Moving Ahead in Year Three
As President of Carers Trust, I am proud of all we have achieved for the UK's seven million carers as we have continued to grow and develop during our third year as a new charity.

I place great importance on meeting carers and the Carers Trust Network Partners who work so tirelessly to support them, often with limited resources. I was therefore delighted to visit four Carers Trust Network Partners this year and to listen to the carers they support, and in March I had the pleasure of meeting many of the inspiring Rank Cares Champions – employees who organise local fundraising and volunteering as part of the Rank Group partnership with Carers Trust. This partnership is just one of the many ways that people have supported us during the year, from individuals who run marathons, to significant donors who give longer-term support. Our trusted and quality assured support can give carers a vital break, the chance to build a life outside caring or to learn new skills, or just someone to talk to at the end of the phone. We help young adult carers to realise aspirations and to plan for the future like other young people and we give young carers the chance to be a child again.

With ever growing demand on stretched resources, these are challenging times for carers and the organisations that work with them. Your contribution this year has helped our work as we continue to champion the rights of carers and to raise awareness. Thank you for your continued support.
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Carers Trust has had a positive and influential third year. Our core priorities have been:

- To reach carers in our communities.
- To ensure high quality services and support for carers.
- To support young carers and young adult carers.
- To support carers in complex circumstances.

We are reaching more carers through our online support services, and through the work of local Carers Trust Network Partners. They are delivering quality assured services, including vital breaks, in local communities.

Following our successful work in helping shape the new legislation for carers of all ages in England, this year we have been influencing the regulations and guidance for both the Care Act and the Children and Families Act. We have also been working hard in Northern Ireland, Scotland and Wales to ensure carers’ rights are high on the agenda.

We have continued to be significant grant makers to both individual carers in need and to organisations working with them. This has included grants for work with young and young adult carers who we have also supported with awareness raising work in schools and universities.

Our work with mental health trusts, in primary care and dementia care is leading to real change for carers and the people they care for. Key to this has been carer involvement, ensuring that carers help inform all aspects of the work that we do and helping them to tell their story direct to decision makers and through the media.

We would like to thank Thea Stein, our first Chief Executive, who left us in autumn 2014 after sterling work seeing us through the early years of Carers Trust. We are also very grateful to Moira Fraser, our Director of Policy and Research, who built on that work as Interim Chief Executive.

Without the commitment of the staff at Carers Trust and Network Partners we would never be able to achieve all that we do for carers. But the pressure on services is growing as the number of carers increases. At the same time, the need to secure unrestricted funding and funding for core costs is vital. This is an ongoing challenge and an organisational priority and so we are indebted to funders such as National Gardens Scheme and Pears Foundation who recognise that need.

We would also like to give an enormous thank you to all our supporters. However you choose to do it, you can and do make a difference. Thank you for making carers count.

Gail Scott-Spicer
Chief Executive, Carers Trust

Andrew Cozens CBE
Chair, Carers Trust
Carers Trust is a major new 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 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 of a world where the role and contribution of unpaid carers is recognised and they have access to the trusted quality support and services they need to live their own lives.

Carers Trust is the largest provider of comprehensive carer support services in the UK, reaching more than 471,000 carers, including over 21,800 young carers and just over 4,300 carers supported by our online services.

Each Network Partner is an independent charity in its own right, delivering a wide range of local support services to meet the needs of carers in its own community. Each provides expertise specific to its particular area of the UK.

All Network Partners are expected to have a Quality Award which is only awarded after rigorous 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.

“There are no words to describe what it means to have the support of staff, volunteers and other carers.”

Carer

“I have been in a caring situation for a long time. You don’t get to be the person you are inside; you don’t have the mental, emotional or physical energy.”

Carer
People can become a carer at any time

Esmond is in his 60s and returned from Spain to care for his elderly mother two years ago when she was diagnosed with advanced dementia and Alzheimer’s disease and could no longer care for herself.

“My mother is 90 and was living in her home until two years ago but then her condition began to gradually worsen. I was flying back every two months to see her. In the end she could no longer take care of herself and was burning pans and forgetting things, so I decided that I needed to come home to take care of her.

I rented a bungalow and moved my mother in with me and I am now her full-time carer. This means I cook, clean and help her with things like getting in and out of the bath.

The saddest thing is to have a conversation as my mother doesn’t remember things. Occasionally, I show her old photos and talk to her about them. And she does enjoy and appreciate food, so that is one thing that we can share. I also bought her a wheelchair so we can get out sometimes, weather permitting.

After 28 years of living away from the UK I initially found the care system difficult to navigate . . . I was really out of touch with how to get some help. But I’m now getting help from my local Carers Trust Network Partner along with other local charities. This gives me access to funds which enables me to purchase respite care. This means I can get a break and go out. My local Citizens Advice has also helped me in my battle to get Carer’s Allowance.

I also think the main person who can help change the situation is your GP. They should have information available for carers in their surgeries.”

With help from his local Carers Trust Network Partner, Esmond is able to access respite care for his mother.

Find out about our innovative work raising awareness of caring with primary care providers such as GPs, in this review.

“The thought of becoming a carer or retiring had never crossed my mind.”

Esmond
We are here for carers like Esmond – working tirelessly to increase recognition of the caring cause and the crucial role carers play every day in our society and to create a better world for them.

We exist because:

- Anyone can be a carer. Three in five of us will become a carer at some point in our lives. Yet, we know all too well that carers still aren’t being recognised for what they do.
- We believe that every carer should have access to the support and services they need to live a fulfilling life. Yet caring often has a detrimental impact on carers’ physical and emotional health and leaves many carers struggling to survive on a low income.

How your support has made a difference

This year has seen some major breakthroughs in the work of Carers Trust – from the launch of new online services for young carers (babble.carers.org) and young adult carers (matter.carers.org) to putting carers at the forefront of the political agenda.

Our staff, volunteers and supporters have all played a vital role in making this happen and we are truly humbled by their contribution.

Why we still need your support

However, we need to raise at least £5m every year just to maintain our core activities and support the 471,000 carers we are reaching every year. Our supporters are generous and we have come a long way since our launch in 2012, but we want to reach more carers and need every penny we can raise to do this.

Some of our key priorities in 2015–2016 will be to:

- Reach more of the UK’s seven million carers.
- Deliver positive outcomes for all carers including young and young adult carers.
- Make sure that our network remains sustainable and can reach those who rely on the vital services they provide day to day.

With your help, we'll be able to reach one million carers by 2018.
Our special supporters

The Rank Group Plc and Carers Trust partnership was shortlisted for a Third Sector Business Charity Award in the Retail and Leisure category.

Thank you to everyone who supported us this year – whether by volunteering your time, taking on a challenge to raise money or however you have donated – thank you for recognising there are seven million reasons to care.

A new corporate partnership with The Rank Group Plc
Rank employees raised an amazing £500,000 this year to enable us to offer Rank Cares grants to carers. They also volunteered an incredible 2,000 hours to support local Carers Trust Network Partners, helping out with everything from residential events to carers pamper days.

Gwen is 72 and cares for her 44 year-old-daughter, who has had mental health problems since she was 16. Thanks to a Rank Cares grant of £500, Gwen and her daughter were able to take a break in Bournemouth. The holiday enabled Gwen to get away and enjoy time with her daughter free from the restrictions of her daily caring role. You can watch Gwen on YouTube talking about the importance of her carers break.

A special thank you to our long-standing supporters
We have some fantastic supporters who are as committed as we are to making a positive impact on carers’ lives. Our relationships are very much partnerships and we really value the trust our funders place in us to deliver everything we set out to achieve for carers.

The National Gardens Scheme – one of our longest standing and most generous supporters – has donated over £2.6m to support carers since 1998 and has continued its support this year with a £350,000 unrestricted grant. This has allowed us to invest funding where we felt the need was greatest and has ensured we have the right infrastructure in place to support all of our work.

Another long-term supporter, Pears Foundation, contributed £200,000 this year towards some of our most important programmes including grant funds, policy work and the vital work of our Network Support team, enabling them to focus on sustainability issues in this very difficult austerity led climate. Pears Foundation has also been leading the way in providing for full cost recovery, responding to demands from the sector to ensure overheads and true management costs are fully funded.

Dr John Lowrie Morrison OBE has also been a supporter of Carers Trust for almost 20 years and in that time has made significant donations from proceeds from his art and merchandise sales.
Reaching carers through Network Partners, online and through social media

**Reaching carers through Network Partners**

Working closely with Network Partners is key to developing support for carers and the people they care for. It is Network Partners that develop and deliver essential services on the ground for carers and the person with care needs in their local communities. And as part of Carers Trust’s UK network, Network Partners benefit from a higher profile, more influence, sharing current practice and peer-to-peer support. Thanks to funding from our supporters we have also been able to continue to work with Network Partners to deliver grants to meet carers’ needs.

**Reaching carers through our online services**

We support carers online through three services – Carers Space (for adult carers), Matter (for 16–25-year-old young adult carers) and Babble (for young carers). All offer fast, age-appropriate and confidential help 365 days a year from qualified staff, the chance to interact and support one another in online communities, and regular online events featuring parties, quizzes and guest experts on all sorts of subjects.

This was another year of big developments. Thanks to funding from The Queen’s Trust, Babble was launched, a bright new service fully designed for mobiles and tablets. Young carers can now join web chats on the bus! Matter has also proved a great success and has included live expert discussions on mental health, university, finance and more.

Carer involvement is at the heart of it all, from young adults campaigning on Matter, to our online champions on Babble.

2014/15 saw us running our email helplines through a new robust case management system, answering over 1,500 enquiries from carers. The commonest topic was how to find local carers services, followed by money, then mental health (usually the carer’s own).

**Reaching carers through social media**

Our social media presence continues to grow, meaning we’re always reaching new audiences:

- Likes on our Carers Trust Facebook page increased by 66%.
- Our Carers Trust Twitter followers increased by 45%, reaching nearly 21,000.
- We also launched a Twitter account for and about younger carers with nearly 500 followers.
Growing our services
to reach more carers across the UK

Increasing our reach to new audiences
While we’re working hard to ensure carers have access to local services wherever they are in the UK, we’re also reaching new audiences via our online services. These offer essential support to carers including those who are geographically isolated or find it hard to leave the house.

Reaching young adult carers
Reaching more young adult carers was key to our work this year, and thanks to funding from The Co-operative Charity of the Year we’ve been able to do that with the launch of Matter at the start of the year.

In its first year Matter received almost 25,000 visits and 151 young adult carers from across the UK signed up to the online community where they can find others in a similar position, chat, share experiences and access information and support online from Carers Trust. While most are in school, college or university, nearly a quarter are working and 12% care full time.

Our new online service for young carers
Babble, our service for young carers, was launched in January 2015. Young carers aged 8–15 helped shape how the new service was designed and developed via involvement in interviews, workshops, surveys and testing.

By March, Babble had received over 6,000 visits, and 60 young carers from 9–17 years old and from all over the UK had signed up to the Babble community.

Reaching more professionals who work with carers
Funding from The Queen’s Trust helped us to redesign the Carers Trust Professionals website (https://professionals.carers.org) which we launched in December 2014. This popular resource provides a wealth of information, guidance, toolkits and resources for all those who come into contact with carers through their work in health, education or social care.

‘We were shortlisted for an Institute of Fundraising Award for our partnership as The Co-operative Charity of the Year.’

Making Carers Count: Carers Trust, Annual Review 2014–2015 Moving Ahead in Year Three

In the first three months of launching there were over 10,000 visits to our Carers Trust Professionals website.
Delivering quality assured services to carers and the people they care for

Carers Trust Network Partners give carers and the person with care needs vital support in their communities on a daily basis. This can be anything from helping them to access appropriate resources, care and respite, to highlighting carers’ issues and speaking up about the importance of services for carers. One of our key roles is to help them continue to deliver these high quality services.

A quality network delivering quality services

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 by the Charity Commission and Office of the Scottish Charity Regulator, for example.

ADVANCE – mentoring for sustainability and growth

Thanks to funding from Esmée Fairbairn Foundation and Pears Foundation, 55 Network Partners have so far benefitted from support from a high level business mentor. ADVANCE mentors work with Network Partners on matters impacting on them locally, and help them develop an approach to sustain and build their services. We are grateful to Peridot Partners for its enormous help in sourcing high calibre mentors which is ensuring our programme goes from strength to strength.

Providing a consistent outcome focused service

The Carers Star was developed using a bottom up approach involving carers and Network Partners from across the UK. It gives Network Partners a tried and tested framework for a consistent approach to working with carers and measuring outcomes. By helping services to identify the help carers need to continue caring they can support carers more effectively. It also allows services to record how life is improving for carers.

Sharing and learning at the Network Partner Conference

Over 160 delegates attended the Network Partner Conference 2014. This annual event ensures the Carers Trust network can maximise opportunities to learn from each other. Staff from Carers Trust were on hand and workshops and our exhibition area covered many areas of interest including funding and commissioning.
Ensuring that Carers Trust Network Partners continue to deliver high quality carers breaks

The importance of breaks

Caring can make you physically exhausted – you might be getting up several times in the night as well as caring throughout the day. You might need to lift and support someone heavy, as well as having to cope with all household chores. You might be juggling caring with looking after the rest of your family, holding down a job or studying.

It’s no wonder that at the end of the day caring can also leave you emotionally exhausted and can lead to mental health issues. That’s why our donors recognise the importance of funding carers breaks.

Network Partners provide a range of services including short breaks for carers away from the day-to-day stresses of caring. This might be for a few hours, an overnight stay or a weekend and gives carers and their families who are sharing responsibility for caring, vital time out.

Taking a break in this way takes the pressure off carers. It gives them time for themselves, to re-connect with family and friends, social activities, and to go back to or remain in employment.

Services provided by paid care support workers are regulated by the appropriate body in the nation in which they are provided and adhere to Carers Trust’s own quality standards.

Thanks to support from Classic Lodges and other funders, Carers Trust Network Partners in the North West were able to invite carers for a free five day break at The Ramsey Park Hotel, Isle of Man, with all costs covered. Two groups enjoyed their break this year which included coach trips to local attractions, and evening entertainment, all helping to make carers feel a little less stressed and more relaxed.

“There is a positive impact on the person being cared for in that you feel happier and better able to cope and this improves relationships at home.”

Carer
Policy changes to benefit carers

Carers Trust seeks to influence changes in Government policy to ensure carers are identified and supported and Network Partners can deliver the services they need, by:

- Giving evidence about and with carers to governments, and briefing elected representatives.
- Employing expert staff, funded by national governments in England, Wales and Scotland, as well as other donors, to ensure carers’ needs and voices are reflected in different legislation and health and social care policy at a national level.
- Supporting Network Partners to engage with local and national developments ensuring we represent carers’ needs and interests across the whole of the UK.
- Researching carers’ issues, and evaluating and sharing innovative solutions.
- Focusing on groups of carers whose particular needs need to be understood and addressed.

Including carers in mental health services

Our Department of Health funded Triangle of Care programme has been running since 2010 and has become established as a standard for good practice in supporting carers caring for someone with mental health problems.

Over the past year, the Triangle of Care membership scheme in England, which enables mental health providers to gain recognition for their commitment to embedding the standards of the Triangle of Care, has seen six new NHS trusts join the scheme. 28 mental health NHS providers have now joined the scheme which is half of the total of trusts in the UK.

Carers Trust has continued to support implementation of the Triangle of Care across England. This has seen it included in NHS England’s Commitment to Carers and Commissioning for Carers Principles.

This year we have continued to encourage the roll out of the Triangle of Care in Scotland.

Encouraging health professionals to be carer aware

Health professionals are key to identifying and supporting carers so we have led on a range of projects to encourage them to be more carer aware across the UK.
There needs to be more support so we can better ourselves and not be constantly worrying about the person we care for.”

Young adult carer

Supporting student carers in further and higher education

As part of our work funded by The Co-operative Charity of the Year, we commissioned the first significant piece of academic research to focus on young adult carers, with a focus on education and employment.

Nearly 300 young adult carers gave us powerful evidence about the challenges they face in attending and achieving at school, college and university. We launched this Time to be Heard research in parliament, with young adult carers sharing their experiences with MPs.

Backed by this evidence, Our Going Higher campaign asks universities to identify young adult carers, provide them with support and use their university Access Agreements to report on the progress they have made.

Working with education partners, we also produced a toolkit to help colleges and universities support young adult carers.

Grants to support young adult carers

Thanks to funding from The Co-operative Charity of the Year we have been able to increase support for young adult carers through grants to Network Partners. They are now delivering dedicated support, activities and importantly time to help young adult carers deal with the difficult transition from children’s to adult statutory services.

Young adult carer involvement was key to delivering these grants and they received training on all aspects of grant making and developed skills which they can now apply to other areas of their lives.

First ever Young Carers Awareness Day

Carers Trust is one of six charities behind the annual Carers Week in June and this year saw us playing a key role in the first ever Young Carers Awareness Day. The focus was on raising awareness of young carers.

Funded by The Co-operative Charity of the Year, our film and range of resources to help bring schools and colleges on board proved particularly popular. The film was viewed nearly 1,800 times, and the resources for schools downloaded over 1,000 times. Young Carers Awareness Day led to significant local activity across the UK, with young carers services and schools working together on activities such as staff training and PSHE lessons as well as a Twitter challenge.

Young Carer Awareness Day 2016 takes place on 28 January.
This year, Carers Trust has continued to raise the profile of carers in the media. We’re helping to ensure that carer’s issues are central in policy makers’ minds and there is greater public awareness, and to campaign for changes in policy to better support unpaid carers.

We’ve been able to do this in numerous ways, such as including high profile pieces in The Guardian and Woman’s Own and by taking part in films for Children in Need and Comic Relief.

**Media coverage across the UK**

We launched our first ever UK fundraising campaign – Britain’s Best Breakfast – by telling the story of young adult carers being bullied because of their caring role. Following this, our features around male carers picked up some excellent coverage on Sky News, London Live and more than 300 radio stations, including Good Morning Scotland and a discussion on BBC Radio Scotland’s Call Kaye phone-in show.

Rank Group staff dressed up in their onesies for a fundraising day, which resulted in phenomenal coverage across the UK and ultimately helped them smash their target to raise £500,000 for carers.

The launch of Babble resulted in further excellent coverage in The Guardian. Carers Trust staff and a young adult carer were interviewed on the Good Morning Britain sofa, on Sky sunrise and London Live and took part in a series of radio interviews, syndicated to over 300 stations.

Radio 5 Live featured a half-hour special with three young carers about the impact of caring on their education. STV featured the story of Alex, a young carer from Inverness who received support from Network Partner Connecting Carers, in its annual telethon, STV Appeal.

There were also a number of one-off pieces such as Network Partner Barnet Carers Centre taking part in Surprise, Surprise and a young carer receiving a makeover in Reveal magazine.

We had the opportunity to take part in a live dementia debate with experts on BBC London, and our Triangle of Care work continues to receive media interest.

Our popular communications workshops and media training for Network Partners have been helping to maximise joint working and optimise local, national and UK wide media opportunities.
How our grants are directly helping carers in hardship

Making a difference to carers’ lives

With the dedicated support of funders including Pears Foundation, Comic Relief, The Co-operative Charity of the Year, The Rank Group, Markel (UK) Limited, Openwork Foundation and Jill Franklin Trust, Carers Trust has been able to award in excess of £2.1m in grants to support carers across the UK and make a difference to their lives.

This includes:

- Grants totalling £405,385 to Network Partners to support individual carers locally. These grants have helped carers of all ages in all areas of their lives, from providing a vital piece of household equipment such as a mattress to accessing time away from caring to develop peer support networks with other carers. This year, we received over 1,300 applications for a grant and with our funders’ support were able to support 65% of requests.

- Grants totalling £1.5m enabled a range of organisations, including Carers Trust Network Partners, to address the needs of carers in complex circumstances from young carers of primary school age through to older carers of people with dementia. These included Derbyshire Carers Association which was particularly successful in reaching older male carers, a group which has often been harder to reach, with the project attracting 91 male carers.

Involving carers in our grant making

Carer involvement is essential to our grant making. Carers of all ages work alongside us, providing expertise and advice on the development of grant funds and sit on decision making panels to award grant funding where it is most needed.

Sharing good practice

Sharing good practice in approaches to supporting carers is an essential part of our grant making. This year we published three resources providing a strong framework and pathway for other professionals interested in developing effective services designed to improve the health outcomes of carers. This included Older Carers Voices and Stories which brings together older carers’ thoughts about the positive effect of services delivered by Network Partners on their lives and those that they care for.

Tony is in his late 60s and cares for his 59-year-old brother who has cerebral palsy, epilepsy and arthritis.

Tony has been looking after his brother for 17 years, helping him to shower, cooking all his meals and doing his housework and shopping. Tony and his partner both have health problems of their own and were desperate for a break.

We awarded them £300 towards a few days away. This allowed them to spend some quality time together, away from the demands of caring and Tony was delighted with the grant.

Making Carers Count:
Carers Trust, Annual Review 2014–2015 Moving Ahead in Year Three
New laws for carers
Following our successful work in influencing legal change for carers of all ages, thanks to funding from Pears Foundation this year’s work focused on influencing the regulations and guidance for both the Care Act and the Children and Families Act which introduced new rights for carers. We have also supported Carers Trust Network Partners in preparing for implementation of the new laws.

Getting pharmacists on board
Our Department of Health funded primary care project focused mainly on our carer friendly pharmacy project. We’ve been training pharmacy staff and they’ve identified and referred over 250 carers for support.

Our pilot ensuring carers were offered a flu vaccination led to an increase in take up by carers, and positive feedback from NHS staff.

Supporting young carers in schools
Our new Young Carers in Schools project has built in scale over the year thanks to funding from The Queen’s Trust and Big Lottery Fund. Run jointly by Carers Trust and The Children’s Society Young Carers in Focus partners, we are working to improve the identification and support of young carers in schools.

Making a step change for young carers and their families
Funded by the Department for Education, Carers Trust and The Children’s Society co-delivered a partnership project – Making a step change for young carers and their families: prevention, intervention and partnership. This embedded best practice in supporting families with young carers.

Grants for carers
Our grants made a real difference for carers in England this year.

Jenny, 36, cares for her mother, Maureen, who is blind and has had her larynx removed due to throat cancer. Jenny needs to be on hand during the night as Maureen is at risk of falling and she can’t shout for help if she needs it. Jenny has put our grant of £150 towards the cost of a folding bed to enable her to sleep in the living room, next to her mother’s room.

In England, this year Carers Trust reached over 418,500 adult carers including just over 19,200 young carers though a network of quality assured independent partners.
Our work in Northern Ireland

Raising the profile of carers with decision makers

This year we met with Health Minister Officials at Stormont to raise awareness of carers in Northern Ireland and our work to support them. We’re hoping that this will result in ongoing discussions with the Assembly and ultimately collaboration in service provision for carers.

The Cross border work with The Carers Association (Republic of Ireland) including carer research continues. We are pleased to be a key player in Palliative Care Research headed by the Carers Association, ensuring that carers’ voices are heard.

Reaching older carers through Mind the Gap

Our Big Lottery funded Mind the Gap programme has just completed its second year and has now helped 719 hidden carers over the age of 60. Our five support workers have had 1,944 contacts with carers and organisations – a significant achievement for a relatively new project.

In November, we launched our Good Day Good Carer telephone support service for older carers in collaboration with the Confederation of Community Groups Newry. The service already supports 70 carers.

Partnership working to benefit carers

We continue to maximise our impact by working with partners. This has included carer awareness sessions in hospitals and a health fair. While our work with Business in the Community saw us holding ten carer awareness sessions in businesses across Northern Ireland.

Grants for carers

This year, our grants reached carers of all ages in Northern Ireland.

Emily is 13 and cares for her mother who has multiple sclerosis and her father who has Crohn’s disease and significant back pain. Emily supports both her parents with mobility and helps her mum take care of her personal hygiene. She also cooks, cleans and does the shopping. We were able to award Emily a £300 grant towards a school trip to Spain. This allowed her to practice her language skills and gave her time to enjoy teenage life in a supportive environment.

In Northern Ireland, this year Carers Trust reached nearly 300 adult carers including 125 young carers though a network of quality assured independent partners.
Working for the rights of carers
The Carers Bill is an important part of the Scottish Government's programme of health and social care reform. We have worked hard to ensure that the Bill’s intentions to extend the rights of carers are met and contribute towards the improvement of their health and wellbeing.

Working in partnership for carers
Our group of partner organisations was joined by 20 new charities. This has enabled us to engage with 110 organisations this year, all sharing our commitment to reaching and supporting more carers.

Young Carers Festival
2014 was the seventh and the biggest festival yet with 650 young carers taking part, along with guests from health, education, social care and the Scottish Parliament. The importance of the festival as a vehicle for respite and influencing policy and practice was further recognised by the award of funding for future festivals from the Scottish Government.

Pharmacy work with carers
Our Carers Champion pilot increased the identification and support of carers within the community by encouraging pharmacies to refer them to their local Network Partner for support.

Grants for carers
Our grants provided vital support for carers in Scotland this year.
Anne cares for her 10-year-old son Tim who has learning difficulties, challenging behaviour and requires constant supervision to ensure his safety. Anne finds it difficult to take Tim on public transport because he gets very anxious and will often have a tantrum. Our grant of £350 will help Anne learn to drive, making life much easier for both her and her son.

In Scotland, this year Carers Trust reached nearly 27,000 adult carers including just over 1,700 young carers though a network of quality assured independent partners.
Our work in Wales

Securing key changes for carers

Carers Trust Wales has secured key commitments and amendments from the Welsh Government this year as part of the Social Service and Well-Being (Wales) Act and Well-being of Future Generations Act, including new planning duties. These will mean that local authorities and local health boards have to assess what services are available for carers and plan to fill gaps, and provide services that make a positive difference to the lives of carers.

Time to Be Heard for young adult carers

We consulted with young adult carers across Wales, the findings informing our Time to be Heard Wales report raising awareness of the need for support in education and employment for young adult carers. Part of this work included a residential to improve access to higher education for young adult carers.

Supporting carers and pharmacists

A new booklet to support carers to manage medicines safely was developed and launched in North Wales. We also began working with the School of Pharmacy and Pharmaceutical Sciences at Cardiff University increasing carer awareness as part of its undergraduate programme.

Welsh language

Our Welsh Language Scheme was approved by the Welsh Language Commissioner in October 2014. Carers Trust has adopted the principle that in carrying out our work in Wales we will treat the Welsh and English languages on the basis of equality.

Grants for carers

This year, our grants provided essential support for carers in Wales.

Our grant of £750 enabled Bridgend Carers Centre to hold an eight week course of Mindfulness sessions for 15 carers. The course helped to improve carers’ health and mental wellbeing by giving them ways to deal with everyday anxiety and depression as well as coping strategies.

In Wales, this year Carers Trust reached over 21,000 adult carers including 725 young carers though a network of quality assured independent partners.
How we will work towards achieving our vision

In 2015/16 we will be working towards four key operational objectives to help us achieve our vision of a world where the role and contribution of unpaid carers is recognised and they have access to the trusted quality support and services they need to live their own lives.

We’ll be using a dashboard to help us record our progress in reaching those objectives and to measure how we are making a difference for carers.

1. Reaching more of the UK’s seven million unpaid carers

Many carers do not know they are carers, and are not accessing the support that could be there for them.

This year we reached more than 471,000 carers but there are a further 6.5 million who may need support. We need to reach more of the UK’s seven million carers.

The most sustainable and flexible way to achieve this is online. We will build and support our online communities to help us to do this. We will also work with health and care professionals and their organisations to identify carers and ensure they get support.

2. Delivering positive outcomes for the UK’s seven million unpaid carers

• Carers of working age and older carers

We are focused on improving carers’ lives through practical support delivered locally via a range of high quality services, driven by positive change at a UK and national policy level.

Our work this year has ensured carers’ issues are high up the political agenda, but progress needs to be maintained and we need to ensure change is implemented. At a local level, a priority is to build and support a network of quality assured services giving carers access to a range of support.

• Young carers and young adult carers

Inappropriate caring can have lifelong negative impacts for children and young people. We have been at the forefront of increasing awareness of the needs of young carers, developing services to meet their needs, and changing policy and legislation to support them.

We need to keep that momentum going to maximise and extend impact to ensure no young carer is negatively affected by a caring role. We need to ensure that they have the opportunities in education and employment, and support for their health and wellbeing and personal development, to reach their potential.
• Carers in the most complex circumstances
Some groups of carers experience difficulty because the person they care for has a stigmatised condition and/or one that is not well understood, or because their own needs have a particular impact on their caring role.
Many carers’ own circumstances mean they have particular needs, and many live in poverty without access to basic essentials.
We will ensure carers in the most complex of circumstances are better understood and services and communities meet these needs.

3. Achieving a sustainable network to support the UK’s seven million unpaid carers
Our UK wide network of quality assured independent partners offers quality assured support, based on local carers’ needs, which carers value. However, the current external environment is highly challenging.
We will work to ensure our Network Partners are robust organisations, able to survive and thrive in a changing external environment.

4. Building a sustainable, efficient and well run organisation to support our aspirations for the UK’s seven million unpaid carers
Carers Trust has grown significantly over the last three years and we have increased our profile, and range and depth of work. To be sustainable and meet carers’ needs into the future, we need to build and diversify our income streams and our effectiveness as an organisation.

Innovating for a sustainable future
This year we begun work to develop our trading capacity with a new trading venture – WHATcare. This will be launched in autumn 2015. As all profits will be ploughed back into Carers Trust, this is just one of the ways we are working towards a sustainable future.

We also launched our discount club CarerSmart.org. Open to carers, people with care needs and staff and volunteers across Carers Trust, it is helping us build our customer base while offering a range of discounts and best rates with high street names, plus other benefits.
As a medium sized charity, we rely on voluntary donations. This is why we value unrestricted income which gives us the flexibility to plan effectively and adapt to emerging challenges, and more importantly allows us to meet our commitment to carers.

We raised £6.6m to benefit the lives of carers in 2014/15. This is a fall of around £4.8m from the 2013/14 figure. However, excluding the ‘one-off’ income from The Co-operative Charity of the Year (£5.1m), there is a slight increase of £241,265.

Over three quarters of this was generated from our fundraising activities, including trust, lottery, corporate and individual donations. A significant area of success and growth during the year was multi-year funding partnerships with major corporate organisations. Our new fundraising campaign – Britain’s Best Breakfast – was also launched and contributed to our success.
How we used our funds to benefit carers

This year we spent £9.1m – 78.1% of which was spent directly on our four main charitable activities.

The amount spent (£9.1m compared to £8.6m) has risen from the figure spent in the previous year (2013/14) with the percentage of spend on charitable activities remaining constant.

### Total expenditure (2015) £

<table>
<thead>
<tr>
<th>Activity</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Costs of generating voluntary income (13.5%)</td>
<td>1,226,970</td>
</tr>
<tr>
<td>Costs of generating events income (1.4%)</td>
<td>127,363</td>
</tr>
<tr>
<td>Costs of generating trading income (6.2%)</td>
<td>564,050</td>
</tr>
<tr>
<td>Supporting the growth and development of solutions for carers (32.4%)</td>
<td>2,946,996</td>
</tr>
<tr>
<td>Influence society to improve carers' lives (10.1%)</td>
<td>915,652</td>
</tr>
<tr>
<td>Working with local partners to develop a strong network (22.2%)</td>
<td>2,017,765</td>
</tr>
<tr>
<td>Raising the profile and awareness of carers and the caring role (13.4%)</td>
<td>1,219,479</td>
</tr>
<tr>
<td>Governance costs (0.8%)</td>
<td>77,668</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>9,095,943</strong></td>
</tr>
</tbody>
</table>

- Costs of generating voluntary income (13.5%)
- Costs of generating events income (1.4%)
- Costs of generating trading income (6.2%)
- Supporting the growth and development of solutions for carers (32.4%)
- Influence society to improve carers’ lives (10.1%)
- Working with local partners to develop a strong network (22.2%)
- Raising the profile and awareness of carers and the caring role (13.4%)
- Governance costs (0.8%)
How we sustain our work

Our level of reserves has fallen considerably during the 2014/15 financial year (by approx £2.5m). This is largely due to ongoing grant funding and project expenditure relating to our 2013 partnership as The Co-operative Charity of the Year.

Despite this, and showing an operating deficit for the 2014/15 financial year, our level of free reserves is broadly in line with our set reserves policy. In addition to The Co-operative Charity of the Year restricted funds, we also maintain a good level of unrestricted reserves and funds set aside for the sole benefit of carers.
Many thanks to all our supporters. You have helped make carers count this year.

**President**
Her Royal Highness The Princess Royal

**Vice-presidents**
Andrew Robertson, OBE, LLB
Hilary Devey CBE
Dr John Lowrie Morrison OBE
Maureen Lowrie Morrison
Trevor Hemmings, CVO
The Rt Hon Lord Mackay of Clashfern KT, PC, QC
Dame Gillian Wagner DBE

**Trustees for the year 2014/15**
Andrew Cozens CBE – Chair
Patrick Healy – Vice-chair
Mark Currie – Treasurer
Josephine Barrett (resigned May 2014)
Tania Fitzgerald (resigned March 2015)
Robin Foster
William McCormick
Martin Morris
Lynne Powrie
Stuart Taylor
Dr Edward Wojakovski

Amlin Plc  Bunzl Plc
AMW Charitable Trust, The  Richard Burns
Ascot Underwriting Ltd  Butlins
Lady Ashcroft  Cecil Rosen Foundation
Awareness Trust, The  CHK Charities Limited
Balcombe Charitable Trust  City Bridge Trust, The
Michael Ball  Classic Lodges
Barclays Bank Plc  Comic Relief
Betty Lawes Foundation, The  Constance Travis Charitable Trust
Big Lottery Fund  Co-operative, The
Boltini Trust  CPF Charitable Trust
Crerar Hotels Trust, The
Department for Education
Department of Health
Hilary Devey CBE
Donald Forrester Trust
Doris Pacey Charitable Foundation
Dr Robert Mairs Charitable Trust
Drapers’ Company, The
Dulverton Trust, The
Endrick Trust, The
Environmental Services Association (ESA)
Esmée Fairbairn Foundation
Helen and Lindsay Forbes
Lynn and Stuart Glyn
Gosling Foundation, The
Headley Trust, The
Trevor Hemmings CVO
Institute of Chartered Accountants in England and Wales, The
J & J R Wilson Trust, The
Javon Charitable Trust
Jill Franklin Trust
Kathleen Hannay Memorial Charity, The
Kings Fine Food
Liz and Terry Bramall Foundation
M and C Trust
Alan K MacLeod
Mainhouse Trust
Markel (UK) Limited
Marsh Christian Trust, The
Martin Connell Charitable Trust, The
Mary Moore Trust
Miss I F Harvey Charitable Trust, The
Moffat Charitable Trust, The
Dr John Lowrie Morrison OBE
Moston Care Foundation
Nabarro
National Gardens Scheme
Next Plc
Olswang
Openwork Foundation
Pall-Ex Group
Pears Foundation
People’s Health Trust
Peridot Partners
Peter Westropp Memorial Trust, The
PF Charitable Trust, The
Portrack Charitable Trust
Princess Anne’s Charities Trust, The
Queen’s Trust, The
Rank Group Plc, The
Reuben Foundation
Richard Lawes Foundation, The
Angela Rippon
Robert Barr Charitable Trust, The
Scarborough Group Foundation
Sceptre Leisure
Scott Davidson Charitable Trust, The
Scottish Government
Slaughter and May
James and Chloe Smillie
Sobell Foundation, The
Souter Charitable Trust, The
South West Trains
Christine St George
Stevenston Charitable Trust, The
Stichting Tuentje Anna Fund
Stockwood Vale Golf Club
TJH Foundation, The
Townswomen’s Guild, The
Triangle Trust 1949 Fund, The
Tulloch Homes Ltd
UK Power Networks
Watson Laurie Limited
James Weir Foundation
Welsh Government
Westminster Foundation, The
Wood Group
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Carers.org
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Carers Trust Scotland, Suite 1/2, Skypark 3, 14–18 Elliot Place, Glasgow G3 8EP Tel: 0300 123 2008

Carers Trust is a registered charity in England and Wales (1145181) and in Scotland (SC042870). Registered as a company limited by guarantee in England and Wales No. 7697170. Registered office: 32–36 Loman Street, London SE1 0EH.

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All library photos posed by models except on page 8.

Due the sensitive nature of our work we have changed the name of the carers and those they care for, except for pages 6 and 8.