

Carers Trust Annual Review 2018/19

Delivering a better future
for the UK's carers





BUCKINGHAM PALACE

As President of Carers Trust, I have met many of the Trust's supporters this year and have welcomed the opportunity to speak about my long personal involvement with the Trust and why it is so important that carers receive the help they need. At a reception for supporters, we heard how young carer Tom helps care for his mother, co-ordinating caring with his school work. Tom is supported by his local carer service, Carers Trust Cambridgeshire, Peterborough and Norfolk, whose supportive staff make such a difference to the life of the whole family.

In January, I visited Derbyshire Carers Association and heard from carers about the challenges they face, including 98-year-old Victor who cares for his wife. I also met many of the staff who are delivering practical services to carers, providing a daily lifeline to many of the county's most vulnerable people.

Across the UK, Carers Trust makes a significant impact on the carers it reaches, whether locally via carer services, with direct grants, or through wider initiatives, to bring about long-term change in the way that carers are supported by health, social care, education and other services.

With an estimated seven million carers in the UK today, the need to continue to do more to identify and support them is pressing. Thank you for recognising the value of the charity's work and for helping to make a difference to so many carers.

Contents

- 4 Introduction from John McLean, OBE, Chair, Carers Trust
- 6 Who we are and what we do
- 7 Our impact in numbers
- 8 Our strategy
- 9 Championing carers
- 13 Providing services to carers in all parts of the UK
- 17 Creating transformational partnerships
- 21 Our plans for 2019/20
- 22 Get support and get connected
- 24 Our dedicated supporters
- 25 How we raise our funds
- 26 How we use our funds to benefit carers
- 27 How we sustain our work
- 28 Get involved
- 29 Thank you

Thank you to our royal President



Young carer Tom meeting Her Royal Highness the Princess Royal, pictured along with Yvonne Lamothe, our former Senior PR and Communications Manager, and Tom's brother Malachy

In April, when we held a reception in the presence of Carers Trust President, Her Royal Highness The Princess Royal, we wanted our guests to hear about the challenges of being a young carer. So, we invited 14-year-old Tom along to the historic surroundings of St James's Palace. Tom's inspirational talk had a big impact on our guests.

Later in the year, Carers Trust Network Partner – Derbyshire Carers Association – was thrilled to welcome our President to its offices in Ripley. The royal visitor met carers, staff and volunteers and unveiled a plaque to mark 30 years of Derbyshire Carers Association's support for local carers.

"I was so impressed upon meeting Princess Anne because she showed great compassion and empathy, she knew as much as a carer would know. It was a brilliant day!"

Victor who cares for his wife

Introduction

from John McLean, OBE, Chair, Carers Trust



The last year has seen Carers Trust continuing to make an impact on the lives of unpaid carers across the UK with a renewed momentum stemming from changes in our leadership and governance and continued financial growth.

During the year Carers Trust developed partnership agreements with the 134 Carers Trust Network Partners providing local carer services. The agreements have seen us strengthening our partnership, innovation and best practice work, supporting around 450,000 carers across the UK this year, and new and developing relationships have enabled us to reach more carers.

Board and management

We have sought to introduce new skills and expertise to the Board which has included a greater focus on adopting a policy of diversity, including gender, age and ethnicity. We have started to implement the Charity Governance Code, focussing on the principles of organisational purpose and board effectiveness.

Collaboration

We have had discussions with Carers UK to explore ways we can work more closely together, recognising that our combined voice will strengthen the advocacy for unpaid carers in the UK. We have written an open letter to the Prime Minister highlighting the importance of reforming and prioritising our social care and have been exploring ways to further collaborate across The Carers Trust Network.

Finances

In 2018/19 Carers Trust has continued to strengthen its reserves following an increase in donations and legacy income while reducing the overall charitable expenditure; this has created an overall surplus of £1,398,731 for the year. Our focus now is to determine how best we can utilise our 'one-off' surplus to improve the lives of carers.

Staff team

During my short tenure, I have been impressed by the commitment and passion of my colleagues across Carers Trust. They have been doing a brilliant job. On behalf of my Board colleagues, I would like to thank my staff colleagues for all their dedication and hard work during the year.

Appreciation

We would like to thank all those who have supported our work this year, in particular our President, Her Royal Highness The Princess Royal, for tirelessly championing carers, our Vice Presidents, Network Partners, donors, our fundraising events committees and our Trustees for their ongoing support and time they have given to help Carers Trust make a difference.

A handwritten signature in black ink, appearing to be 'Jm.' with a flourish.

John McLean, OBE, Chair, Carers Trust



Who we are and what we do



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

We do this with a UK wide network of quality assured independent partners and through the provision of grants to help carers get the extra help they need to live their own lives. With these locally based Network Partners we are able to support carers in their homes through the provision of replacement care, and in the community with information, advice, emotional support, hands on practical help and access to much needed breaks. We offer specialist services for carers of people of all ages and conditions and a range of individually tailored support and group activities.

Our vision

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

Our impact in numbers

Our work in 2018/19 means that:



Around **450,000** carers, including more than **42,000** young carers and young adult carers were supported by **134** Network Partners.



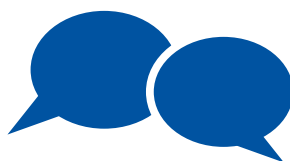
We awarded **£261,187** in grants to benefit **4,636** carers, including **671** young carers and young adult carers.



518,059 people visited Carers.org, our website for carers, finding information on everything from local support to breaks.



Our Scottish Young Carers Festival saw **270** young carers come together for fun and a break.



Our Carer Support Service identified and engaged with more than **300** new carers in Northern Ireland.



Nine health board areas in Scotland are implementing the Triangle of Care in their mental health services for adults.



5,000 free copies of our guide for carers of people living with dementia were distributed via health boards across Wales.



Almost **1,000** carers in England got involved in campaigning thanks to our Raising the Voice of Carers project.



150 young carer and adult ambassadors are being recruited, trained and mentored as part of our Young Carers in Schools programme.

Our strategy

Make Carers Count: The Carers Trust Network Strategic Framework

Our Strategic Framework sets out how we plan to change the landscape for the UK's unpaid carers by 2021. This Annual Review sets out what we've done in 2018/19 to meet that strategy.

Our Strategic Framework aims to identify, support and involve more carers by:



To achieve our aspirations for carers we are strengthening The Carers Trust Network by growing sustainably and strengthening our capabilities. We are ensuring our provider network is effective, efficient and offers best value to commissioners and funders while delivering services that carers can trust.

By 2021, with your support:

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

Championing carers



Carers save the state over **£132bn** a year.

Carers are a major asset within health and social care systems, partners in the provision of care, and experts in the delivery of care. In our Strategic Framework we said that we will:

- Empower carers, mobilising their concerns as a key public health issue.
- Shine a spotlight on the social and economic value of caring and the true cost to carers as partners in the provision of care.
- Press for high standards of local carer services, particularly respite care and carer breaks.
- Promote a requirement for key public services to identify carers.

In 2018/19 we did this by:

Putting young carers in touch with decision makers

Across the UK we've been helping young carers to meet decision makers and share the challenges they face.

On Carers Rights Day young carers in Wales were able to share their views with Huw Irranca-Davies AM, the Minister for Children and Social Care. On the same day, he announced that he had allocated additional funds to supporting carers and care closer to home, following our calls for increased investment.

We also successfully influenced the Presiding Officer of the National Assembly for Wales to dedicate two elected positions on the Welsh Youth Parliament to young carers. We have an official role in returning and supporting these two members, continuing to ensure that their voices are heard.

As part of our Young Carers in Schools programme, we held a tea in Westminster. Sponsored by Lucy Allan MP, it enabled 16 young carers to share their experiences with 26 MPs and ask them to pledge their support.

In November 2018, Young carers in Scotland were welcomed to Bute House, the residence of Nicola Sturgeon, First Minister of Scotland, for a Christmas Party. This special day helped to show young carers how much they are valued and recognised by the First Minister.

“It was great to see the kids feeling so proud of themselves.”

Care Support Worker

Helping carers and services to get campaigning

We've been running two projects in England to empower carers to raise their concerns and have their voices heard.

Raising the Voices of Carers

Raising the Voice of Carers is our three year project supporting carers to campaign. This year it continued to help carers and carer services to speak directly to decision makers and raise local issues. Thanks to Comic Relief funding and carer services, nearly 1,000 carers were able to get involved in campaigning activities, almost double our original target of 500.



As a result of our workshops, **95% of carers** said they felt that they “had more skills and confidence to plan campaigns”.

“A really inspirational workshop.”

Carer

My Mental Health

My Mental Health is our scheme to provide young and young adult carers with confidence and opportunities to campaign around their mental health. It is supported by a number of funders, including Simplyhealth and Peter and Janet Winslow. We are aiming to engage at least 200 young people over three years and are ahead of target, as 126 were involved in 2018/19 alone.

Four Network Partners took part this year including Sutton Carers Centre and Blackpool Carers Centre whose work is now ensuring a smoother transition for young carers between primary and secondary school.

“Members of our Young Carer Voice forum told us that awareness of the impact caring can have on mental health is still poor – they can't wait to raise awareness and improve the support available through their campaign.”

Young Carers Services Manager

In January we launched our #CareForMeToo campaign, which aims to raise awareness about mental health and improve support for young carers.

Find out more at
[Carers.org/careformetoo](https://www.carers.org/careformetoo).

Influencing National Assembly for Wales' committees

The Social Services and Wellbeing (Wales) Act 2014 provides new rights and entitlements to carers but our evidence shows that unfortunately many of these rights have not been implemented. Carers Trust Wales was able to influence the National Assembly for Wales' Health, Social Care and Sport committee to hold an inquiry into The Act. We arranged for young carers and young adult carers to meet the committee, and continue to support it to develop robust recommendations for Welsh Government.

Building upon our evidence session as part of the National Assembly for Wales' Finance Committee's inquiry into the cost of caring for an ageing population, Carers Trust Wales helped shape the Committee's recommendations to Welsh

Government. The final report makes strong recommendations about the importance of improving access to, and the quality of, carers' needs assessments.

Ensuring carers' needs are reflected in key plans

The Department of Health and Social Care launched the Carers Action plan at a June event. The plan is built on evidence submitted by Network Partners and 6,000 carers, and outlines a cross-government programme of work to support carers in England.

As part of our work to make sure carers' and Network Partners' needs were reflected in the NHS Long Term Plan for England, we secured four places for carers at an engagement event in October. The plan sets out the services and support that the NHS aims to provide over the next ten years.

"I wanted to make the difference, not just for myself but all the carers ... who make a significant contribution to the NHS."

Carer

Raising the profile of carers in the media

Young Carers Awareness Day 2019 was a great success in making the case for more support for young carers, particularly looking at their mental health. Extensive media coverage, including powerful interviews with young carers on Channel 4 News and BBC Radio 5 Live, revealed just how much a young carer's mental health can be affected by the responsibility and their experiences. Considerable social media activity on the day also saw young carers calling for decision makers to #CareForMeToo.

Find out more at [Carers.org/young-carers-awareness-day-2019](https://carers.org/young-carers-awareness-day-2019).

Encouraging colleges to support student carers

This year saw the launch of two toolkits to encourage further education colleges to improve identification and support for student carers.

Carers Trust Scotland's Going Further Toolkit is funded by the Scottish Funding Council. Nine colleges have already committed to working towards the Going Further for Student Carers Award.

Find out more at [Carers.org/going-further-scotland](https://carers.org/going-further-scotland).

The Carers Trust Wales' bilingual toolkit was developed in collaboration with the Learning and Work Institute. Carers Trust Wales has also worked with Estyn to ensure that all further education institutions are asked about the support they provide to carers.

Download the toolkit at <https://professionals.carers.org>.

Helping involve carers in care and treatment decisions

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

This year, funding from NHS England has enabled us to evaluate the Triangle of Care in England. We have also begun the process to transfer the scheme to the Royal College of Nursing as part of our strategy to ensure it continues to support carers.

Implementation of The Carers (Scotland) Act 2016 has resulted in more mental health services engaging with the Triangle of Care in Scotland. Carers have been involved in providing information on confidentiality and delivering training in a project funded by The Robertson Trust.

Find out more at [Carers.org/article/triangle-care](https://carers.org/article/triangle-care).

Across the UK, as many as one in five children and young people are young carers.



Providing services to carers in all parts of the UK

Carers continue to tell us that finding support can be difficult, time consuming and stressful. In our Strategic Framework we said that we will:

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

In 2018/19 we did this by:

Reaching around 450,000 carers via carer services in the community

With 134 Network Partners, we have the largest network of carer services in the UK. This year we welcomed our newest member – Carers Matter Norfolk, which is a county-wide service to support carers aged 16 and over.

Network Partners have continued to deliver advice, information, guidance, and support to carers along with Care Quality Commission (CQC) and Care Inspectorate Wales (CIW) regulated services in England and Wales. They have supported around 450,000 carers, including more than 42,000 young carers and young adult carers, enabling them to have a break from caring, look after their own health and wellbeing, and understand their rights. They have also supported carers entering employment and with the impact on their changing roles and relationships.

Find out more at [Carers.org/our-work-locally](https://www.carers.org/our-work-locally).



1.4 million people in England and Wales are spending **50 or more hours** a week caring. This is a full-time workforce greater than that of the National Health Service.

Working together

Network Partners recognise the value of being part of The Carers Trust Network. It gives them access to grants, connections with decision makers, information provision, programmes to test innovation, and brokers relationships to support development.

During the year Carers Trust developed partnership agreements with Network Partners across the UK. They set out an ambitious road map for the network to improve the lives of carers. This year, we have already begun to achieve this, strengthening our partnerships, innovation, and best practice work.

“There is support, information and a lot of knowledge in the room. Through the connections made at these meetings we were able to be part of a collaborative bid for funding. Becoming a member has also allowed us to access grants for carers. Being a network member has been a positive experience.”

Ruth McLennan, Manager of Care for Carers, Edinburgh

Providing quality respite care for carers

Many Network Partners provide regulated care – supporting carers to have meaningful respite from caring. Using specialist consultants, we give Network Partners a robust policy framework to underpin their care activities. The framework enables Network Partners to deliver their services in line with CQC and CIW requirements and provides a baseline to enable us to deliver compliant and quality services to carers and those they care for.

“We are proud to be a Network Partner of Carers Trust Wales. The benefit of being part of the network is invaluable! We receive access to first-rate professional support and advice from the Wales office, peer support, sharing good practice, access to grants for carers and an excellent suite of policies for our regulated service, to name but a few!”

Alison Harries, CEO, Carers Trust Carmarthenshire Crossroads Care

Facilitating learning and sharing

This year we have continued to deliver a range of opportunities to ensure that The Carers Trust Network members learn and develop from each other. We’ve run workshops on topics including regulated services, digital solutions, and confident communication with the media, along with one-to-one support and peer support groups.

At our Network Partners conference in March, we welcomed 145 delegates, who engaged in discussions about impact for carers, services, and Network Partners.

Find your nearest Network Partner at [Carers.org/search/network-partners](https://www.carers.org/search/network-partners).

Securing contracts to deliver services

Our partnership with Tender Management Community Services offers Network Partners expert support in tendering for contracts to provide services to carers and the people they care for. As a result of our work, Network Partners are being recognised and rewarded by securing existing and new contracts. This year 90% of all tenders submitted resulted in contracts being awarded.

Making a difference for carers with a Carers Trust Grant

Thanks to our generous donors, Carers Trust provides grants to help carers to have a better quality of life as they provide the care they want to.



In 2018/19 Carers Trust awarded **£261,187** in grants to support **4,636** carers across the UK, including **671** young and young adult carers.

Our grants enabled 1,331 carers to take a break from caring, purchase an essential household item, or learn a new skill.

A further 3,305 carers were able to take part in group events and activities, providing them with opportunities to take time away from caring and socialise with other carers, creating new bonds and friendships.

Find out more at [Carers.org/difference-carers-trust-grant-makes](https://www.carers.org/difference-carers-trust-grant-makes).

For many carers, a small grant can make a big difference. Carers like 59-year-old Abia who cares for her 30-year-old son, Abdel. He has depression and suicidal thoughts. Abia constantly worries about her son – he doesn't leave the house, has no friends, and shows no enthusiasm for life.

Caring also affects Abia's own health and wellbeing. She too has a history of depression, as well as arthritis, and is stressed and tired – a situation not helped by having to sleep in a broken bed. Although she works part time, the family struggle on a low income. Her local Network Partner helped Abia to apply for a Carers Trust grant of £250 towards a new bed.

Delivering an outreach service to carers in Northern Ireland

Thanks to our contract with the Southern Health and Social Care Trust in Northern Ireland, we are delivering an outreach support service to adult carers who live in the area.

Our Carers Rights Day event ensured 80 carers got advice and information. This is just part of the package of support offered by the service, which includes a helpline and information service, training, and social events.

To find out more, visit [Carers.org/carers-support-service-northern-ireland](https://carers.org/carers-support-service-northern-ireland).



In 2018/19 our Carer Support Service identified and engaged with more than **300 new carers** in Northern Ireland.

Ensuring carers access the information they need



Our website for carers – **Carers.org** – continues to be a valuable source of information. **518,059** people visited in 2018/19 – a **30%** increase on last year – finding information on everything from local support to breaks.

Our site for health, social care and education professionals working with carers – <https://professionals.carers.org> – saw 40,245 users access the range of resources and toolkits it provides.

We also began our work to refresh Carers.org. With a new look, improved content and clearer structure, we're aiming to provide a better online experience for all our visitors, providing them with the information and support they need.

Connecting carers via social media

Social media continues to be a great way to tell carers about our services and campaigns, and to engage new audiences with carers' issues. We were thrilled when #YoungCarersAwarenessDay trended all day in January, raising huge levels of public awareness for young carers and the pressures they face.



Creating transformational partnerships



There are estimated to be at least **376,000** young adult carers in the UK aged 16–25.

Working with others increases the likelihood of funding, solves key strategic issues and provides the opportunity to develop evidence bases for new forms of service delivery which can be developed and replicated. In our Strategic Framework we said that we will:

- Build partnerships with national organisations, focussing on the identification and support of carers within key groups (carers caring for someone with mental health issues, older carers, carers of people with dementia, young carers and young adult carers).
- Build strategic alliances to deliver new services for carers.

In 2018/19 we did this by:

Improving the wellbeing of young adult carers

In October 2018, we launched a three-year-partnership with The Quilter Foundation which aims to raise over £1.5m through Quilter Plc employee fundraising and donations from the foundation.

The UK partnership is focussing on improving the health and wellbeing of 2,200 young adult carers.

So far we've awarded grants to help young adult carers realise their dreams including paying for driving lessons for 29 young people. Network Partners have also supported over 380 carers via grants for group activities.

Find out more at [Carers.org/how-you-can-support-us/carers-trust-and-quilter-foundation-partnership](https://www.carers.org/how-you-can-support-us/carers-trust-and-quilter-foundation-partnership).

Producing a new guide for dementia carers

With input from carers and professionals, we developed the first bilingual practical guide for carers of people living with dementia in Wales. Funding from the Welsh Government meant we could provide 5,000 copies to health boards across Wales.

“The Carers Guide to Dementia is the first thing you should read, ... to begin what is going to be, a life changing journey.”

Carer

Supporting carers into work



Running in collaboration with over 20 Network Partners across London, Working for Carers is our project supporting carers and former carers into employment. Funded by the European Social Fund and The National Lottery Community Fund, it is now in its third year and has secured another three years of funding.

The project is making a real difference to carers like Heather, who spent many years looking after her disabled son and was nervous and unsure about looking for work. But with support from her Personal Adviser she's found a job in the NHS. Nearly a third of participants on the scheme have found a new job or moved into education or training and over half have gained new skills and confidence.

Find out more at Carers.org/workingforcarers.

The programme was also supported by employees from Deloitte, who raised over £44,000 to fund grants to support carers in London into work.

Read more at Carers.org/employee-volunteering.

Launching an ID card

Carers Trust Wales is working with the Welsh Government to give young carers a national identification card which will make it easier for young carers to make themselves known to professionals. It's part of our awareness raising work with health and education networks across Wales.

Read more at Carers.org/wales.

Tackling loneliness

Since December 2017, thanks to support from the players of People's Postcode Lottery, we have received over £1m to help deliver projects for carers with local Network Partners.

Newcastle Carers used its funding to set up a weekly group for black and minority ethnic women whose caring roles had led to them becoming isolated. The women were able to access help and advice as well as forging new friendships.

This year, an *Extra Award* of £250,000 on top of our regular award of £400,000, is enabling us to tackle loneliness and isolation in carers. We're aiming to reach 400+ carers via 21 peer support groups across Great Britain by the end of 2019.

Find out more at Carers.org/peoples-postcode-lottery.

Sharing our expertise

Together with six other countries in Europe, we've received European Union Horizon 2020 funding to develop a fuller understanding of the needs of young carers aged 15–17 across Europe. In the UK, we're working with the University of Sussex to deliver this three year project – called ME-WE. This year we've been gathering data that will form part of an evidence base for better ways of supporting young carers' health and wellbeing.

Overcoming barriers to sport

Thanks to funding from The National Lottery Community Fund Wales, Carers Trust Wales created a new project to tackle barriers which prevent young carers from taking part in sport. Run in partnership with Carmarthenshire Crossroads Care, our one-day mini Olympics supported 18 young carers and their families to overcome the hurdles to getting active.

Find out more at Carers.org/wales/our-projects/active-young-carers.

Campaigning with other partners

By working with other organisations we're able to campaign more effectively on issues that matter to carers.

The Disabled Children's Partnership

As a member of the Disabled Children's Partnership, we're campaigning for improved health and social care for disabled children, young people, and their families.

This year we helped promote the results of a survey that reported 75% of respondents said that the quality of health services to support families with disabled children had got worse. We also asked our supporters to write to their MPs about a £1.5bn funding gap for disabled children's health and care services.

Read more at <https://disabledchildrenspartnership.org.uk/>.

The Care and Support Alliance

We're one of 80 charities campaigning for better funding for social care. In June 2018 12,851 people signed an open letter to Jeremy Hunt MP asking for an end to the care crisis which was handed to the Department of Health and Social Care.

Get involved at <http://careandsupportalliance.com/>.

Carers Week

As one of seven charities behind Carers Week – an annual campaign to raise awareness of caring – we used the 2018 week to highlight the importance of ensuring that carers look after their health and wellbeing.

Along with Network Partners, we called on communities, health care professionals, employers, and the public, to help connect carers to health and wellbeing services.

Find out more at Carersweek.org/.

Addressing financial hardship

Thanks to our work with UK charity Turn2Us, Network Partners are helping carers access benefits, grants and support. The Turn2Us benefits calculator – making it easier to work out which benefits to claim – is also embedded on our website where this year it had more than 48,000 views.

See Carers.org/benefits-calculator.

Young Carers Festival

Our Scottish Young Carers Festival went on the road, visiting Aviemore in July and Fife in August 2018. Thanks to Scottish Government funding, 270 young carers enjoyed a fun filled break with other young carers – an important part of the festival which helps young carers to feel less alone.

Supporting young carers in schools

This year, we launched the second phase of our Young Carers in Schools programme in England. Thanks to the support of Simplyhealth and The Eranda Rothschild Foundation, and working with Carers Trust Network Partners, we're aiming to train and mentor 150 young carer and adult ambassadors. They will work with local schools to increase the identification and support of young carers.

In February 2019, **100% of attendees** at our learning event for 70 local authority commissioners, said they intended to increase the identification and support for young carers in their area.

See Carers.org/young-carers-schools/

Young carer Blake addresses MPs at Westminster in March 2019. Blake went on to receive an award from the Prime Minister for his awareness raising work.



Our plans for 2019/20

By delivering our Make Carers Count Strategic Framework we are aiming to achieve more for carers. By working in closer alignment across The Carers Trust Network we can use our size, shape, skills, and experience to tackle carers' issues head on and effect lasting change. The launch of our new Carers Trust's Partnership Agreement in 2018 and new ways of working with the network will ensure that the vital work of supporting carers, and ensuring their voice is heard at the highest levels, can be achieved.

This year we look forward to:

Providing services to carers in all parts of the UK

- Developing our Quality Assurance and Improvement framework, ensuring that Carers Trust and all Network Partners are sustainable, compliant, and viable, and that The Carers Trust Network will become synonymous with the quality support that carers need.
- Delivering a training and learning programme for Network Partner staff, with a range of regional workshops across the year.
- Developing the Knowledge Hub – a digital platform which will streamline and improve communication with and across The Carers Trust Network, support collaborative working, and allow best practice, resources, and innovation to be shared.
- Creating The Network Future Advisory Group. This will drive the development of new approaches to carer support that will be tested and replicated in our network. It will also shape Carers Trust policy and public affairs work.
- Delivering a range of programmes to carers in the Southern Health and Social Care Trust area in Northern Ireland, including promoting wellbeing.

- Continuing to deliver grants for carers thanks to our generous donors.
- Strengthening our business processes and systems to better support our programmes for carers.

Championing carers

- High profile campaigns such as Young Carers Awareness Day and Carers Week. Our autumn campaign will focus on issues that impact carers and Network Partners.
- Our refreshed brand which will allow us to tell carers' stories with greater clarity.
- A redesigned website which will enhance users' experience and help them find information as quickly and easily as possible. We want to ensure we are responding to and supportive of all carers, irrespective of their needs.

Creating transformational partnerships

- Our three day Scottish Young Carers Festival running from 31 July to 2 August 2019, providing much needed support and respite for young carers.
- Rolling out the young carers ID card in Wales so that they can get the help and support they need more readily, and without stigma.
- Continuing our Working for Carers programme, as we build on a further three years of funding.
- Recruiting, training, and mentoring young carer and adult ambassadors for our Young Carers in Schools project.
- Continuing the work with the Royal College of Nursing to secure a sustainable future for the Triangle of Care and continuing to support delivery across England, Wales and Scotland.

Get support and get connected

Contact your nearest Carers Trust Network Partner for support

Carers Trust Network Partners are local services for carers of all ages, supporting people with any condition. The services they offer varies but can include:

- Emotional and practical support including providing care in the home to enable carers to take a break.
- Carers emergency services, offering help in a crisis.
- Information and advice on issues such as benefits, grants, and other help available.
- Giving carers a voice so that they are listened to by local decision makers.
- Helping carers to share experiences though group support and social activities.
- Access to education, training and employment.
- Specialist support for young and young adult carers.

Find your nearest Carers Trust Network Partner by using our Find your local service facility at **Carers.org** (any time) or calling 0300 772 9600 (Mon–Fri, 9am–5pm).

Go online

Visit the Help and advice section on our website Carers.org to find information, and signposting to other organisations that can help carers with:

- Money and benefits.
- Getting a break.
- Health and wellbeing.
- Going out and about.
- Working and learning.
- Legal and rights.
- Getting a Carer's assessment.
- How to chat to carers online.
- Where to get specialist information for young and young adult carers.

Stay in touch with social media

We have social media accounts on Twitter, Facebook, Instagram, LinkedIn and YouTube where you can stay in touch with all the latest news from Carers Trust.

Many Carers Trust Network Partners run activities and groups where carers can get a break from caring and connect with their peers.



Our dedicated supporters

Thank you to everyone who has helped us make a difference to carers this year. We are grateful for the donations and support we receive, and committed to spending it to deliver for carers. In particular we would like to thank the following for their generosity and ongoing commitment to our work.

National Garden Scheme

The National Garden Scheme opens 3,500 gardens to the public and all proceeds go to its beneficiary charities, including Carers Trust. A generous donation of £400,000 towards our core activities from the National Garden Scheme, our longest standing supporter, has enabled us to direct funding where it is most needed.

Supporter anniversaries

- This year we celebrated the fifth anniversary of our partnership with the Rank Group Plc. Their employees and customers raised over £375,000 for carers in 2018/19, enabling us to provide grants to help around 1,500 carers to purchase essential items. Their support means that we have now reached over 10,000 carers through our small grants programme.
- The Moffat Charitable Trust marked its 20th year of support in 2018 with a final donation of £65,000 for our work in Scotland. Over the years, the Trust has provided more than £2.1m of funding to support carers across the UK.
- Markel (UK) Ltd celebrated over ten years of partnership with Carers Trust in 2018, having raised over £230,000 towards our grants for carers.

Pears Foundation

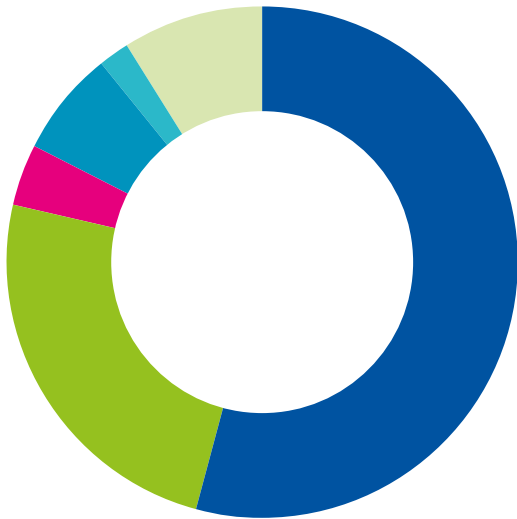
Since the Pears Foundation's first involvement with us in 2002, it has given more than £1.8m to support carers. The flexibility of its funding is enormously valuable. Currently, part of the funding is unrestricted and the rest supports our policy activity in England and grants to help carers who are experiencing particular hardship. In 2018/19, more than 1,489 carers from across the UK benefitted from a grant enabled by Pears Foundation funding.

A special thank you to:

- Andrew Robertson, CBE who is one of our most dedicated supporters having donated thousands of pounds over the years. He also works tirelessly as our Vice President to create awareness of our work.
- Vice Presidents Dr John Lowrie Morrison, OBE and Maureen Morrison who have supported us over many years. Their donations have made a significant impact on our ability to provide support to young carers across the UK.
- Mary Bishop, who has again generously supported our work with carers.
- And Peter and Janet Winslow who have supported our work with young carers.

Find out more about our dedicated supporters at [Carers.org/section/get-involved](https://www.carers.org/section/get-involved).

How we raise our funds



	Total funds 2019 £
Donations	3,661,609
Government grants	1,675,698
Legacies	270,045
Trading activities	443,327
Fees, other sales and investment income	102,287
Membership fees	422,595
	6,575,561

- Donations (56%)
- Government grants (25%)
- Legacies (4%)
- Trading activities (7%)
- Fees, other sales and investment income (2%)
- Membership fees (6%)

The data on pages 25–27 is based on our consolidated accounts for the charity and our subsidiary company.

Our fundraising promise

- We believe that it is essential that we are clear and open about the way we raise our funds and the range of ways that people can support our work. We receive donations and grants from a number of corporate partners, charitable trusts and foundations, and Government, as well as philanthropic gifts from major donors. Individual supporters can sign up to make a regular donation, take part in a challenge event, or leave a gift in their will.
- We carry out all our fundraising directly and do not use an external fundraiser or commercial participator.
- Carers Trust is registered with the Fundraising Regulator and is committed to adhering to the code of Fundraising Practice. No formal complaints about our fundraising have been received during 2018/2019. We respect our donors' privacy and keep their data safe.
- In line with Charity Commission guidance, Charity Fundraising: a Guide to Trustee Duties (CC20), we have a framework in place to ensure there is effective governance around our fundraising activities. Regular reports are made to our Finance and General Purposes Committee and our Board of Trustees on fundraising performance and our future, to ensure that trustees have understanding and visibility of our activities.

How we use our funds to benefit carers

	Total expenditure 2019 £
Costs of generating voluntary income	1,032,592
Costs of generating trading income	442,938
Supporting the growth and development of solutions for carers	1,335,417
Influencing society to improve carers' lives	431,350
Work with local partners to develop a strong network	1,737,048
Raising the profile and awareness of carers and the caring role	206,225
	5,185,570



- Costs of generating voluntary income (20%)
- Costs of generating trading income (9%)
- Supporting the growth and development of solutions for carers (26%)
- Influencing society to improve carers' lives (8%)
- Work with local partners to develop a strong network (33%)
- Raising the profile and awareness of carers and the caring role (4%)

Giving young carers a fun break

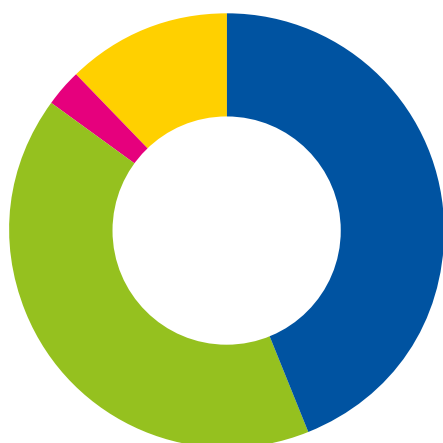
This year, we were able to give 30 young carers from across Scotland a weekend break in luxury accommodation at Dunoon thanks to generous funding from Tom Morton at Communicare 24/7.

“The accommodation, facilities, staff were all fantastic! One of the young people I spoke to said he had had the ‘best night ever’ just chilling out in the lodge.”

Young carer support worker

How we sustain our work

	Total funds 2019 £
Restricted – for grant and project activities	1,798,124
General unrestricted reserves	1,683,793
Revaluation reserve (unrestricted)	103,459
Designated spend reserve	500,000
	4,085,376



- Restricted – for grant and project activities (44%)
- General unrestricted reserves (41%)
- Revaluation reserve (unrestricted) (3%)
- Designated spend reserve (12%)

“Carers in Bedfordshire is proud to be a Network Partner. By working together across the network, organisations learn from each other, building on each other’s experience to improve the effectiveness of all of our work. Carers in Bedfordshire have been successful in securing grants through Carers Trust. We have forged new partnerships and opportunities for learning, including alternative ways of working with local authorities.”

**Helen Satterthwaite, Chief Executive Officer,
Carers in Bedfordshire**



Get involved

There are so many ways you can make a difference for carers.



Involve your company.



Organise your own event.



Take part in one of our events.



Take part in a fundraising challenge.



Make a one-off or regular donation or give via Payroll Giving.



Fund a project with your trust or foundation.



Make a lasting difference with a legacy.

Simply visit [Carers.org/section/get-involved](https://www.carers.org/section/get-involved), email fundraising@carers.org or call us on 0300 772 9600 to find out more.



Throughout the year many incredible people have raised money for carers. Supporters like 67-year-old Richard Westropp and his son Edward, who cycled the 940 miles from Land's End to John O'Groats in just ten days, raising almost £5,000 for Carers Trust. To date, along with friends, family and loyal supporters, the Westropp's have raised almost £200,000 for the Peter Westropp Memorial Trust which fundraises solely for Carers Trust.

Father and daughter team Paul and Sophie Howe, along with a group of friends, walked the 60km Freedom Trail across the Pyrenees in July. They raised £2,725 for Carers Trust.

The dedication of all our donors means even more carers in the UK can receive support, help and advice.

Thank you!

A huge thank you to everyone who has so generously donated time and funds this year. Your loyalty and commitment is helping us making a difference for carers across the UK, every day.

We'd like to give a special mention to those who have given us a significant donation this year. We couldn't do our work without you. Thank you.

People's Postcode Lottery

Support from the players of People's Postcode Lottery

Corporate supporters

Ascot Underwriting Ltd
BGL Group
CLC World Resorts & Hotels
Communicare 24/7
Deloitte
Jockey Club, The
Legal & General
Markel (UK) Ltd
National Garden Scheme
Next Plc
NHS Property Services Ltd
Partick Thistle Football Club
Peter Westropp Memorial Trust, The
Quilter Foundation, The
Rank Group Plc, The
Simplyhealth
Tata Steel
Watson Laurie Limited

Individual supporters and major donors

Mary Bishop
Bruce Tollis Trust, The
Richard Burns
Cayo Foundation, The
Gillian Fane
Gosling Foundation, The
Kevin Green
Dr John Lowrie Morrison, OBE and Maureen Morrison
Pears Foundation
Philip Oppenheimer Foundation, The
Reuben Foundation, The
Rind Foundation, The
Andrew O Robertson, CBE
Scarborough Group Foundation/Sandra and Kevin McCabe, The
Suzette and Ronnie Shahmoon
Thompson Family Charitable Trust, The
TJH Foundation, The
Peter and Janet Winslow

Ella is 25 and cares for both her parents who have multiple health conditions. They rely on Ella to meet their caring needs and she has to rely on Carer's Allowance to pay for food and fuel. Ella dreams of starting her own holistic therapies business. Thanks to a grant of £199 from The Quilter Foundation she has been able to pay for the courses she needs to get her business started.

Trusts, foundations and charitable partnerships

Alchemy Foundation
Awareness Fund, The
Bill and Vera Chappell Charitable Foundation, The
Bupa UK Foundation
Comic Relief
Constance Travis Charitable Trust, The
Corra Foundation, The
Dulverton Trust, The
Earlsmead Charitable Trust
Elizabeth Frankland Moore and Star Foundation, The
Eranda Rothschild Foundation, The
Gwendoline & Margaret Davies Charity, The
Harebell Centenary Fund, The
Hick Charitable Trust, The
Jenour Foundation, The
Joan Strutt Charitable Trust
M & C Trust, The
Moffat Charitable Trust
National Lottery Community Fund Wales, The
Nominet Trust
Princess Anne's Charities Trust, The
Robertson Trust, The
Rothera Charitable Settlement, The
Scottish Funding Council
Simon Gibson Charitable Trust
Sobell Foundation, The
Stichting Teuntje Anna Fund
Waterloo Foundation, The

Government

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

Legator

Alec Coleman
Mollie Corbett
Joyce Dudley
Lilian Van Hessche
William MacDonald
Gillian Morley

Thanks to our grant of £500, local carer service Carers Leeds was able to organise two events for National Dementia Carer Day: an afternoon tea dance for carers of people with dementia and the people they care for, and a play, *The Purple List: A Gay Dementia Venture*, which follows the life of Sam and Derek as Derek's dementia progresses. The two events were a great success, and between them they hosted 120 carers, people with dementia, and health and social care professionals.

X Factor finalist and People's Postcode Lottery Ambassador Danyl Johnson entertained a group of carers supported by Carers Trust Thames, and the people they care for, in August 2018.





Carers Trust
Unit 101
164–180 Union Street
London SE1 0LH.

Tel: 0300 772 9600
Email: info@carers.org
Carers.org



www.facebook.com/CarersTrust



www.twitter.com/CarersTrust



www.instagram.com/carers.trust



www.youtube.com/user/CarersTrust

Carers Trust
10 Regent Place
Rugby CV21 2PN
Tel: 01788 573653

Carers Trust Wales
Transport House
1 Cathedral Road
Cardiff CF11 9HA
Tel: 0300 772 9702

Carers Trust Scotland
Spaces
Tay House
300 Bath Street
Glasgow G2 4JR
Tel: 0300 772 7701

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: Carers Trust, Unit 101, 164-180 Union Street, London SE1 0LH.

© Carers Trust 2019. All library photos posed by models except on pages 3, 4, 20, 28 and 31.

Due the sensitive nature of our work we have changed the name of the carers and those they care for in this annual review except on pages 3 and 20.