusted support. I was delighted to attend the Carers Trust Network Partner annual conference where I heard about the importance of providing local services to carers by meeting Network Partner staff, as well as learning about the challenges they face.

There are many ways in which people show their support for carers. Carers Trust is proud of your commitment which allows us to continue with our important work. As the number of carers increases so do the demands on our services, whether we are supporting schools to help young carers, motivating young adult carers to take the first step to university, or providing welcome breaks and online peer support for adult carers. Without your help we could not continue to ensure that those services are delivered and that carers’ voices are heard.
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“

It is a privilege to have Her Royal Highness The Princess Royal visit one of the beautiful gardens in our scheme.”

Martin McMillan,
Chair of the NGS
In 2015/16 we worked towards four key operational objectives to help us achieve our vision for the UK’s seven million unpaid carers:

- Reaching more of the UK’s carers.
- Delivering positive outcomes for the UK’s carers.
- Achieving a sustainable network to support the UK’s carers.
- Building a sustainable, efficient and well run organisation.

This year has seen us reach more of the UK’s carers via the ongoing development and embedding of our online services. Social media and our media work continue to be important awareness raising tools for us. The UK wide Carers Trust Network of carer services has been key to reaching carers as have our primary care projects and our work with older carers.

Our grant making has seen us delivering many positive outcomes direct to carers and in pump priming new activities and services. Our policy and campaign work ensures that carers’ issues are continuously raised with decision makers.

Our work to sustain The Carers Trust Network continues to deliver training, resources and our ADVANCE mentoring scheme while also strengthening quality assurance and good governance.

This year has also seen work around building a sustainable organisation and the introduction of further efficiency measures led by our team of dedicated staff.

During the year we have also been working towards the development of a new Strategic Framework which will allow us to work in more federal ways across the UK, meaning we can do more for less for carers.

After three and half years as Chair of Carers Trust, (and eight years as a trustee with The Princess Royal Trust for Carers) we say an enormous thank you to Andrew Cozens CBE who stood down from the role of Chair in September and from the board in March. Andrew has overseen significant growth and success during his time as Chair. Andrew will continue to maintain his long relationship with the charity in his new role as Vice President.

We would like to thank all our supporters who make our work possible – you are all helping to make carers count.

Gail Scott-Spicer
Chief Executive, Carers Trust

Stuart Taylor
Chairman, 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, through our unique online services 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.

Carers Trust is the largest provider of comprehensive carer services in the UK. In 2015/16 we reached more than 514,860 carers, including more than:

- **25,300** young carers.
- **5,190** carers supported by our online services.

Carers Trust’s 150 Network Partners are independent local services for carers of all ages, supporting people with any condition. 95 Network Partners also offer services for young carers.

All Network Partners are expected to have a Quality Award which is awarded after robust internal and external assessment of their services. Whenever carers see our Quality Assurance mark they know they’ll be getting a quality service they can trust wherever they are in the UK.
Carers Trust relies almost exclusively on donations and grants from our supporters. Last year, thanks to your generous support, we were able to raise £7.211m to support our work. This came from a wide range of sources, including voluntary donations, major gifts, charitable trusts and foundations and central Government.

Without your support, we could not do the work we do and we are immensely grateful for every donation we receive.

Three in five of us will become carers at some stage of our lives. Becoming a carer can be life changing and it can happen overnight.

Our new five-year Carers Trust Network Strategic Framework has big ambitions to support more of the UK’s growing number of unpaid carers.

We will need your help to deliver that strategy by 2021. With your support, we will make a greater impact for carers, and:

- The value of carers will be more widely recognised.
- More carers will have been identified.
- They will be receiving more and better quality support.

There are many ways you can support Carers Trust. For more information, please visit Carers.org/section/get-involved or contact us directly at fundraising@carers.org.
All our supporters play a pivotal role in our organisation. We are immensely grateful to everyone who helped us to make carers count this year. Here are just some of the ways you’ve shown you care.

Unrestricted and core funding provides us with much needed flexibility so that we can respond more quickly where we see the need. Long-standing partner Pears Foundation renewed its support for a further two years, offering £200,000 each year. National Gardens Scheme also increased its support in 2015 with an unrestricted donation of £400,000. Core funding supports our ongoing vital support services for carers so that we can use other investments to develop and expand our services and help more carers.

The Peter Westropp Memorial Trust raised over £40,000 during the year by organising and taking part in various fundraising events such as a cycle from north to south Vietnam.

We were fortunate to have had the presence of our President Her Royal Highness The Princess Royal at two fundraising dinners. John McGlynn and Marie Macklin CBE, hosted a dinner in Glasgow and raised £25,000 for Carers Trust while Kevin Green hosted a dinner at Claridge’s which raised £50,000.

The Masonic Charitable Foundation (previously known as The Freemasons’ Grand Charity) gave a grant of £30,000 towards one of our core programmes – the Triangle of Care, supporting carers of people with mental health problems.

We also formed a new partnership with Greggs Plc as part of our new fundraising initiative, Britain Best Breakfast. Greggs sponsored the campaign with a £50,000 donation.

Our partnership with The Rank Group Plc reached the £1m mark in its second year thanks to some fantastic staff fundraising.

We are also extremely grateful to our partner Olswang LLP an international TMT law firm. We were delighted to be announced as the winners of the Best Partnership in the Legal Sector at the Third Sector Business Charity Awards in 2016. Not only did the partnership raise an amazing £105,000, it also provided vital pro bono legal advice to Carers Trust and 11 Network Partners.

Large or small, all your donations make a difference.
Reaching more carers online
This year, we have continued to reach and support increasing numbers of carers online. With generous support from The Queen’s Trust and The Co-operative Charity of the Year, more and more young and young adult carers are taking part in our online communities – Babble and Matter.

As part of our strategy to reach and support more carers via our help, information and online services, this year we began the process of redesigning our main website for carers, Carers.org, to create a highly carer focused, accessible and mobile responsive site – thanks to funding from Nabarro and several trusts and foundations. The project was shaped by a discovery phase where we carried out consultations with key stakeholders including carers of all ages and with varying caring experiences.

We also recruited an Information Officer to update and extend our help information for carers and carried out a comprehensive review of the site’s content to ensure it meets carers’ needs and expectations.

Reaching more carers via social media
Social media continues to prove a highly effective way to reach ever greater numbers of carers:

- Our Facebook likes increased by 56% (to 8,280).
- On Twitter we reached 29,393 followers, an increase of 38% on the previous year.
- Followers of our younger carers Twitter account doubled to over 1,000.
Young Carers Awareness Day

Our Young Carers Awareness Day on 28 January aimed to raise the profile of young carers and make sure they get the support they need. Thanks to funding from The Co-operative Charity of the Year and The Queen’s Trust, our activities and media coverage ensured the day was a huge success and young carers were involved every step of the way. Social media was a huge hit – our thunderclap was seen by over two million people.

Reaching carers through the media

During this year we have continued to raise the profile of carers through our media coverage.

Many thanks to all the Network Partners and carers who helped us tell carers’ stories on ITV’s Lorraine, Radio 2’s Jeremy Vine Show and ITV’s lunchtime news among others, during Carers Week.

Our fundraising campaign Britain’s Best Breakfast captured journalists’ imagination with a story about carers never having a break. It was covered by many outlets including Good Morning Britain, London Live, ITV regions, Sky News, Hello! magazine, the Daily Mirror and over 300 radio stations. While Reveal magazine ran features for 13 weeks. This is the equivalent of £822,000 worth of paid advertising.

Elsewhere, our Dads Care Too report gained coverage in the Daily Mirror and The Big Issue.

A young carer and her family appeared on This Morning on Carers Rights Day and with the support of Oritse, Rank’s support for Carers Trust received UK-wide coverage.

A visit to Greenwich Carers Centre by Her Royal Highness The Princess Royal also gained good local coverage.

Working with Barclays to reach carers

Thanks to support from Barclays, a summer TV advertising campaign showcased the work of Barclays and Carers Trust in supporting carers. The advert was backed up by a feature in The Telegraph, helping us to promote caring and Carers Trust to over 25 million people. Barclays also ran local carers forums where carers could find out about the options available to help with money matters.

Working with health professionals

Health professionals can play a major role in supporting carers and we have continued to work with primary care providers including those providing support for carers of people with dementia.
Delivering positive outcomes on the ground
Carers are under enormous pressure so the need for time away from the day-to-day stresses of caring is vital for their wellbeing. Network Partners provide a range of services including short breaks to allow carers to have a breathing space to face the challenges ahead.

Targeting support to individual carers
With the dedicated support of our main grant funder, The Rank Group Plc, along with other funders including Pears Foundation, Comic Relief, Markel (UK) Limited and Jill Franklin Trust, we have been able to award in excess of £1,890,943 in grants to directly support carers across the UK. This includes grants totaling £422,989.20 which have been awarded to Network Partners to support individual carers and to deliver activities to small groups of carers. Carers Trust manages a range of programmes to meet carers’ varied needs, such as purchasing essential household equipment including cookers and mattresses. This year, we received nearly 1,300 applications and with our funders, helped 68% of these requests, resulting in 2,066 carers receiving support.

Evaluating the effectiveness of our grant making
When we award grants to Network Partners they are asked to monitor the outcomes of their projects so that we can chart the difference our grants make to carers’ lives. This year, we also commissioned the cost benefit analysis tool which demonstrates why it makes long-term financial sense to invest in young adult carer support.

Triangle of Care
Our Triangle of Care programme helps ensure health services are meeting their responsibilities to carers of people with mental health problems.

In England, thanks to funding from Masonic Charitable Foundation we have new resources to help mental health trusts ensure carers are identified, included and supported. 28 trusts are working to embed the programme in their services and with the support of NHS England we now have a resource for young and young adult carers.

In Scotland, funding from the Scottish Government is helping us implement the Triangle of Care in nine health board areas and we are working with organisations such as Scottish Recovery Network to enable more and better carer support.

In Wales, we are working with two health boards to ensure that carers are recognised and supported in the delivery of services.
Delivering positive outcomes online

Our three online services – Carers Space, Matter and Babble – provide a responsive service to carers every day of the year. Services are driven by community members who can share experiences, access information and advice and make vital friendships with other carers.

Working with partners is vital in raising awareness of carers’ issues and bringing relevant expertise into our online services. Our work with The Tinder Foundation and its network of UK Online centres is helping its staff identify and support carers.

Policy work to make a difference for carers

We work to influence Governments’ policies by making sure they understand what needs to work differently for carers and the Network Partners who provide the vital local services that support carers. This work includes:

- Supporting carers and their services to talk to elected representatives, as well as providing evidence to decision makers ourselves.
- Employing expert staff, funded by national Governments in England, Wales and Scotland, and other donors, to ensure carers’ needs and voices are reflected in legislation, and health and social care policy, at a national and devolved level.
- Supporting Network Partners to engage with local and national developments so that they can represent carers’ needs and services.
- Finding out what works and sharing this research and practice.
- Focusing on groups of carers with particular needs who need extra support to enable them to take part in society.

Helping young adult carers achieve positive outcomes

Thanks to funding from The Co-operative Charity of the Year, we have supported thousands of young adult carers to campaign for better recognition and support. This included:

- Making sure that there is better support for of carers at university.
- Ensuring the Department for Education gives clearer guidance to colleges in England on identifying and supporting student carers.
- Supporting young adult carers to speak up for better mental health support in their local area.

“
It is so refreshing to find an organisation that takes so much time to be as helpful as you obviously have been.”
Carer
One of our key roles is to support Network Partners to deliver high quality, trusted services to carers and the people they care for. Being part of The Carers Trust Network gives access to a range of programmes and services.

Trading through Carers Enterprises Limited (CEL)
Our trading arm Carers Enterprises provides products and services specially selected for The Carers Trust Network, such as insurance, care products, fundraising items and pensions. Our central negotiations ensure competitive pricing. Our DBS service gives The Carers Trust Network a quick service, ensuring new employees are criminal record checked to start work as soon as needed.

Training The Carers Trust Network
Masterclasses
This year we delivered a range of masterclasses. These provided The Carers Trust Network with expert knowledge, skills and advice in the National Minimum Wage, care staff recruitment, VAT, tendering, financial compliance, fundraising, statutory carers’ assessments and social enterprise activity.

Over 268 professionals from The Carers Trust Network benefited from our masterclass training.

Carers Star
The Carers Star is a holistic and collaborative tool designed for use in services that support carers, on a one-to-one basis, over a period of time. During the year our team of trainers supported over 80 Network Partners, including 649 of their staff, to use the Carers Star.

Bringing The Carers Trust Network together
Our 2015 Network Partner Conference saw 184 delegates from The Carers Trust Network sharing best practice and innovative approaches to sustainability. Workshops and our exhibition area maximised opportunities to share and learn.

A framework for quality care standards
We support Network Partners in England and Wales to deliver personal care services regulated by the Care Quality Commission and the Care and Social Services Inspectorate Wales. Our care management and HR policy frameworks ensure every service meets the same high standards. This year a development programme began looking to expand this service and to ensure it continues to support The Carers Trust Network.
Carers Trust Quality Award
Each Carers Trust Network Partner ensures the quality of its organisation and the services it delivers to carers and the people they care for by completing the Carers Trust Quality Award. This combines the use of an external quality assurance measure with our internal standards. It means we are constantly measuring ourselves against the industry standards set for example, by the Charity Commission and Office of the Scottish Charity Regulator.

ADVANCE – addressing local challenges
Our Advance Programme has seen 65% of Network Partner Chief Executives in England and Wales working with a high level business mentor to address local needs and challenges. Programme research highlights the challenges Chief Executives face in leading their services through financially difficult and unstable times while the pressure on staff and services soars. We are grateful to Pears Foundation and Esmée Fairbairn Foundation for their support, and to Peridot Partners for helping source high calibre mentors to help us plan our expansion and launch in Scotland in 2017.

Advocating on behalf of The Carers Trust Network
During the year, we have advocated alongside many other voluntary organisations for better funding for social care ensuring the voice of carers is heard at all Government levels. As a result of our joint work with others in the sector, former Chancellor George Osborne introduced the 2% social care precept to help fund adult social care.

Informing The Carers Trust Network
Funding from The Queen’s Trust has helped our website for professionals working with carers go from strength to strength with a wealth of regularly updated resources, reports, toolkits and guidance documents. https://professionals.carers.org is a valuable resource for all those coming into contact with carers through their work in health, education or social care.
At Carers Trust we continuously look at ways to maximise our sustainability and efficiency.

**Making Carers Trust one of the best places to work**

We want to ensure Carers Trust is a great place to work so this year we again took part in the survey run by Best Companies. We are proud to have achieved ‘One to Watch’ status and hope to improve year on year. We believe that measuring, recognising and improving employee engagement levels can help us deliver better services to The Carers Trust Network and carers.

**Demonstrating our commitment to disabled people**

During the year, we became a Two Ticks – Positive About Disabled People employer (now known as a Disability Confident Employer). This means that we are committed to take a number of actions to support disabled people in recruitment and employment as part of our commitment to increasing the diversity of our workforce.

**Prioritising carer safety**

Following the recruitment and training of Designated Safeguarding Officers from among our staff, we have ensured that all staff know how to manage a possible safeguarding incident. We have also introduced new risk management procedures. This ensures Carers Trust is a safe place for carers of all ages who use our services.

**Ensuring long-term financial sustainability**

During the year, we looked at all aspects of our expenditure and identified areas where savings could be made, notably using technology to reduce travel costs, flexible working patterns and supplier negotiations – thus aiming to save £100,000 of costs within two years.

**Making fundraising efficiencies**

Restructuring and investment this year means we’ve been able to become even more efficient fundraisers and create a more diversified income portfolio. These changes have already led to improved fundraising performance through securing new corporate partnerships and a better engagement with key major supporters.

**Building our marketing base with CarerSmart**

CarerSmart is our online benefits club for carers and people with care needs. Offering great benefits, discounts and advice, it’s free to join at Carersmart.org. The club is also part of our offer to The Carers Trust Network and funders and is helping us diversify our customer base.
Caring for our donors

We care about being transparent

We value every penny given to us and work on the basis that our donors trust us to spend it effectively. We pride ourselves on being approachable and you can ask us for information about how we spend our money at any time.

We care about spending your gifts carefully

For every £1 you give:

- £0.81 is spent directly on charitable activities.
- £0.18 is spent on raising money to keep the issue of caring and carers at the forefront of people’s minds.
- £0.01 is spent on governance costs.

And for every £1 we spend raising money, we raise £5.17. By spending money on fundraising we generate even more money for carers.

Thank you for making carers count.

We care about being accountable

✓ We follow best practice guidance as set out by the Institute of Fundraising and the Fundraising Standards Board. These are two of the key organisations that regulate fundraising in the UK.

✓ We welcome the prospect of new regulations for safer fundraising.

✓ Carers Trust takes the protection of data relating to donors very seriously. This means we will never pass your details onto a third party without your permission.

While we do use agencies to help us with our fundraising activities, we never put pressure on people to donate.

✗ We do not pay commission to fundraisers to recruit new donors.

✗ We do not cold call potential donors.

✗ We do not use street fundraisers.
Implementing new laws for carers

Our work this year has focused on how the Care Act is working for adult carers. Thanks to funding from Pears Foundation we’ve conducted research which found out how local authorities are preventing carers’ needs from getting worse, and if they are charging carers for their own support. We also began a major review of how the Care Act is working for carers one year on.

Raising carers’ issues with MPs

We worked hard to make sure that prospective party candidates and new MPs knew about carers’ issues and what needed to change for them in the new parliament.

Supporting young carers in schools

Thanks to funding from The Queen’s Trust and Big Lottery Fund, Carers Trust and The Children’s Society Young Carers in Focus partners have significantly expanded the Young Carers in Schools programme to improve the support of young carers in schools. Now reaching over 1,250 sector professionals, the programme has had significant positive impacts on outcomes for young carers. Interested schools can find out more at www.carers.org/young-carers-schools.

Making a step change for young carers and their families

Carers Trust, in partnership with The Children’s Society, delivered a one-year Department for Education funded project to support local authorities in England effectively implement the duties required under the Care Act 2014 and the Children and Families Act 2014 with regard to young carers and their families. Learning from the project is being shared at www.makingastepchange.info.

Grants for carers

We awarded Network Partner CARES Sandwell a grant of £500 to hold a creative writing course and a pencil and pastel art course for 20 carers. Creative activities can help carers maintain good mental health and raise self-esteem, and those taking part were able to relax and take valuable time out.

In England, this year Carers Trust reached 452,820 carers including 22,613 young carers through The Carers Trust Network of quality assured independent Network Partners.
Our work in Northern Ireland

Carers Trust Northern Ireland has continued to make a positive impact on carers’ lives.

**Supporting older carers**
Our Big Lottery funded Mind the Gap programme has supported 541 carers over 60 during the year with advice and information. This has included our Good Day Good Carer telephone service which has provided a listening ear with regular calls to 120 carers.

**Working with young adult carers**
This year also saw us launching our Young Adult Carer service and over 50 young adult carers have been supported through Network Partner Newry & Mourne Carers’ Time to be Heard initiative.

**Working in partnership**
Our partnership work with Boots has enabled us to run health and wellbeing courses funded by Community Development Health Network. Carers are often involved in managing medicines for the person they care for. So, with help from Community Pharmacy Northern Ireland, we distributed our Carers Guide to Managing Medicines to every pharmacy in the province. Our pilot in Ballymoney has also been giving carers support at hospital discharge time.

**Influencing change**
Bringing about longer-term change is key and we are working with Carers NI towards a joint lobbying policy plan. We are also working with MLAs to support carers including via the Health Committee. As members of the All Ireland Hospice and Palliative Care Working group we recommended better support for carers in its Let’s Talk report.

**Grants for carers**
Audrey is 30 and cares for her three children under 12 who are affected by a range of conditions, including learning disability and autism. Audrey also cares for her husband who has anxiety and depression. Audrey was in desperate need of a break and our grant of £330 meant that she and her husband could take some much needed time out as a couple.

In Northern Ireland, this year Carers Trust reached 285 carers including 125 young carers through The Carers Trust Network.

"I feel completely empty and exhausted as I have been caring for absolutely everyone."

Audrey
Successful campaigning
Parliamentary engagement has included successful campaigning for amendments to the Carers (Scotland) Act that recognise the importance of carer involvement, engagement with all political parties during the 2016 election campaign, and the Scottish Government taking on board priorities from our election manifesto about financial support for carers.

Young Adult Carers – Time to be Heard
We held Scotland’s first Young Adult Carers Summit in July, bringing together more than 100 young adult carers aged 16–25 – the largest ever gathering in Scotland. The Summit included sessions on adapting to university life, and gave carers the chance to meet other carers and have a much needed break. The event was a platform to launch a new campaign, Going Higher in Scotland, which is asking all universities to identify and support student carers at the earliest opportunity.

Adopting the Triangle of Care in the Shetland Islands
One of the latest regions to recognise the benefits of adopting the Triangle of Care was the Shetland Islands. We ran a series of events with NHS Shetland and the Mental Health Carers Forum. They are now working with us to ensure that carers of all ages of people with mental health problems are seen as vital partners with service users and staff.

The Scottish Young Carers Festival
This year, our annual event brought together around 600 young carers from all over Scotland. The Festival provides a platform for young carers to share their experiences and the impact caring has on them and to suggest changes that could make their lives better. It also provides young carers with a vital break from caring, and the chance to meet other young people and of course have fun.

Grants for carers
Bhavna is 29 and cares for her nine-year-old son, Amrit, who has attention deficit hyperactivity disorder, sensory sensitivities and has difficulty sleeping. Despite these demands, Bhavna is embarking on a university course in Mental Health Nursing so we have awarded her a grant of £400 to cover equipment costs to help her achieve her goal.

In Scotland, this year Carers Trust reached 30,823 carers including 1,694 young carers through The Carers Trust Network of quality assured independent Network Partners.
Securing election commitments
Carers Trust Wales worked tirelessly in the run up to the 2016 Welsh election, securing commitments for carers in every party manifesto. We consulted with carers on our priorities during the campaign, and enabled carers to talk directly to politicians on a number of occasions.

Young adult carers’ voices being heard
This year, we published the Time to be Heard Wales report on young adult carers’ experiences of education with recommendations for schools, universities and the Government to improve awareness of and support for young adult carers. The report was launched at the Senedd, with the Minister for Education and Skills.

We also held the largest ever gathering of young adult carers in Wales where young people were able to experience university life first hand and have one-to-one advice on applying to and thriving at university. We also secured multiple opportunities for young adult carers’ voices to be heard in the media.

Medicines management for carers
We launched a campaign with Public Health Wales and Community Pharmacy Wales to put our Managing Medicines publication in every pharmacy in Wales. We also continue to build relationships with the School of Pharmacy at Cardiff University to raise awareness.

Funding to deliver more for carers
During the year, Carers Trust Wales successfully secured a further three years of funding from the Welsh Government to promote and develop carers services, support for carers through pharmacies and to work with young adult carers, and carers of people with dementia.

Grants for carers
Our £500 grant enabled Network Partner Carers Trust South East Wales to hold a series of sessions on mental health awareness. 15 carers attended each session and came away with increased knowledge of mental health and illness. They also learned more about looking after their own emotional health and wellbeing as well as supporting someone with a mental health problem.

In Wales, this year Carers Trust reached 25,739 carers including 910 young carers through The Carers Trust Network of quality assured independent Network Partners.
Jeanette, is 73 years old and a former psychiatric nurse, she cares for her daughter Cathrine who is 48.

Cathrine has Down’s syndrome, epilepsy and hypothyroidism. She is also hard of hearing and was diagnosed with dementia ten years ago so Jeanette has cared for her all her life. Until recently Jeanette also cared for her husband but sadly lost him to vascular dementia.

Jeanette’s day starts early as she helps her daughter get up and to the toilet. She then prepares her breakfast, medication and drink and continues to look after her daughter’s needs throughout the day.

Cathrine’s behaviour is very changeable and has become more challenging with the development of dementia. This means both her and her mother have to live and sleep on the ground floor as Cathrine won’t go upstairs. Even at night Jeanette usually gets up several times to tend to Cathrine.

Over the years, Jeanette has developed her own health problems and disabilities and this makes going out together very difficult. Any trips require a great deal of planning and extra support.

Care support workers come in for about 20 minutes every morning and evening to help wash and dress/undress Cathrine. Although Jeanette has been offered respite care, following her husband’s death she finds there is no one to enjoy the time with: “The hardest part about being a carer now is the loneliness. The times most of us look forward to, such as weekends and bank holidays, are particularly difficult.”

Although Cathrine goes to a day centre twice a week, unfortunately there are no staff there who are trained to support people who have learning disabilities and dementia. Jeanette has also been waiting 12 months for a review from a social worker which will help her plan for the future.

Jeanette welcomes the support she gets from our online service for carers – Carers Space – where she meets other carers without even having to leave her home. As she says: “It’s a lifeline. I love it, it really helps break the loneliness and I look forward to the regular chats. Give it a go, you’ll find everyone welcoming and supportive.”

Find out more about our online services for carers of all ages in this annual review.
This year, we have been working with carers, Network Partners, Government departments, funders, commissioners and donors to understand how we can deliver greater impact for carers with reducing resources and with a focus on the structures we would need to work within, in order to do so. We completed a review of our current operating environment, noting the opportunities open to us and the threats to our sustainability.

A strong and vibrant Carers Trust Network is vital to provide the support and advocacy that carers need in order to carry on caring. With £132bn worth of savings delivered by unpaid carers to the UK economy every year, support to carers has never been more important. Our review has helped us to prioritise what is important to carers and what we need to do to deliver more services with less resources. It has also helped us to shape a new Strategic Framework for The Carers Trust Network which we shall be delivering our services in alignment with over the next five years.

Our strategic objectives

Our strategy aims to identify, support and involve more carers and to strengthen our network in order to do so.

To identify, support and involve more carers we will:
- Champion carers.
- Provide services to carers in all parts of the UK.
- Create transformational partnerships.

To achieve our aspirations for carers we will strengthen The Carers Trust Network by:
- Growing sustainably.
- Strengthening our capabilities.

As we move forward, we will be aiming to work in closer alignment, leveraging the best of being both UK wide, national and local and building on the expertise and profile we already have across all parts of The Carers Trust Network.

We will begin implementation of this new Strategic Framework during 2016/17 with the aim of working as one organisation by the year 2021. The Framework will be adopted across all parts of the UK, and localised to meet particular sets of circumstances, legislative frameworks and commissioning arrangements. Implementation of the
strategies in this Framework will ensure that by 2021 we will have changed the landscape for carers:

- The value of carers will be more widely recognised.
- More carers will have been identified.
- They will be receiving more and better quality support.

We believe that we are being ambitious on behalf of carers. By working together within this Framework and with the continuing support of our funders and donors, we will deliver a better future for the UK’s seven million carers of today and ten million carers of tomorrow.
How we raised our funds

Several of our staff, including Neil Westcott, our Fundraising and Database Manager, joined the Santa Run in London to raise money for carers.

We raised £7.9m to benefit the lives of carers in 2015/16. This is an increase of 20% from the 2014/15 figure. Despite the expected fall in Government funding as part of the austerity cuts, increases in corporate donations and legacy incomes have more than compensated.

84% of our income in 2015/16 was generated from our Fundraising team’s work, including trust, lottery, corporate and individual donations and legacies. Multi-year funding initiatives with corporate partners continue to be one of our most successful fundraising areas, as was a significant increase in legacy income (this showed a £1.3m increase from 2014/15’s figure).
How we used our funds to benefit carers

This year we spent £8.95m – 80.5% of which was spent directly on our four main charitable activities.

The amount spent (£8.9m compared with £9.1m in 2014/2015) compares consistently with the figures spent over the last three years, with the percentages spent across our charitable activities remaining pretty constant.

<table>
<thead>
<tr>
<th>Total expenditure (2016) £</th>
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<tr>
<td>Costs of generating voluntary income</td>
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<tr>
<td>Costs of generating trading income</td>
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<tr>
<td>Supporting the growth and development of solutions for carers</td>
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<td>Raising the profile and awareness of carers and the caring role</td>
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<tr>
<td><strong>Total</strong></td>
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</tbody>
</table>

- Costs of generating voluntary income (13.3%)
- Costs of generating trading income (6.2%)
- Supporting the growth and development of solutions for carers (32.2%)
- Influence society to improve carers’ lives (12.3%)
- Work with local partners to develop a strong network (23.8%)
- Raising the profile and awareness of carers and the caring role (12.2%)
How we sustain our work

As one of the Carers Week charity supporters we took the opportunity in June to raise awareness of the needs of carers, identify hidden carers and ensure they can find the support they need. We also recognise that carers need help and support every day of the year and that our role in supporting them must continue throughout the year.

Our level of reserves continues to fall year on year (in 2015/16 they were around £1.125m lower than 2014/15). This is primarily due to ongoing grant funding and project expenditure relating to our 2013 Charity of the Year partnership with The Co-operative. Excluding this, our operating deficit continues to fall as a result of higher fundraising income and continuing to look at ways of keeping our cost base as low as possible. Our general level of reserves continues to be broadly in line with our set reserves policy.

### Total funds (2016) £

- Restricted – for grant and project activities: £1,641,340
- Restricted – The Co-operative Charity of the Year grants/projects: £1,286,118
- Restricted – for direct activities: £535,374
- General unrestricted reserves: £1,146,044
- Designated and other: £229,220

Total: £4,838,096

- Restricted – for grant and project activities (34%)
- Restricted – The Co-operative Charity of the Year grants/projects (27%)
- Restricted – for direct activities (11%)
- General unrestricted reserves (24%)
- Designated and other (4%)
We value every single £1 we get — whether it comes as a straightforward donation, a legacy or from the fundraising efforts of many of our supporters. We would like to say a special thank you to the following people and organisations.

Our President
Her Royal Highness The Princess Royal

Our Vice Presidents
Hilary Devey CBE
Trevor Hemmings CVO
Lord James Mackay KT
Dr John Lowrie Morrison OBE
and Mrs Maureen Morrison
Andrew Robertson OBE
Dame Gillian Wagner DBE

Our Trustees
Andrew Cozens – Chair (stood down as Chair September 2015 and from the board March 2016)
Stuart Taylor, Chairman (from September 2015)
Patrick Healy – Vice Chair
Mark Currie – Treasurer
Lynne Powrie – Trustee (reappointed Sept 2015)

Martin Morris – Trustee (resigned March 2016)
Dr Edward Wojakowski MBPF – Trustee
Robin Foster – Trustee (resigned September 2015)
Tim Poole – Trustee (appointed Sept 2015)
Veronica Stonor – Trustee (appointed Sept 2015)
William McCormick – Trustee

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Band Trust, The
Betty Lawes Foundation, The
Big Lottery Fund England
When our mother was diagnosed with cancer, I ended up dropping out of university for a couple of years to be her carer. I felt isolated, lonely and out of my depth. Sadly, our mother Mona died in 2006 but my brother and I were inspired by her bravery and decided to go head-to-head in a race around Hyde Park. We did it dressed up as superheroes – Batman Vs Superman – and raised £745. We wanted to raise awareness of carers as the real superheroes.”

Zac Ghaffar