Making Carers Count: Identifying, Supporting and Involving More Carers

Carers Trust Annual Review 2016/2017
I am delighted to be the President of Carers Trust as the charity celebrates its fifth anniversary year. I am proud of the enormous impact Carers Trust has made since 2012 and has continued to make this year.

During the year, I have had the pleasure of meeting unpaid carers of all ages. I have listened to carers from across the UK who have told me about the difficulties they face as they dedicate their lives to looking after friends and family in an increasingly challenging environment. They have also talked of the importance of the support they receive from Carers Trust Network Partners in their communities. I have heard first hand from the staff who provide those vital services whether that is helping carers take a much-needed break, supporting carers to access education or employment, or just providing someone to share their concerns with.

Carers Trust has continued to raise awareness of carers’ issues with key decision makers, campaign for more recognition and support for carers, build partnerships to deliver even more strategic support and deliver grants direct to carers, often to buy essential household items that a lifetime of caring has left them unable to afford.

This has been a pivotal year for the charity, with the launch of a new strategic framework. Carers Trust is now looking forward to a further five years of making carers count. I hope you can continue on our journey with us. Without you, we will not be able to reach so many of the carers who need our help. Thank you.
Thank you to our royal President

In April 2016, we held a reception at the Speaker’s House, House of Commons, for over 100 close supporters, partners and friends which was attended by Her Royal Highness The Princess Royal. Alongside our royal speaker, guests also heard from 14-year-old young carer Charlotte about what it means to care for her mother, and the support her family gets from her local Carers Trust Network Partner.

In February 2017, Her Royal Highness joined a fundraising dinner arranged by Trevor Hemmings CVO, one of our Vice Presidents, kindly sponsored by The Park Lane Club.
2016/17 has seen many changes at Carers Trust. In light of a challenging financial environment, some difficult decisions were made towards the end of the year which involved prioritising our activities to ensure that we continue to meet key needs of carers and Network Partners efficiently, while operating within our means. However, through taking these difficult decisions, Carers Trust has greater stability for the long term and is in a position to sustain its ability to deliver for carers and Network Partners in the coming years.

A strong and vibrant Carers Trust Network is vital to provide the support and advocacy that carers need to carry on caring. This year, we completed a review of our current operating environment, noting the opportunities open to us and the threats to our sustainability.

Our review helped prioritise what is important to carers and what we need to do to deliver more services with less resources. It also helped shape Make Carers Count, an exciting new Strategic Framework for The Carers Trust Network which we launched in autumn 2016.

We would like to thank Gail Scott-Spicer, our former Chief Executive, who left us in May 2017, for all her work in leading on the development of our Make Carers Count strategy.

Our annual review looks at our many achievements this year as we concentrated our work on the new strategy’s aim to identify, support and involve more carers by:

- Championing carers.
- Providing services to carers in all parts of the UK.
- Creating transformational partnerships.

To achieve our aspirations for carers our strategy acknowledges the importance of strengthening The Carers Trust Network by growing sustainably and strengthening our capabilities.

We would like to extend our gratitude to our many funders who throughout the year have continued to show their support and to help make carers count. Your unwavering support has enabled Carers Trust to continue making a difference for carers of all ages across the UK.

Giles Meyer  
Interim 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 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.

We are the largest provider of carer services in the UK. In 2016/17:
- We reached more than 509,900 carers, including 23,162 young carers.
- We worked with a network of 147 Carers Trust Network Partners – independent local services for carers of all ages, supporting people with any condition. 84 Network Partners also offer services for young carers.

A Carers Trust grant is helping Reed go to college

Reed was 15 when he was first referred to his local Carers Trust Network Partner. He was caring for his mother who was misusing alcohol. Shortly afterwards, she died and his grandmother was diagnosed with Alzheimer’s disease. His father also developed a mental health condition and alcohol issues. Reed was caring for his father and grandmother while struggling to cope with the loss of his mother.

When Reed’s father was unable to work Reed felt that he wouldn’t be able to afford to go on to college. Thanks to a project funded by us, Reed was able to meet regularly with his transition worker who helped Reed plan what he wanted to study after secondary school. Together, they successfully applied for a bursary to cover the costs of Reed’s travel and course materials, and Reed is now studying a course of his choice at college.
Celebrating our fifth anniversary year at Carers Trust

When Carers Trust was formed in 2012 we had big ambitions to make an impact and this year, among our many achievements, we:

**Championed carers**
- Influenced and informed English, Scottish and Welsh Government policies around carers, positively championing the rights of carers in England, Scotland and Wales.
- Carried out and published a review of the impact of the Care Act for carers one year on in England which included oral submissions from over 600 carers.
- Delivered our Speak Up for Older Carers campaign, aiming to raise awareness about older carers’ challenges.
- Delivered Young Carers Awareness Day, one of the many ways we have continued to raise the profile of carers in the media.

**Provided services across the UK**
- Awarded 1,284 grants to the value of £449,032, which meant we could help 6,707 carers receive the support they and the people they care for need.
- Launched our new look user friendly website for carers – Carers.org – with 439,347 unique visits during the year.
- Continued to support Network Partners including helping them secure contracts totalling £21,385,000, ensuring the delivery of quality services to carers.

**Created transformational partnerships**
- Continued to develop partnerships with long-term funders and received generous donations towards our core activities from the National Garden Scheme (£375,000) and Pears Foundation (£200,000).
- Celebrated the second year of our partnership with Rank Group Plc which saw its staff reach the £1.5m fundraising mark for carers.

**Helped make carers count in England, Northern Ireland, Scotland and Wales**
- Begun the delivery of a comprehensive support service for adult carers in the Southern Health and Social Care Trust area in Northern Ireland.
- Ran our ninth Scottish Young Carers Festival, bringing together more than 350 young carers for a weekend of respite and fun.
- Extended our Triangle of Care membership scheme in England. 31 NHS mental health trust members are now working to embed carers as equal partners in care.
- Gave 44 schools in England a Young Carers in Schools award for good practice, and launched the programme in Wales.
How your donations have helped us in 2016/17 – our fundraising highlights

79% of our income is made up of the voluntary donations we receive from our supporters. Thank you to everyone who has donated to us or raised funds to help make carers count this year including our supporters below.

£500,000+ generously received from our long-term supporters

Generous donations towards our core activities from the National Garden Scheme (£375,000) and Pears Foundation (£200,000) enabled us to direct funding where it was most needed.

The Peter Westropp Memorial Trust has gone above and beyond again this year, and raised over £76,000 for Carers Trust.

Rank raises £450,000 for carers

Employees at Rank Group Plc (owners of Mecca Bingo and Grosvenor Casino) have continued to amaze us, raising £450,000 this year. With the money raised, we have provided much needed Rank Cares grants to help more than 1,800 carers including grants to help purchase essential items such as a bed or fridge.

New funding for young carers

We secured a fantastic £120,000 from the Thomas Cook Children’s Charity towards our work with young carers.

Supporting carers into work

A £2m grant by the Big Lottery Fund and European Social Fund is enabling us to work with Carers Trust Network Partners in London to make work for London’s carers a reality.

Funding our work in the nations

This year, we continued to receive financial support from the Scottish Government to support our core programmes in Scotland. In Wales, we were delighted to receive a further three years of funding from the Welsh Government’s Sustainable Social Services Third Sector Fund, enhancing the wellbeing of carers in Wales. The Waterloo Foundation also awarded us £60,000 over a three year period towards our Going Higher Wales project.
Championing carers

Carers save the UK economy over £132bn a year. They are also a major asset within health and social care systems, partners in the provision of care and experts in the delivery of care. To improve awareness, perception and support for carers this year we have aimed to:

- Empower carers, mobilising their concerns as a key public health issue.
- Shine a spotlight on the social and economic value of caring.
- Press for high standards of local carer services.
- Promote a requirement for key public services to identify carers.

Working to influence governments’ policies

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 and other decision makers, so that they can represent carers’ needs and services.

- Employing expert staff to ensure carers’ needs and voices are reflected in legislation, and health and social care policy, at a national and devolved level.

- Finding out what works and sharing research and practice.

- Focusing on carers who need extra support to enable them to take part in society.

Speak up for Older Carers

Our Speak up for Older Carers campaign highlighted the challenges faced by older carers, particularly in England. Thanks to The Dulverton Trust and The Headley Trust our report – Retirement on Hold – showed the overwhelming challenges faced by carers and the importance of planning for being a carer in later life. We’ve been using our campaign to influence health and social care policy and heighten public perception of older carers.

A big thank you to all our supporters for helping us to continue to improve the rights, support and recognition of unpaid carers.
Getting our message across in the media and online

This year, carers were once again in the media spotlight. We are grateful to Network Partners who helped encourage carers to tell their stories.

- Young Carers Awareness Day helped to raise awareness of our work thanks to widespread media coverage and tactical and successful social media. It also bolstered our relationship with CBBC which hosted two days for more than 40 young carers at its Manchester studios.
- Two young carers featured in CBBC’s documentary Looking After Mum.
- Our Care Act One Year On secured media interviews including BBC Breakfast.
- ITV’s This Morning covered two young carer stories.
- ITV Wales covered our campaign to get carers recognised on the UCAS form.
- Our Speak up for Older Carers campaign featured twice in the Daily Express.
- Our Britain’s Best Breakfast fundraising story about carers never having a break led to extensive media coverage.

Training young carers to share their stories

This year, thanks to funding from The Queen’s Trust, we’ve trained 40 young carers to become Media Ambassadors for Carers Trust, helping them to raise the issues that matter to them.

“...It has been useful to have been given these incredible opportunities...”
Becky, young carer Media Ambassador

Care Act for carers: One year on

The Rt Hon Prof Paul Burstow, chaired our review of how the Care Act 2014 is working for carers. The act came into force on 1 April 2015, applies to England and gives unpaid carers important new rights.

The Commission received submissions from over 600 carers and over 200 from those who support them.

Our review found local authorities are struggling to implement the act for carers. However, our report showed there is reason to be optimistic. We have shared the findings with stakeholders including national and local government, the Department of Health and the NHS and have urged them to prioritise investment in the support needed to ensure the legal rights of carers are fully introduced.

Supporting student carers

Our research shows that half of young adult carers in college or university are struggling because of caring. So, we backed a campaign by student carer Carol calling for a change to the UCAS (university application) form and we’re delighted that UCAS will be giving applicants an option to identify as a carer from 2018.
Providing services across the UK

We’re focusing on helping carers find the support they require to live a life outside of caring. To provide more and better services for carers, during the year we aimed to:

- Ensure The Carers Trust Network has a presence across the UK.
- Provide a consistent route to carer support throughout the UK.
- Create, deliver and promote innovative and scalable service models.

Coverage across the UK

We continued to have widespread coverage during the year, ensuring local support for carers in many parts of the UK and welcomed new members CLASP (Leicestershire and Rutland), Calderdale Carers and Carers in Hertfordshire.

Carers.org – our website for carers

In June 2016, our new look website went live. The site plays a key role in awareness raising with 439,347 unique visits during the year. Many thanks to our generous supporters who have made this work possible including Nabarro and The Chillag Family Charitable Trust.

Our online services

Our online services for carers continued to provide support but with funding of the projects coming to an end this year we have signposted carers to other sources of help. We are now focusing on local support being available, championing carers’ rights and grants and exploring how other organisations can support carers online.

Supporting the professionals who work with carers

Our website professionals.carers.org helps ensure carers receive the support they need from the people who support them. The site had 38,546 unique visits during the year.

Quality assured services wherever you are

Each Carers Trust Network Partner ensures the quality of its services by completing the Carers Trust Quality Award. This year we have been reviewing this process and will make recommendations on our approach to quality from 2018.

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. In early 2017 we launched the programme in Scotland. We are grateful to Pears Foundation and Esmée Fairbairn Foundation for funding and Peridot Partners for helping source mentors.
Providing high standards in our services
We support Network Partners who deliver regulated care and support services across England and Wales by providing a bespoke policy framework to underpin their care practice activities. The framework aims to promote high standards of service provision, allowing carers to have meaningful respite from their caring role.

Training Network Partners
Over 180 delegates came together for our Network Partner conference which provided a forum for sharing, innovation and learning. Many thanks to our sponsors Ascot Underwriting, Ecclesiastical Insurance and Sticky People.

Carers Star training to help Network Partners support carers on a one-to-one basis also completed its final year, training 190 Network Partner staff. While CEOs of Network Partners providing regulated care also benefited from training which included effective leadership, strategic HR and finance.

Successful tenders
Our partnership with Tender Management Community Services meant that this year, Network Partners secured contracts totalling £21,385,000, ensuring the delivery of more quality services for carers.

Making a difference with a Carers Trust grant
Carers of all ages can find themselves with new or additional caring responsibilities that affect their ability to see friends and family, have time to themselves or afford essential items. Our grants can provide carers with access to financial support to ease those challenges.

Thanks to our generous donors, including the Rank Group Plc, Pears Foundation and Markel (UK) Ltd, this year we:

- Awarded £449,032 in grants.
- Awarded 1,284 grants.
- Helped 6,707 carers receive support, including 1,259 young carers aged 5–18.

Our grants to Carers Trust Network Partners have also helped them fund group activities enabling carers to socialise and learn from others in a similar situation.

Changing the lives of young adult carers
Thanks also to ongoing funding from Co-op, we’ve provided funding to young adult carer projects, run by The Carers Trust Network, aimed at addressing the needs, aspirations and life chances of carers aged 14–25. The percentage of young carers in education, employment or training, has almost doubled after intervention from our projects.

“ My support worker is there to listen, help and give advice.”
Young adult carer
Creating transformational partnerships

Working in partnership with other organisations helps us increase funding opportunities, solve key strategic issues and provides the opportunity to develop new services. This year we aimed to:

- Focus on the identification and support of groups of carers who need additional or specialist assistance – particularly championing carers of people with mental health issues, older carers, including carers of people with dementia, young carers and young adult carers.
- Build strategic alliances to deliver new services for carers.

Building partnerships

This year, among our many partnerships, we worked with Carers UK as part of the Health and Care Voluntary Sector Strategic Partners Programme to support the Department of Health, NHS England, and Public Health England.

We also partnered with the Supported Housing Alliance and Care Charts UK to produce a guide to the Mental Capacity Act Dementia Decisions for carers of people with dementia. The guide was funded by the Department of Health.

Carers Week 2016

The theme for Carers Week 2016 was Building Carer Friendly Communities. As one of the week’s seven official partners, we helped raise awareness by securing coverage on BBC London, BBC Manchester and ITV London.

Turn2us

Our partnership with poverty charity Turn2us has enabled us to embed its benefits calculator on our website. This popular tool makes it easier for carers to work out which benefits they might be able to claim, and how much they could get. We also signed up as an approved Turn2us partner, enabling Network Partners to help carers access Turn2us grants.

Relationships guidance for carers

Our partnership with relationships advice experts, One Plus One, captured interest from carers, the public and media.

OnePlusOne produced a new free guide for carers, thanks to funding from the Department for Work and Pensions, which we published on our website. An average of 575 visitors to the guide each month far exceeded expectations.
Young Carers Awareness Day 26 January 2017
On behalf of the 700,000 young carers across the UK, and thanks to funding from The Queen’s Trust, we secured media coverage worth more than £1m on Young Carers Awareness Day and achieved our objective of raising awareness of young carers.

Our theme – When I Grow Up – focused on our latest research suggesting that 73% of young carers miss school, and a third do so regularly. BBC Breakfast, BBC Asian Network, Newsround, Sky Sunrise, Channel 5, CBBC, First News and The Guardian covered the story among others, and extensive social media helped engage audiences. The Carers Trust Network ran local events, promoting their services and raising awareness.

The day helped us form long-lasting connections including with the Minister for Community Health and Care David Mowat who showed his support by visiting Carers Trust in Cheshire (his local constituency) and the Children’s Minister Ed Timpson, who made a widely shared film focusing on what he wanted to be when he grew up.

Delivering new services for carers in London
Working in partnership with 24 Network Partners across London, we launched our three-year Working for Carers project, with joint-funding of £2m from the Big Lottery Fund and European Social Fund.

Working for Carers will provide 1,250 carers and former carers aged 25 or over with access to one-to-one and peer support, training, volunteering and local employers to help them develop skills that will help them move towards employment. We are also working with employers to promote carer-friendly practices in the workplace. Direct work with carers started in February 2017 and by the end of March we already had 63 registered participants.

Tackling bullying
Thanks to funding from The Openwork Foundation and the Doris Pacey Charitable Foundation, we worked with Carers Trust Network Partner Devon Carers to develop new resources. These can be used by youth services and schools across the UK to improve support for young carers specifically to reduce bullying.

Dementia awareness with Rowlands Pharmacy
Rowlands Pharmacy chain teamed up with us to help signpost carers to support during its 2016 Dementia Awareness campaign.
Making carers count in England

Giving young carers in schools the help they need
This year, we continued to deliver the Young Carers in Schools programme, an initiative funded by The Queen’s Trust and Big Lottery Fund. The programme enables schools to identify and support young carers and awards good practice. Run jointly by Carers Trust and The Children’s Society Young Carers in Focus partners, we are working with schools, services and local authorities to share good practice and develop tools and training for schools. This year, 44 schools received an award and the programme has engaged more than 750 education providers.

Supporting carers who care for someone with mental health issues
Thanks to NHS England and the Green and Lilian F M Ainsworth and Family Benevolent Fund, our Triangle of Care programme has continued to support carers to be fully involved in the care that the person they care for receives from mental health services. In England, 31 NHS mental health trusts are now members of our Triangle of Care scheme. They work closely with groups of carers and local carer organisations to plan and deliver implementation of the Triangle of Care.

Working with the Royal College of Nursing, we launched our revised edition of the Triangle of Care for Dementia. The guide enables professionals to look at how they can identify and support carers of people with dementia.

Thanks to funding through the Time to be Heard programme, we also published a report on how the government, the NHS and local authorities can improve the mental health of young carers. It was launched at an event in parliament.

Using the NHS England Carers Toolkit
Through Raising the Voice of Carers, a Comic Relief funded project, we launched a campaign to encourage clinical commissioning groups (CCGs) in England to use the expertise of Network Partners and carers to implement the NHS England Carers Toolkit.

Making a difference with a Carers Trust grant
Transport difficulties mean that carers in rural areas can miss out on the chance to get support. Our grant of £498 enabled Network Partner Carers Northumberland to run social events and to provide transport to ensure rural carers were not excluded from its lunches, mindfulness and creative arts sessions.

In England, this year Carers Trust reached 454,744 carers including 20,597 young carers through The Carers Trust Network of quality assured independent Network Partners.
Making carers count in Northern Ireland

Reaching older carers with Mind the Gap
Funded by Big Lottery, our successful Mind the Gap programme completed its penultimate year. Established to help 1,500 carers aged over 60 in Northern Ireland to have an improved quality of life, as the lead partner, we worked with several organisations to deliver the project including charities, health and social care trusts and Boots UK Ltd. Services included a listening ear, benefits advice, guidance on managing caring tasks and advocacy.

Making a difference for carers with Mind the Gap
- 96% of carers said that the support helped them deal with their caring role.
- 98% said getting help through the service had improved their quality of life.

Providing an adult carers support service
This year, we were delighted to be awarded a contract to develop and deliver a comprehensive support service for carers aged 18 and over in the Southern Health and Social Care Trust area.

The service identifies and supports carers by offering a carer’s assessment and services which include a listening ear, guidance and signposting, group activities and training programmes.

“... It has been brilliant. I don’t feel alone anymore and speaking to people who know what it is like to be a carer has helped a great deal. It has made a big difference.”

Carer

In 2016/17 the Adult Carers Support Service:
- Had contact with 451 new carers.
- Made 4,503 contacts with existing carers.

Making a difference with a Carers Trust grant
Sheila is 78 and cares for her 56-year-old son Peter who has bi-polar disorder, depression and obsessive compulsive disorder. When Sheila’s washing machine broke down she was having to take washing to the launderette or do it by hand. But we were able to give her a grant of £300 towards a new washer-dryer which has helped ease some of the strain.
Making carers count in Scotland

In Scotland, we continued to receive financial support from the Scottish Government towards our core programmes.

Influencing policy
During the year, thanks to funding from the Moffatt Trust, we have been involved in supporting carers and Network Partners to respond to consultation and gathering their views on how guidance and eligibility criteria should look as the Carers Act comes into force. We also sit on Scottish Government’s Implementation Group.

Supporting young adult carers
- Our Going Higher for Student Carers Award helps higher education institutions to develop policies and practices to improve support for student carers.
- Our research report Young People Caring OUT There included recommendations on how best to support lesbian, gay, bisexual and transgender young adult carers.
- In partnership with the social enterprise Realise Your Potential, we’ve been offering young adult carers the chance to get accreditation for volunteering.

Scottish Young Carers Festival
The 2016 Festival brought together 350 young carers thanks to funding from the Scottish Government. The festival gives them a break from caring and the opportunity to meet other young carers, to have their say on the issues that affect them and have fun.

Carers as equal partners in mental health care
Our approach to include carers as equal partners in mental health care means health boards across Scotland are recognising the benefits of adopting the Triangle of Care. While our work with the Children and Young People’s Commissioner’s Office in Scotland produced well received research about young carers’ mental health.

Pharmacies are well-placed to identify carers who may need support. Our Carer Friendly Pharmacy Project trained more than 80 pharmacies to identify hidden carers.

Making a difference with a Carers Trust grant
Our £500 grant to Network Partner Helensburgh & Lomond Carers meant it could provide a 12-week fitness training programme for adult carers. The course also helped build carers’ confidence and assertiveness by including an introduction to mindfulness techniques and cognitive behavioural therapy.

In Scotland, this year Carers Trust reached 22,794 carers including 1,536 young carers through The Carers Trust Network of quality assured independent Network Partners.
Making carers count in Wales

This year, we were delighted to receive a further three years of funding from the Welsh Government’s Sustainable Social Services Third Sector Fund, enhancing the well-being of carers in Wales.

Influencing Welsh Government

Carers Trust Wales has continued to positively influence and inform Welsh Government to develop, improve and scrutinise policies which recognise and support carers in Wales. In 2016/17 we led calls for increased investment in short breaks and respite care for carers and the valuable role of local third sector services supporting carers plus a more strategic approach to identifying carers in schools and education. In addition, we continue to work closely with Welsh Government to influence the refreshed Carers Strategy which will be published in 2017.

We’ve been working with Cardiff University to place pharmacy students with Carers Trust Network Partners across South Wales. After learning about carers’ issues they’ll be able to support carers in the community as qualified pharmacists.

Young Carers in Schools

As part of our Young Carers in Schools Wales’ programme we’ve published a Wales edition of our toolkit, developed in co-operation with The Children’s Society, which helps school staff identify young carers and support them in creative and ambitious ways. The toolkit was piloted with eight schools across Wales and we’re now working with them to share their learning. Many thanks to The Shaw Foundation which part funded this project.

Students going higher in Wales

Thanks to The Waterloo Foundation award of £60,000 over a three year period, through our Going Higher Wales project we have worked with all universities in Wales to encourage them to adopt policies to support young adult carers in higher education. We have also supported young adult carers to apply to and stay at university.

Making a difference with a Carers Trust grant

Clare is 27 and cares for her mum who has fibromyalgia and her 16-year old brother who has autism spectrum disorder. She also provides a great deal of emotional support to her four other siblings. Clare put our grant of £305 towards driving lessons. Being able to drive will help make caring a bit easier and give her more independence and a life outside caring.

In Wales, this year Carers Trust reached 32,365 carers including 1,029 young carers through The Carers Trust Network of quality assured independent Network Partners.
Growing sustainably, strengthening our capabilities

Building on our expertise with policy makers and governments, The Carers Trust Network, made up of Carers Trust and 147 independently managed Network Partner members, is well positioned to champion and support unpaid carers in the UK.

Our large and extensive network has a presence in over 80% of local authority areas, a legacy going back over 40 years, and a staff group of over 7,000 people, which means we have the reach, expertise and knowledge to tackle one of the UK’s biggest challenges. With seven million unpaid carers in the UK today predicted to rise to ten million by 2030, declining central government funding and increasingly cash-strapped local authority resources, the services The Carers Trust Network provides have never been more needed.

During 2017/18 we will continue to grow and diversify our funding and transform the ways in which we deliver services to reach more carers in need.

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

As we deliver our Make Carers Count Strategic Framework over the next five years, we will evaluate and measure our performance to ensure investment in The Carers Trust Network delivers the impact required for carers.

We believe we will achieve more for carers by working in closer alignment across The Carers Trust Network, using our size, shape, skills and experience to tackle the issues head on and effect lasting change.

You can help us to ensure that by 2021:

- Carers have a voice in the decisions that matter most to them.
- The value of carers will be recognised as integral to the provision of care.
- More carers can access breaks and other services that they so desperately need.
- A duty to identify carers within all relevant public services has been agreed.
- The Carers Trust Network will be represented in all parts of the UK.
- New strategic alliances will deliver effective and new services for carers.

Together we will deliver a better future for the UK’s seven million carers of today and ten million carers of tomorrow.
We raised over £5.4m to benefit the lives of carers in 2016/17. 79% of our income in 2016/17 was generated from our Fundraising team’s work, including trust, lottery, corporate and individual donations and legacies.

**How we raised our funds**

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<td>Trading activities (9%)</td>
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Employees from Rank Group Plc setting off on the Yorkshire Three Peaks Challenge for Carers Trust

**Our fundraising promise**

We pride ourselves on being approachable and you can ask us for information about how we spend our money at any time. Find out more about how we cared for our donors in 2016/17 at Carers.org/donating-carers-trust.

- 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 and we do not cold call potential donors.
- We do not use street fundraisers.
How we used our funds to benefit carers

| Costs of generating voluntary income (15%) | 1,234,148 |
| Costs of generating trading income (6%) | 493,486 |
| Supporting the growth and development of solutions for carers (31%) | 2,421,265 |
| Influence society to improve carers’ lives (10%) | 780,196 |
| Work with local partners to develop a strong network (27%) | 2,141,745 |
| Raising the profile and awareness of carers and the caring role (11%) | 897,580 |
| **Total expenditure** | **7,968,420** |

This year we spent £7.9m, 79% of which was spent directly on our four main charitable activities.

We care about being accountable:

✅ We are a member of the Fundraising Regulator.
✅ We follow best practice guidance and have our own fundraising commitment.
✅ We take the protection of data relating to donors very seriously. We will not share your details with a third party without your permission.

Our Board of Trustees remains committed to supporting our fundraising efforts and ensuring we have the necessary processes in place to demonstrate our methods following the new fundraising regulations.

A special gift

We are always delighted when someone chooses to remember Carers Trust in their will. A legacy of £177,000 towards our work with young carers was particularly welcome this year and has enabled us to continue our vital work in this area.
How we sustain our work

A sustainable future

During the year we have applied restricted reserves brought forward to continue delivery of projects and programmes. Our fundraising activity is focused on generating new funds and donations to support further programmes.

During the second half of 2016/17 the Trustees restructured the cost base and strengthened planning processes to address the causes of recent deficits. They have confirmed robust financial management principles to ensure future sustainability.

£42,000 of the revaluation reserve was realised in spring 2017 on the sale of investments.

### A sustainable future

Following the major changes and challenges we have faced this year it is key that we focus on our financial sustainability. To achieve our aspirations for carers we will strengthen The Carers Trust Network by growing sustainably and strengthening our capabilities. We will ensure our provider network is effective, efficient and offers best value to commissioners and funders while delivering services that carers can trust.

To grow sustainably we will:
- Build and maintain competitive advantage.
- Evidence impact across all services.
- Secure transformational funding partnerships.
- Diversify our funding base.

<table>
<thead>
<tr>
<th>Total funds 2017 £</th>
</tr>
</thead>
<tbody>
<tr>
<td>Restricted – for grant and project activities (77%)</td>
</tr>
<tr>
<td>General unrestricted reserves (17%)</td>
</tr>
<tr>
<td>Revaluation reserve (unrestricted) (6%)</td>
</tr>
<tr>
<td>-----------------------------------------------</td>
</tr>
<tr>
<td><strong>Total</strong></td>
</tr>
</tbody>
</table>
Thank you

We value every single £1 we get – whether it comes as a 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**

Andrew Cozens CBE

Hilary Devey CBE

Trevor Hemmings CVO

The Rt Hon Lord Mackay of Clashfern KT

Dr John Lowrie Morrison OBE

Mrs Maureen Morrison

Andrew Robertson OBE

Dame Gillian Wagner DBE

**Our Trustees**

Stuart Taylor – Chairman

Patrick Healy – Vice Chair

Mark Currie – Treasurer

Gareth Howells

William McCormick

Tim Poole

Lynne Powrie

Veronica Stonor

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Pall-Ex Group

Park Lane Club

Rank Group plc, The

Sticky People

Tata Steel

Thomas Cook Children’s Charity

UK Power Networks

Watson Laurie Limited

**Individual supporters and major donors**

Richard Burns

Cecil Rosen Foundation

CPF Trust

Gillian Fane

Zac Ghaffar

Our Destination Garden challenge – encouraging people to walk, run or cycle between their local National Garden Scheme gardens – proved a fun way to raise funds and awareness for Carers Trust. Several Carers Trust staff took part, raising almost £300, including four employees who ran a 10k route between six London gardens.

“I’m proud to work for Carers Trust, and taking part in the run was another way to make a difference for carers.”

Lou Flandrin,
Senior Corporate Fundraising Executive
We would like to say a special thank you to all the carers who have helped us with our fundraising. We are immensely grateful to everyone who has contributed by attending and talking at events or by giving us their views on how carers would benefit most from our projects.