

# Blackpool Carers Centre

*Quality • Passion • Respect*



## Annual Review 2016-2017





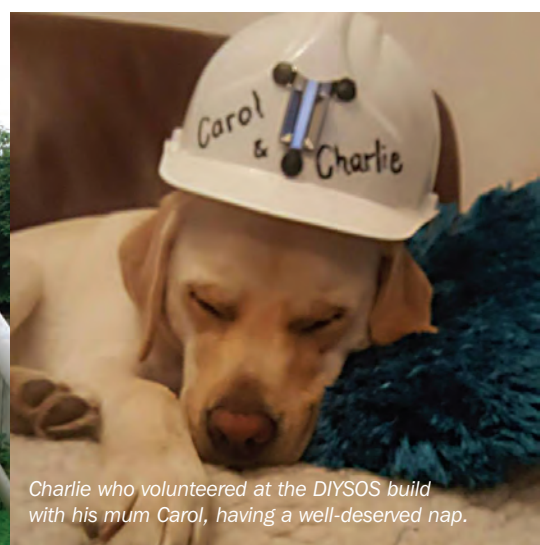
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*At Blackpool Carers Centre, we respect everyone who comes to us for help. So while their stories are true, client names and images may have been changed to protect their privacy.*



Young carers having fun at Goosnargh Play Park



Charlie who volunteered at the DIYSOS build with his mum Carol, having a well-deserved nap.



Centre staff getting ready for Children in Need



Rocco's Pantry area at Beaverbrooks House



# Aspiring

## Welcome from the Chief Executive and Chair

What an exciting year we have had! We all feel privileged to have been selected as the beneficiaries of the DIYSOS and BBC Children in Need Big Build Special. We hope this inspirational programme, that turned Blenheim House into Beaverbrooks House, has made a difference to the lives of young carers across the country by putting them on a national stage.

Thanks to the efforts of those families who agreed to be filmed, we hope that professionals, and the community as a whole, will have a deeper understanding of the challenges faced by young carers, so that they can be supported at the earliest possible stage in their caring role.

Thank you to our fabulous team of staff and volunteers for continuing to work

through the chaos and mayhem - they are a passionate, hardworking, close 'family' and they really care about the quality of their work. A special mention to: the 'behind the scenes' team for their negotiating skills and patience; Jacqui for managing the PR; John and Danielle for their Ambassadorial support, and the inspiring, ambitious and tenacious team at the BBC who made it all happen.

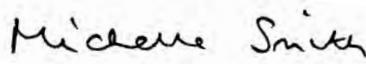
Thanks to our families and young people for agreeing to be filmed even though the cameras may have intruded into their private lives. We recognise and thank every single volunteer for giving their time, skills, experience and sheer hard work. Thank you also to those who preferred to stay behind the scenes, providing materials, donations, advice and refreshments.

We have achieved so much over the last 12 years but this year has been a real milestone for Blackpool Carers. We have a great resource filled with the best facilities that any support service could wish for.

Thanks to the ongoing support of so many individuals, companies, trusts and community groups, we will continue to work towards a better life for carers.



Paul Jebb, Chair



Michelle Smith, Chief Executive



Young carers during a respite trip to Beacon Fell



Young carer Chloe playing in the gardens



Sancastle Waterpark mascots, Bling and Shelly presenting their Cash Quest cheque to Rocco



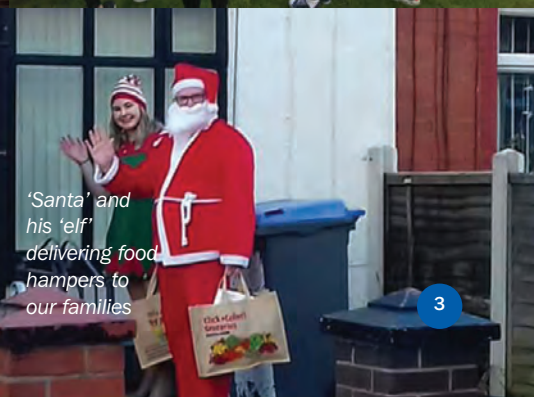
Young and young adult carers activity in our garden



Tyanna, Suzanne and Gracey on Children in Need night at Beaverbrooks House



Young adult carers braving the 'white water' on a residential to Brathay



'Santa' and his 'elf' delivering food hampers to our families



# Inspirational

## DIY SOS and Children in Need Big Build Special

Our dreams came true on the 28th June 2016 when Nick Knowles and his army of volunteers began the mammoth task of turning a derelict building into a fully functioning and welcoming centre for carers young and old.

As part of 2016 Children in Need campaign, Young Carers became the focus and the spotlight was on us here in Blackpool.

The building, previously known as 'Blenheim House', was donated by The Beaverbrooks Charitable Trust in 2015 and was soon to be a haven for carers of all ages.

After weeks of planning, designing, hard work, donations, and lots of food to keep the troops of dedicated volunteers going, the building was complete and on Reveal Day there wasn't a dry eye in (or outside of!) the house. We moved into our new home in October 2016 and since then there has been no looking back.

We have continued to receive support from local tradesmen and businesses

to complete the upstairs of the building so that our workers have an office base and they also continue to provide support and advice in helping us to maintain our wonderful building.

Following the airing of the show in November, referrals for carers desperately needing our support have increased. With a growing awareness, local schools, health workers, and other key agencies are identifying more and more carers to access the support that we provide.

Our involvement with DIY SOS not only provided a fantastic platform for young carers on a local level, but also brought into sharp focus the resilience and tenacity of young carers and the need to support them in their caring roles to a national audience.

Partnership working with local businesses and services has increased, and awareness of carers is developing as more people now understand what carers do. People are keen to get involved and support in any way they can.

The services we deliver have expanded and we are now providing more respite sessions, training and family activities than ever before. Our centre is now the 'one stop shop' for carers of all ages in Blackpool offering; advice, information, support or some well needed respite. The creative and vibrant design of our centre allows carers to feel that they have a 'home from home'. Whether it's a confidential chat or a craft activity, we have the space to accommodate. Our beautiful garden has already been host to events and activities including; teddy bears picnics, family fun days, camp outs, young carers free time and much more. We would like to thank all of the people involved for making this happen, for their kindness, time and dedication.

We look forward to continued growth in our new home thanks to DIY SOS, BBC Children in Need and The Beaverbrooks Charitable Trust.



Young carers on DIY SOS 'reveal' day



DIY SOS volunteers during the transformation

The beautiful garden at Beaverbrooks House



Garden designer, Laurence Mitchell





Young carers writing 'Thank you' messages on their new chalkboard



L-R: Camilla, Liam, Michelle and Faye with Laurence Llewelyn-Bowen



Young carers waiting for 'the big reveal'

*"My early life was overshadowed by my mother's illness and I remember the crushing anxiety. I never wanted pity and these young people don't either. Blackpool matters to me, deeply, and Beaverbrooks House does too. We have made it beautiful but it is also functional and I hope it will be used and enjoyed for many years to come."*

Laurence Llewelyn Bowen, Designer



DIY SOS 'purple shirts' with volunteers, Laurence Llewelyn-Bowen and Pudsey

*"This is one of the most challenging projects the team has ever taken on. It's been one of the most rewarding too. I've met fantastic young people, strong, resilient, who just need a hand, and others more than willing to help."*

Nick Knowles, TV presenter



872

Individuals and organisations donated time, services and products to transform Beaverbrooks House, which equates to a value of

**£905,275**



# Supporting Adult Carers

Our Adult Carer team provide support and information to carers aged 19+. We offer an holistic approach to cater for the needs of carers and their families. Our services include emotional support, counselling, liaising with professionals, advocating on the carer's behalf, support groups, training, whole family events and activities/events specifically for carers.

Between April 2016 and March 2017, counselling provision extended to 1 qualified counsellor and 5 trainees.

We hold regular awareness raising stands in all GP surgeries across Blackpool, targeting previously unidentified carers and those who are new to their caring role.

Our 'working carers' group was launched in March 2017, aimed at carers who are unable to attend groups during the day due to work commitments or caring responsibilities, providing much needed peer support and respite.

The move to Beaverbrooks House in October 2016 has given us a focal point within the community and one location for staff to work from. Carers have found our service more accessible with a bus stop outside and being able to attend for one to one sessions and activities all in one place. Carers can now meet with workers in a relaxed, safe and confidential environment, with or without the person they care for. Beaverbrooks House has provided a

great opportunity to develop the range of events that we offer to carers. We have organised large social events for both carers and the wider community to come and enjoy the building and gardens whilst also raising much needed funds for the service.

Due to an increased number of volunteers, we also have more dedicated and skilled individuals who give their time to support our events.

We have developed new links with organisations that can help carers and their families including the Memory Assessment Clinic who have held clinics at our new building.



Adult Carers' trip to Chester

*"This service has been invaluable to me. I cannot thank you enough for this experience. I dread to think where or how I would be without this."*

Graham (34)

*"Blackpool Carers Centre has given me confidence in myself and my abilities. It has helped me appreciate what I have."*

Susan (68)

3,762

One to one support sessions

1,998

Carers accessed support

1,267

Signposted to other partners

991

Referrals received

242

Counselling sessions



**Prisha** cares for her daughter Kalpana, diagnosed with Cerebral Palsy for 39 years. The family have no external support. Prisha's own health is deteriorating and her husband Zak has taken on caring roles for both Prisha and Kalpana. Zak is also in poor health following open heart surgery last year.

Following financial concerns, an initial referral was made to our Benefits Advisor where the family were given support around benefits and debts. They are now in a better financial position and feeling more positive.

Prisha has been admitted to hospital a number of times recently. The family have accessed advice and information about who to speak to following discharge to ensure the correct care package is in place. They have attended one to one sessions, groups and events.

The family feel they have been able to talk through problems and gain support during difficult times. This has given them confidence in being able to make arrangements for care. Prisha is now successfully back at home and able to once again share in providing care for Kalpana.



# Dedicated Beaverbrooks House Staff and Students

Blackpool Carers Centre is fortunate to have a passionate, dedicated and diligent team of professionals, working hard to provide that special support that makes a better life for carers.

Carers' Support Workers are funded by a wide range of grant making trusts, statutory agencies and donations. But!; behind our successful team of support workers is another important team that don't often make the front pages. From marketing to cleaning; arranging insurance to paying the bills; monitoring to dealing with the media and all the jobs in between, we are grateful to our administration team. They have been working together for many years. They

are essential to the running of Blackpool Carers Centre but, like many charities, their salaries are difficult to fund.

We are grateful to a number of individuals and important grant making trusts who recognise that excellent administration is vital to any successful organisation. They provide unrestricted funding so that we can employ our highly skilled team. Throughout 2016, this team has worked tirelessly to include the involvement of the BBC in their day to day work.

Special thanks to Jacqui Morley who managed the outstanding Public Relations element of the DIYSOS Big

Build with her trademark tenacity, professionalism and experience.

Thank you to The Tudor Trust, Garfield Weston Foundation and The Rank Foundation whose trustees have all recognised this specific challenge.



L to R: Julie, Louise, Kay and Sian off to fundraise!



Dementia worker, Anne preparing for the Lantern Festival



L to R: Michelle and Faye preparing food for BBC Children in Need night

This year we welcomed 14 students from Lancaster, Salford, Edge Hill, Uclan and Huddersfield Universities.

We also hosted placements from Blackpool and The Fylde College and Blackpool Sixth.

In addition, Tom arrived on placement via The Rank Foundation's Community Action Placement scheme. This recognises young leaders from across the country and provides them with opportunities to make a difference to communities by placing them in Rank funded charities away from their home town.

**Jim**, one of our students, had this to say about his time working with us:

I have enjoyed every moment of placement and I feel that it has given me the confidence and experience to go into practice. I have been able to draw upon the knowledge and experience of other workers as well as finding inspiration in the passion that they all bring to their job roles.

I have had the opportunity to use my own professional judgement and develop new and existing skills. One of the main areas I have developed at Blackpool Carers Centre is my confidence.

I have been in a supportive environment which has allowed me to push the limits of my comfort zone and has given me confidence in my own abilities. I could not have asked for a better placement.



L to R: Julie, Terry and Hannah enjoying lunch in the garden





# Reassuring Dementia Project

This year our Dementia workers, with the support of funding from Lloyds Bank Foundation, have continued to break down the barriers and reduce the stigma surrounding dementia. Our Dementia Awareness Training course is available to carers in order to develop understanding and knowledge of dementia, as well as to promote confidence, independence and self-esteem, helping carers learn coping strategies. Our training course encourages carers to think about the future and to make important and necessary decisions.

We understand that a dementia caring role can be extremely intense and challenging and so we aim to provide a

named support worker to educate carers in order to remove the fear that might be felt surrounding their caring role. The course continues to be in high demand and carers provide positive feedback regarding the impact that it has on helping them to manage better, making a real difference to their lives. Our 1:1 sessions go hand-in-hand with the training and have provided consistent emotional and practical help. This intensive support prevents carers from reaching crisis point as well as allowing them to see a way through a particular phase in their caring journey.

The monthly peer group helps to sustain the friendships forged at the training sessions and helps to prevent carers

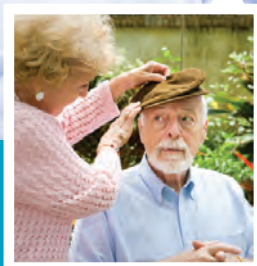
from becoming lonely. We also continue our involvement with the Dementia Action Alliance and have been involved in the setting up of the Fylde Coast Dementia Hub held on a monthly basis at Trinity Hospice and Clifton Hospital. This provides advice and information from many dementia related services across the Fylde Coast. Alongside this, a visit to Lancaster University highlighted how much important research is being done to help prevent the progression of dementia in younger people and we continue to keep up to date with developments at the university through contacts made. This helps us to be at the forefront of new information and research outcomes.

**Marian** came to the Carers Centre in a distressed state trying to cope alone in a very intense caring situation. She cares for her husband, Frank, who had been diagnosed with dementia and unfortunately, she had very little family support.

We were able to offer Marian a place on our 'Dementia Awareness Course' for 2 hours per week, delivered over 4 weeks in small groups, with an option to bring Frank with her if he couldn't be left at home alone. We provide a separate room where loved ones can enjoy a chat or activities with support volunteers whilst carers attend our course. Starting with 'What is Dementia?', the course provides a safe environment where carers can learn and openly share their experiences and the challenges they face daily whilst caring for a loved one with dementia.

Following the course, Marian felt ready to be able to tackle her biggest worry of looking to the future and planning ahead. She sought advice on wills and a lasting power of attorney and had those difficult conversations, facing her initial fears.

She has contacted us to enrol on further courses and activities. Our Mindfulness and Relaxation sessions have helped her to continue to deal with her caring role in a much more positive and controlled manner. This also helped to reduce the social isolation she was facing by allowing her to take some comfort in the knowledge that she is not the only one going through this experience. She has had the opportunity to develop new friendships, learn new skills and enjoy life, whilst caring for Frank.



*"The course was a lesson in perspective as it enabled me to see things from another point of view".*

Marian (79)

*"I feel less anxious and better equipped to meet my mother's care needs."*

Martin (58)



## 993

Dementia project volunteer hours

## 206

Dementia carers supported

## 122

One to one sessions for dementia carers

## 50

Carers attended Dementia Training

## 18

Dementia Hub partner organisations



# Encouraging Family Focus

The Family Focus Project, funded by The Big Lottery, works with families where parental substance misuse and/or mental ill health is impacting on family life. Workers support the whole family to focus on the positives and work to reduce the problems that are affecting both parents and children. For some children, the work that we do with them is around helping them to understand about drugs and alcohol and the physical and emotional problems that these can cause, giving them sound knowledge and information about addiction.

We work with parents to make sure that they know where to get help and accompany them in their first steps

towards recovery. Every family is different, with success being measured individually, taking small achievements and building on these to bring about positive and lasting change.

The project is very 'hands on', with workers helping in practical ways to develop good routines, improve home conditions, create emergency plans and work out coping strategies with parents and children.

We work alongside families, taking our direction from them around what they want to achieve and then planning the next steps with them. This can include one to one work, mediation between parents and children to foster better

communication, planning family activities and working with other services to make sure that the right support is in place.

For many of the families that the project works with, life focussed around addiction is very limiting and isolating. The project works hard to engage families in their communities, accessing local activities such as leisure centres and parks, peer support and helping them to gain confidence to be involved in all of the things that other families take for granted.

**Casey** (aged 13) had worked with the project previously and came back to us as she was going through a difficult time as her mum, Karen's mental ill health had worsened and Casey had been involved in an unhealthy relationship with an older male and there were concerns around risky behaviour.

We worked with the family to support Karen to access her mental health appointments and guided her and Casey through information about her mental health diagnosis. This helped them both to understand things more clearly, recognise symptoms and coping strategies and know when to ask for help. Karen also started to gain confidence through talking to us and felt able to access courses through the Women's Centre.

We worked with Casey around relationship advice and behaviour in conjunction with the social worker involved. This gave Casey the time and space to feel safe to talk about what had happened to her and helped her. Casey enjoyed accessing respite through the project which gave her a positive and understanding network of friends who she could identify with.

Karen is now attending mental health appointments on her own, sometimes Casey attends with her. Both Karen and Casey are now involved in activities where they are making new friends and getting out into the community. Casey is managing her caring role well and knows how to access support if needed.



Family Focus  
Cook and Eat session

*"I don't think I could have got through all of this without all your support so thank you... just knowing I've got support makes me feel better."*

Carol (44)

*"Today has been really lovely. I loved seeing the children working together and with me so well. Thank you for this time."* Jason (29)

## 1,249

One to one sessions

## 737

Instances of support

## 79

Families supported through  
12 week plans

## 68

Instances of partnership working



# Enriching Hand in Hand

The Parent Carer (Hand in Hand Project), funded by The Big Lottery, supports parents of children with additional needs, challenging behaviour and disabilities. We support the whole family, offering emotional and practical support, one to one sessions, assistance with forms, peer support, coffee mornings, identifying respite opportunities for our families and trips and activities where the whole family can enjoy quality time together.

Many of the children who access the project have benefitted from work with animal assisted therapy. Archie is a wonderful dog who interacts with the children and we have had lovely experiences at these sessions with

children showing improvement in their social interaction and coping skills. Within the therapy sessions, we have covered emotions, sharing, confidence building and understanding others. One parent stated 'it made him (son) realise it's not just him that goes through all these different emotions'.

We deliver our Managing Challenging Behaviour course which is delivered over four weeks. It is specifically designed for parents of children with additional needs and covers topics on understanding your child's behaviour, communication, confidence, stress management and de-escalation of aggression.

Our families have likened the course to a toolbox of advice; if one thing doesn't work, try something else. They have also developed support networks with each other through joining the course which have continued outside of the project. This has helped parents to feel supported in their community as families join together for activities in the evenings and at weekends.

A Bugs and Bonfire event was held to coincide with Halloween. Children searched for bugs in the woodland area of the garden, collected bugs and examined them through a magnifying glass. We had plenty of squeals and screams as they found the bugs and spiders!



Archie Therapy Dog session



Parent Carers' Christmas Party

*"I love that I can let off steam and talk about difficulties in my life and with my son. The other parents just instantly 'get it' and are non-judgemental."*  
Agnes (34)

*"Thank you for everything that you do for me. Finally I feel like I have someone by my side, not against me."*  
Steve (42)

1,721

Instances of support

1,381

Individual places at respite activities

1,020

One to one support sessions

142

supported through 12 week plans

54

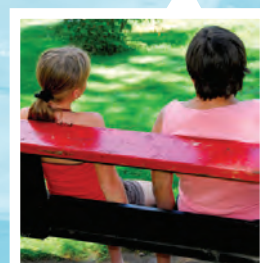
Managing Behaviour Course sessions

**Anne** is a carer for her granddaughter, Lauren. Lauren has long standing and significant mental health issues. They have no family support in the local area which resulted in both feeling isolated and nowhere to turn when life became unmanageable. Anne was trying to manage her own health needs which impacted on her mobility as well as managing an intense caring role.

Anne was referred to the project through Lauren's school. We supported Anne to visit her GP in relation to her own health and this prompted her to also discuss that she had been suffering with underlying depression and anxiety for some time. Anne was prescribed medication and referred into counselling to help her to address historical experiences.

Both Anne and Lauren were supported to plan family time together, even small things like pamper time and film nights. This helped both of them share positive experiences and give them something to look forward to each week.

Following support from the project, Anne has reported feeling more able to cope and that she has a little more direction and positivity in her life. Her mobility has improved through having appropriate health care which is helping her to feel able to engage in her community and get out of the house a bit more.





# Compassionate Hospital Support

The Hospital Project provides support to carers of patients. Often the carers who we work with are new to their caring role and need practical and emotional support around adjusting to being a carer.

The service we provide ranges from one to one support, often through crisis situations, meeting with hospital staff to help carers to understand diagnosis, treatment and prognosis and also liaising with other professionals to ensure a smooth transition back into the home with good support in place.

We are an extra pair of ears, helping to relay information back to the carer after meetings where they may feel

overwhelmed with new information. Our support doesn't stop at the hospital; we continue support once patients are discharged, for example, applying for financial support, signposting to relevant agencies and encouraging carers to engage in community based support as many carers can feel isolated due to their caring role. Our service aims to help move patients out of hospital and prevent readmission by ensuring that the right support is in place within the home for the carer.

The Hospital Project benefits from Social Work students completing their placements with us. This has enabled the project to generate more referrals and expand provision offering more

support to people in need. Students have also enabled the project to raise awareness and understanding of the project through more presence on the wards, awareness stands, presentations and networking. We nominated Ward 35 for our Hospital Team of the Year award at our annual fundraising Ball, as a result of the positive working relationship that has developed.

A regular Bereavement Support Group has been established which provides regular peer support to recently bereaved carers.

**Jenny** was a carer for her husband, Clive who was in hospital when they came to us for support. From our first contact with Jenny it became clear that she was having significant difficulties in adapting to her caring role and finding things unmanageable. Clive had a diagnosis of Dementia, which had considerably worsened over the previous few months.

Initially Jenny was reluctant to accept that she needed help but once she gained confidence and trust in us she began to open up and accept support.

Through our involvement we were able to develop a trusting relationship which enabled Jenny to approach us with any concerns or if she just wanted reassurance and someone to talk to.

As a result of our work with Jenny we helped her to prevent Clive being re-admitted to hospital. Jenny regularly approached her worker when she felt unable to manage and we were able to provide her with appropriate information and advice. We guided Jenny to consult her GP who acted swiftly and appropriately when needed and this resulted in Clive being able to stay at home safely and this was where he wanted to be.

Jenny reported that she felt much more confident and competent in her caring role following time spent with her worker – this helped her to understand Dementia and ways of coping and looking after herself.

*"Those who don't smile need one the most, and you have always got one for everybody."*

Doreen (77)

*"I couldn't have got through this day without your support and guidance. You're my angel."*

Phillip (81)



## 550

Hospital Referrals

## 244

One to one sessions

## 35

Awareness raising stands

## 26

Bereavement sessions

## 11

Weekly multi-disciplinary board rounds



# Effective

## Keeping Carers Warm

Keeping Carers Warm funded by Scottish Power Energy People Trust works with carers who have young adults up to the age of twenty-six in the household and who are experiencing fuel poverty.

Fuel poverty is defined as more than ten per cent of household income being spent on energy bills.

Fuel poverty is generally a result of three elements: low household income, low energy efficiency standard of a property and high energy costs. The project has worked across all of these areas. The project also signposts service users to other services in Blackpool where appropriate.

This project worked with Care and Repair, part of Blackpool Coastal Housing, to offer free replacement boilers and servicing. 29 families benefitted from this support. A grant was awarded to the project by National Energy Action, a national charity, to purchase draft excluders, radiator heat reflector panels and energy saving light bulbs, all of which were fitted in carers' homes free of charge by our volunteers.

Other work carried out with families has included providing families with extra warm duvets and replacing inefficient fan heaters with safer, more efficient oil filled radiators. Food and fuel vouchers have been supplied to families in crisis. Funding was also gained for vital items such as washing machines and fridge-

freezers to replace, in some cases, dangerous appliances.

As part of the project remit, over £400,000 of unclaimed benefits have been recovered for carers, increasing household income for many families. Fuel and other debts have been written off or reduced by tens of thousands through our worker supporting families through the administration processes. Users of the project have also been encouraged to save on household energy costs just by switching tariff or suppliers, again saving hundreds of pounds, per household each year. Home safety checks have been carried out by Lancashire Fire and Rescue Service following referrals from the project.



Fitting energy saving door seals



Raising awareness in Blackpool

*"Thank you so much for your help. It has really lifted a weight off my shoulders"*

Alison (29)

*"Blackpool Keeping Carers Warm has made a huge difference in my house. It doesn't take as long to warm my house up and stays warm for longer. My bills have come down. I'd recommend this service to all carers."*

Peter (66)



We worked with the **Barnes family** who have one child with severe additional needs. Household expenditure on home energy was 16% due to gas and electricity being billed on a standard tariff and this was compounded by the family's income being limited by the benefit cap.

The family were provided with winter duvets, radiator reflector panels, draft excluders and energy saving light bulbs.

Gas and electricity tariffs were switched to a cheaper provider – saving over £400 per year.

Benefit advice and support was provided and the family was awarded Disability Living Allowance, Carers Allowance and the correct level of Employment Support Allowance.

Household income increased by over £8,000 annually and household fuel now costs 8.9% of household income.

# 902

individuals have benefitted from the service

# 309

Keeping Carers Warm referrals



# Accepting Mental Health

Thanks to funding from Esmee Fairbairn Foundation, we continue to provide intensive support and guidance to carers looking after someone with a mental health condition, including peer support groups, carers' mental health awareness training and mental health and wellbeing clinics. Support is tailored to the needs of the carer and led by them.

We continue to be heavily involved in various networking events and actively seek out opportunities for partnership working. We are members of The Mental Health Partnership Board, the Harbour Improvement and Information Project, the Time to Change Project, World Mental Health Day and have an active presence on all local mental health

related steering groups.

Throughout this year we have been active in raising awareness and championing the rights of mental health carers through presentations and workshops at multiple teams including The Early Intervention Service, The Crisis Resolution/Home Treatment Team, The Recovery Team, Primary Intermediate Mental Health Teams and also at The Harbour Mental Health in-patient unit. This has led to an increase in referrals and early intervention support for many families.

The launch of Carers' Mental Health Awareness Training has seen the joining of forces between various Health and Social Care professionals from Blackpool Council and Lancashire Care, to design a

bespoke course targeted at unpaid carers. The feedback from the course has been extremely positive and we plan to continue offering this well received course to carers of those with mental ill health.

We will continue to offer a 'mental health and wellbeing clinic' for carers where they are able to speak to a mental health practitioner regarding their own mental health and discuss strategies on how to improve their own emotional wellbeing and resilience.

The HUGS (Help, Understanding & Group Support) Peer Support Group for mental health carers has now blossomed from what was a support worker led service to the now very successfully carer led group.

**Fiona** cares for her 18 year old son, Rhys, who has Psychosis and spent the last 18 months in a secure psychiatric unit. She also cares for her 15 year old daughter, Molly, who suffers from anxiety, depression and has a history of self-harming and attempting suicide. Her youngest daughter, Jessica, aged 10, was referred into our Young Carers service. Fiona has also suffered with severe anxiety and depression and has attempted suicide in the past. At the time of her referral, she lacked confidence and was very low in mood and tearful.

We provided regular one to one emotional support whilst liaising with Fiona's mental health worker which involved suicide intervention work. We supported Fiona in liaising with Mental Health services regarding support for Rhys and Molly as this was something that Fiona has felt unable to tackle on her own.

We helped Fiona access funding for a respite break – this was the first time in years that she had been away from home. It gave her some positive time out to think about things and gain a new perspective. Fiona has joined our Mental Health Awareness Training and peer support group which is helping her to connect with people and make friends.

Fiona reports that she feels that she is coping with life much better now and no longer feels suicidal. Care is now in place for Molly and Rhys has returned home. Jessica is enjoying respite sessions with our Young Carers service and Fiona is looking at volunteering opportunities within the organisation as she plans for her future.

*"The Mental Health Awareness training course was excellent. The course opened up the world of mental health to me and other carers".*

Graham (48)

*"The service and care provided by Blackpool Carers Centre is second to none. My support worker has lightened my load in such a short space of time with no delays or deliberation on any issue".*

Sharon (53)



## 1,069

One to one sessions

## 304

Places at Mental Health Awareness Training

## 173

Mental Health carer referrals

## 76

Mental Health and Wellbeing Clinic appointments

## 67

Carers attended HUGS group



# Positive Volunteering

The Beaverbrooks Charitable Trust generously funded the post of Volunteer Co-ordinator which re-launched our Volunteer Project in September 2016.

The project has worked hard to recruit, train and retain volunteers who come to us with a variety of backgrounds, skills and experience. It has helped the organisation expand provision and widen our offer to carers and their families.

Volunteers now run the ground floor of the Centre, carrying out reception duties, welcoming guests and ensuring that safeguarding procedures are met by signing in and issuing visitor passes.

Volunteers are also on hand for maintenance tasks. This is a vital role

for us within the centre as we have been given an amazing building but, as with any property, general maintenance is still required.

Administration across all projects is now supported by volunteers. Those with professional backgrounds and those wanting to gain experience and new skills, help our teams to plan, organise and deliver events and also respond to initial calls from new carers.

Volunteers enjoy supporting the Young Carers' team in ensuring that the children have a fun time whilst they attend the centre for respite sessions. They volunteer alongside our support staff to help the children make the most

of their free time away from their responsibilities at home.

Volunteer drivers transport our most isolated carers. This role helps children to attend respite at the centre and also enables more trips to take place out of the local area to events such as Southport Flower show.

Our beautiful gardens are tended by a team of dedicated volunteers who have regular 'garden tidy up' events to make sure that our outdoor space continues to be a lovely place to visit.

We can't thank our wonderful volunteers enough for their skills, motivation and passion in helping us to deliver 'A Better Life for Carers'.



Garden 'Tidy Up' volunteers from Beaverbrooks

8,052

Volunteer hours

£508,000

Value of volunteer hours (as per ASHE)

145

Volunteers

106

New volunteers during the year

12

Volunteer roles

My name is **Dom** and you could trace my journey to Blackpool Carers Centre all the way back to 2008 when I had a life changing accident. I was on holiday in Thailand and fell over a wall and broke my neck. This resulted in some spinal cord damage and me becoming a wheelchair user.

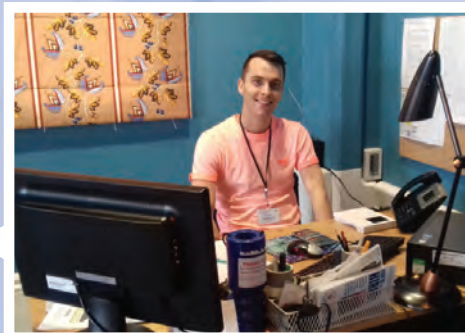
I am telling you this because at that point of my life everything I had known and planned had suddenly changed, I was a new person, a different person. In a way I had to start life again. I could no longer do things that I had taken for granted.

Simple tasks became very difficult and I had to learn new ways to live life. Over the years since I have adapted to my new life very well. I can drive, live alone and I play wheelchair rugby. My life was good but I felt there was still something missing. I wanted to be a bit more social and maybe look for a job, but I was scared and lacked confidence as I hadn't worked for a long time.

A close friend of mine suggested I should maybe do some volunteering. He had some connections at Blackpool Carers Centre and I arranged a meeting with Terry, the Volunteer Coordinator. She made it very easy for me and offered lots of volunteering avenues I could go down.

I have been helping out at Beaverbrooks House for about 6 months now and I absolutely love it. The people here are all very friendly and it's a great place to come and help out. I feel that even though I am supposed to be the one helping the Carers Centre by volunteering, they have just as equally helped me, by giving me confidence and new skills that I can use in the future.

It's a friendly, fun environment to be involved in and I would recommend it to anyone!





# Inclusive Work Experience Project

We have just completed the third year of our Work Experience Project which was a legacy from Progress Recruitment in 2014. The project co-ordinates work experience placements for 16-19 year old students, who have learning difficulties and/or disabilities, from Highfurlong, Park and Red Marsh School.

The students work one day a week from either 10am-12pm or 10am-2pm for either 4 or 6 weeks.

We initially spend time observing students in school to see how they interact in their familiar surroundings as this shows their true characteristics and abilities. After assessing each student

and discussing aspirations we source them a suitable placement within a local business. We ensure that we match each student with the most appropriate employer to develop their skills, confidence and awareness of work opportunities. Everyone has skills and potential, it's just about being in the most suitable environment where they can thrive and develop.

The importance of this project is highlighted when statistics in Disability in the United Kingdom 2016 state that "In January 2016, the UK employment rate among working age disabled people was 46.5% compared to 84% of non-disabled people. 43% claim that one of the most common barriers to

work amongst adults with impairments are the lack of job opportunities."

We have received tremendous support from local businesses including:

- Blackpool Community Trust
- Blackpool Transport
- Devon Hair
- Imperial Hotel
- Morrisons
- Palatine Leisure Centre
- Pizza Hut
- Sainsbury's
- Sandcastle Waterpark

Students also had placements at Beaverbrooks House, where they are welcomed as part of the team.

We met with **David** at Red Marsh School. He was quite shy, low in confidence and had very limited speech. School told me that he helped in a bar, collecting glasses on a Saturday whilst his parents stayed as he didn't want to be left on his own. David has a very caring nature and likes being around people. I arranged for him to go to Warren Manor (a day care centre for the elderly and people with learning difficulties) for his placement.

We discussed the different job opportunities for him and decided that he would enjoy helping with serving drinks and kitchen duties. After a few hours on placement David was confidently approaching the service users and chatting with them. He used his own initiative and was comfortable in his role. When I went to visit him on his last day he was helping with the bingo calling and communicating really well. Warren Manor have offered him a volunteering role in the holidays and his parents are happy that he will feel confident enough to be there without their support.

Helen Hay, Work Experience Project Coordinator



One of the students at Thingamajigz

## 41

Individual placements

## 29

Local businesses involved

## 9

Class visits

## 6

Extended placements

## 3

Students now volunteer

*"The service is really good. Care and support is offered and suitable work placements are sourced for the students' needs and requirements"*  
Highfurlong School

*"Well planned and informative, excellent communication. Great service – brilliantly delivered"*  
Blackpool Council Adult Services



# Involved

## Young Adult Carers

This Project, kindly funded by The Henry Smith Charity and Carers Trust, supports young people aged 16-25

We work closely with local colleges and universities to ensure that transitions in education are smooth. Young people are given appropriate support to continue their education alongside their caring role.

The transition from childhood into adult life can be challenging for any young person and the added dimension of being a carer can present difficult decisions and worries about their future plans. Young adult carers are encouraged to explore opportunities around education, employment and independence and to look at their aspirations as achievable goals.

We have supported young people into volunteering opportunities and work experience placements at Blackpool Transport and Blackpool Zoo. We also provide practical support with CV writing, job applications and interview skills.

Families have benefitted from successful grant application for continuing education, beds and household white goods.

The project runs a weekly peer support group where young people learn new skills, socialise and relax together in a safe and supportive environment.

Groups and activities are led by the young people and they have enjoyed improving their cooking skills, making crafts, spending time together and studying for

the Driving Theory Test together. Trips to Blackpool Zoo and The Grand Theatre also offered some well deserved respite for the group.

Over the past year the group have attended open days at Liverpool Hope and Lancaster University to support their educational aspirations. Young adult carers' needs and concerns when moving away to university require extra consideration.

The Residential in Scotland challenged the young people to step out of their comfort zones, forge new friendships and build their confidence and self-esteem. It was an amazing experience and one they will never forget!



Young adult carers learning new skills on the residential at Brathay

*"We got a grant through Blackpool Carers Centre. We got another bed which meant my brother could move in and help me care for my mum. This had made my life easier and I don't feel like I'm living in crisis anymore."*  
Emma (17)

*"When I moved to this area, I didn't know anyone and I was struggling with caring for my mum. Now I am better able to cope thanks to the support sessions. I have someone to talk to that I trust."*  
Adam (18)

551

One to one support sessions

239

Places on respite trips

207

Instances of partnership working

101

Places at peer support group

95

Referrals received

**Gemma** cares for her mum who is terminally ill with cancer. At our first meeting Gemma was feeling very low, she just couldn't see any point to her life other than caring for her mum.

Gemma was encouraged to consider her own future and what she wanted through one to one support. She was supported to develop a CV and complete job applications. She secured a work experience placement, a part time job and even undertakes some voluntary work.

We were successful in applying for funding to purchase a washing machine as the family didn't have one. We also helped Gemma to apply for appropriate benefits.

She now attends respite groups and also attended the residential to Scotland which was a huge decision for her.

Gemma is now more confident and developing a positive attitude to life as a result of the good things that are happening for her. Her financial situation has improved as well as her emotional wellbeing and she has become less socially isolated.





# Enthusiastic Young Carers and 'Time Out'

Time Out, funded by Children in Need, provides respite support for young carers aged 5-16. Young carers who access respite may be caring for someone with an illness, disability, mental health or substance abuse issue. Our project allows them to come to a safe and comfortable place to have a break, meet new people and learn new skills.

We currently deliver a respite session every night of the week during school term time to ensure that young carers are able to access the support when they need to. With so much space and vibrancy in our new building, we are able to provide more specialised sessions and variety of activities than when the project was based out in community venues.

We have received several generous donations over the past 12 months from a wide range of supporters which have made a huge difference to the daily running of sessions. We were able to purchase a car and offer transport to our most socially isolated young carers. We have also purchased outdoor equipment and games to use in our beautiful garden, and arts and crafts resources to encourage children to explore creative play and artistic expression.

One of our young carers' favourite activities has been camping out in the garden. This activity saw some of our youngest carers spending their first night away from home. Not much sleep was had!

Alongside the Time Out project, young carers and their families continue to be supported on a one to one basis. Individual family needs are assessed and support plans created to address issues in order to make positive changes to family life. We have supported families through crisis situations, putting emergency plans in place, housing issues, debt and benefit support and parenting guidance.

We encourage families to develop better ways of coping and communicating, gathering the right support around them so that they can manage daily life more positively. Children benefit from respite provision, developing confidence and bringing home new experiences to share with their family.

**Jasmine and Hannah**, twin sisters aged 12, were accessing support through our young carers' project because of their mum, Jo's ill health. Unpredictable seizures had impacted on family life and their ability to go out and do things together and the girls also worried about leaving mum. When they first started to attend respite sessions, the girls would often stay together and not engage with other young people, lacking confidence and being unsure about joining in.



Jasmine and Hannah have continued to attend respite sessions and activities, they also joined some trips over the school holidays.

Both girls are now excited to come here every week having developed new friendships and confidence during their time with us. We now see them socialising as individuals within the group rather than as a pair. We have been able to watch the girls grow in confidence and they now play a key role in the sessions, helping new children to settle in.



*Young carers with the cast of Alice in Wonderland on Ice*



*Young carers having fun at Jungle Park*

*"I liked the Fun Day because I made lots of friends and I met my best friend that I lost contact with when I left school. I'm glad I came today or I would never have found my friend. I liked the water fight. I liked painting my lady bug rock. I loved getting to know everyone and I can't wait for tomorrow."*

Ben (9)

1,267

One to one support sessions

1,225

Youth Club places provided

215

Referrals

199

Young carers attending respite sessions

46

Respite trips provided



# Determined

## Young Carers' Champions

Every year, thanks to funds raised from our annual Cash Quest for Carers Challenge, we provide a 12 month job opportunity for a young carer to work alongside teams within the organisation.

This year we had the privilege of welcoming 2 Young Carers' Champions, Tara and Liam, to the team, both working part time to combine employment alongside studying. Tara and Liam had both been supported by our service in the past and were keen to share their wisdom whilst also learning about the world of work.

Their experience has made a huge impact on the work that we do, demonstrating to professionals, fellow carers and our supporters just how

resilient and positive young people can be, despite huge challenges in their lives.

The role is designed to discover new skills and build on experience, giving them the confidence to develop themselves both personally and professionally. This unique opportunity helps to nurture potential and gives space and time to establish confidence and independence in the early stages of their careers.

Prior to taking on this role Tara, a full-time carer for her two sisters, was already a volunteer with the charity. Liam had just left school and was interested in becoming involved in work with young carers following his own

experience of support from the team. He had also sadly just lost his mum whom he cared for.

Tara and Liam have been involved in many different events, highlighting the needs of Young Carers in our local community. Tara has been part of a ministerial visit to Blackpool, advising on how young carers can be better identified and supported within schools. Public speaking has become second nature to our Champions as they are regularly asked to present at conferences, professional meetings and community groups, speaking eloquently and from the heart about their lives and also flying the flag for young carers, yet to be found and supported.



Tara and Liam helping at youth club

*"My ability and confidence has grown massively from when I first started here. I have found strength in myself, something I wouldn't have been without support from the Carers Centre."*

Tara (22)

*"You never know what help is available until you need it. What's worse, is needing help and no one is there. Blackpool Carers Centre is always there for everyone."*

Liam (17)

# 19,397

Facebook post engagements

# 19

Young adult carers attended YCAD event

# 14

Professionals attended YCAD event

# 7

Awareness raising events attended

Young Carers' Awareness Day (YCAD) in January is one of the main highlights for the Young Carers' Champions. Tara and Liam took charge in planning, organising and delivering this event, to raise awareness of the struggles that young carers have to go through on a daily basis. This year's theme was 'dreams and aspirations', a subject that is important to any young carer.



Tara with our Patron, John Barnett MBE DL

Important 'decision makers' from a range of vital services that support young people across Blackpool attended, from the NHS, Education Diversity, Blackpool and the Fylde College, Adult and Children Social Care, Counselling services and local employers. Their aim was to answer young carers' questions and help make vital changes to their organisation to better support young carers in the future.

Challenging questions were asked by our young carers and useful discussions were brought forward. Everyone left the event with a heightened awareness of young carers and the support that is available to them. The lasting message that emerged from the event is that young carers can achieve anything, all they need is that support and guidance to enable them to do this.



# Valuable Fundraising

We have been overwhelmed by the many individuals, businesses and community groups who have carried out fundraising for us.

The money from fundraising is used to pay for the wide range of respite trips and activities offered to young and older carers, to give them a break from their caring roles. These breaks give carers valuable 'me' time to socialise with others, make new friends and stop them feeling alone.

We dedicated our annual fundraising ball to the army of volunteers who helped with the DIY SOS Big Build. Our Purple Ball (named after the colour of the DIYSOS team shirts) paid tribute to

the wonderful work of our new 'purple family' of volunteers and we are thankful to all of those who donated prizes or gifts for this event, with a total value of £14,982. These generous donations made it possible for us to raise £20,000 on the night - a record amount!

As a result of the DIY SOS Big Build Children in Need programme, which aired in November, we received £3,576.11 in donations. £1,509 of which was raised by James Shelliker, one of our dedicated supporters. He completed a 12 hour 'carve-a-thon' fundraiser in the garden whilst Beaverbrooks House was filled with carers and the public, to celebrate the

DIY SOS programme being aired. From balls and bingo, to skydiving and swimming, our supporters have enjoyed taking on a wide range of challenges whilst raising large amounts for carers.

We are grateful to the hundreds of trustees across the country, who provide funding from a number of trusts to secure our workers.

Thank you to everyone - every single penny makes a difference and helps to make a better life for carers.

For every £1 spent on fundraising, we return £10.55.

93% of donations go directly to supporting carers.



*"A fabulous evening! Well done to you all for your hard work and raising so much money for a worthy cause!"* Andy, Purple Ball guest

*"A perfect balance between fundraising and entertainment."* Christine, Purple Ball guest





# At-a-glance impact

4,438

carers received  
support from our  
service this year

1,007

Carers received  
one to one  
support

15

'Smiles' granted  
to young carers  
during the year

78.3%

of carers reported  
an improvement  
in their  
caring role

1,440

Total number of  
referrals received  
during the year

508

Carers attended  
respite  
activities

£19,263

in grants were awarded  
to carers

Sisters **Charlotte, Molly** and **Lauren** (aged 10, 9 and 7) were carers for their mum Anita, who had significant mental health issues. Anita was supported by us to access the right treatment services and was engaging well. She was starting to feel more like 'mum' again and wanted to focus on making their house more of a home following a long period of being unable to manage home conditions well. All of the girls had broken beds and no storage for their clothes. We applied for a 'Smile', a grant from Miles of Smiles, to enable the family to decorate and furnish the girls' bedrooms.

The home improvements became a project for Anita and the girls. They spent their evenings planning, making shopping lists and designing. This really engaged them as a family and helped them to bond again following a long period of time where Anita struggled to engage in family life. We supported them to buy the items that they needed and took them on shopping trips together so that they could choose just the right shade of paint and bedding to match! They got so much out of painting, putting flat pack furniture together and working as a team to make the bedrooms lovely.

The change that we saw in the family was positive, they shared the experience and made memories, something that they can look back on as a turning point, when Anita became 'mum' again. Anita told us that she felt a sense of achievement for completing what she had previously thought would not be possible and this has given her the motivation to start making changes to the rest of the house. The girls have a sense of pride now about themselves and about their own space that they have at home.





# Appreciation Donation Form

## Help to create a 'Better Life for Carers' by making a Donation!

Your kind donation will help to provide a programme of age appropriate respite activities for our carers and give them a well deserved break. All donations are much appreciated - thank you.

Please return this completed slip to:  
**Blackpool Carers Centre, Beaverbrooks House,  
147 Newton Drive, Blackpool FY3 8LZ**



### Your Details

Title ..... Forename ..... Surname .....

Address .....

Postcode .....

Telephone .....

Email\* .....

*\*By providing your email address you are confirming you are happy for us to contact you this way.*

I would like to make a donation to Blackpool Carers Centre of £ .....

### Below are 5 easy ways to make your donation:

- 1 **By cheque made payable to 'Blackpool Carers Centre'**
- 2 **Via BACS** to Blackpool Carers Centre (Account No. 81422111 Sort Code 40-17-31)  
Reference: .....
- 3 **By Debit/Credit Card**  
Card Number:              
Name on card: .....  
Postcode where card is registered if different from above .....  
Start Date: ..... Expiry Date: ..... Security No. ....  
I/We authorise the above transaction (please sign below):  
Signature ..... Date .....
- 4 **JustTextGiving** **Text BLAC16 £5 to 70070** to donate £5 by text -  
by it is a quick, easy, free to use service.
- 5 **JustGiving** Go to [www.justgiving.com/blackpoolcarers](http://www.justgiving.com/blackpoolcarers) to donate online

### Please TICK this Gift Aid box and make your donations go further!



Please tick this box and increase your donation by 25% with Gift Aid -  
It won't cost you a penny! ☐

I am a UK taxpayer, please claim back the tax I have paid against all charitable gifts made in the last four years and any future gifts I may make including those to Blackpool Carers Centre. I understand that if I pay less Income Tax and/or Capital Gains Tax in the current tax year than the amount of Gift Aid claimed on all my donations it is my responsibility to pay any difference. I understand the charity will reclaim 25p of tax on every £1 that I have given.

**Please notify the charity if you:** want to cancel this declaration; change your name or home address; no longer pay sufficient tax on your income and/or capital gains. If you pay Income Tax at the higher or additional rate and want to receive the additional tax relief due to you, you must include all your Gift Aid donations on your Self-Assessment tax return or ask HM Revenue and Customs to adjust your tax code. **Please date and sign below.**

Date ..... Signature .....

## What your donations pay for!

**£5.00**

pays for food and  
activities for a  
young carer at  
Youth Club



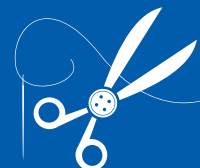
**£10.00**

pays for a young  
person with  
additional needs to  
attend a 'Grow to  
Eat' session



**£15.00**

pays for a 6 week  
Craft Workshop  
for an adult carer



**£25.00**

pays for an Holistic  
Therapy Session for a  
young adult carer



**£50.00**

pays for a respite  
trip to a local garden  
centre for a group of  
12 adult carers.



**£100.00**

pays for a 4 week  
Cookery Workshop  
for a group of  
young adult carers



**£500.00**

pays for an 8 week  
Mental Health  
Awareness Raising  
course for adult carers





# 10 Amazing things your donations have made possible this year



**10** Weekly Health and Wellbeing Sessions for adult carers

*Growing their own vegetables*



**9** Gardening Activities for Parent Carers and their children with additional needs



**8** Mental Health Awareness Training Courses

*Mental Health Awareness Training Session*



**7** Sessions with Archie the Therapy Dog



**6** Weekly Men's Cookery Workshops

*Rocco hats, scarves and clothes knitted by the craft group*



**5** Craft Workshops for adult carers



**4** Respite trips to the Theatre for young and young adult carers

*Young adult carers' trip to Liverpool Hope University*



**3** Teddy Bears Picnics for parent carers and their children



**2** educational visits to Universities for a group of Young Adult Carers



*Beaverbrooks House after DIY SOS*



**1** Fantastic new building thanks to DIY SOS Volunteers and BBC Children in Need



# Exciting Plans for the Future

Last year we pledged to focus on:

- **Working carers**  
We now have a regular peer support group for working carers and seek to develop this into a more substantive project;
- **Income generation and sustainability to develop a secure base at Beaverbrooks House**  
The building is now complete and we have continued to diversify our income, becoming less reliant on statutory sources;
- **Family Focus project**  
During 2016/17 we were successful in our Big Lottery Fund application for a 4 year project supporting young carers living with parental substance misuse and/or

mental ill health;

- **Partnerships with all sectors locally**  
We have developed robust relationships with a number of private sector supports; with all areas of the public sector in Blackpool and we are now active in our membership of the Third Sector Leaders Group.

With the transformation of Beaverbrooks House complete, our focus is now on developing the Annexe into a respite lodge. This building was used by the film crew as a base during the filming of the DIYSOS programme.

It will offer the best of both worlds. Ground floor respite facilities for

dementia carers and upstairs accommodation for young carers.

Young carers will be welcomed from all over the country to stay and have a Seaside Sleepover!

Our service delivery model will be reviewed during 2017/18 to ensure that we align carers' support with the new models of care currently being developed by health and social care.

In response to requests from carers, we are planning a wider range of volunteer led respite activities for 2017/18. Alongside this we will develop a more robust consultation framework to ensure that carers are fully involved in future plans.



Just one of the vandalised rooms before DIY SOS



Front of the Centre before



The front terrace after DIY SOS



The annex at present



The garden before



The garden after the transformation



"Respite goes much deeper than time out."

Artist's impression of our new Respite Lodge



# Report of the Trustees



The trustees who are also directors of the charity for the purposes of the Companies Act 2006, present their report with the financial statements of the charity for the year ended 31st March 2017. The trustees have adopted the provisions of the Statement of Recommended Practice (SORP) 'Accounting and Reporting by Charities' issued in March 2015 (frsse).

## REFERENCE AND ADMINISTRATIVE DETAILS

**Registered Company number**  
05633524 (England and Wales)

**Registered Charity number**  
1114558

**Registered office**  
Blackpool Carers Centre  
Beaverbrooks House  
147 Newton Drive  
Blackpool  
FY3 8LZ

### Trustees

Mrs L Endicott  
B Cummings - appointed 14.8.2017  
A Ward  
S Cassidy  
P Wild  
J Carney  
P Jebb, Chair - appointed 20.9.16  
Mrs S Lambert, Vice Chair - appointed 12.12.16  
J Child - resigned 15.8.2017  
Miss A Gilmore  
S M Hodgkins - resigned 15.8.2016

### Company Secretary

Mrs M Smith

### Auditors

TLL Accountants Ltd  
Chartered Accountants  
& Statutory Auditors  
7-9 Station Road  
Hesketh Bank  
Preston  
Lancashire  
PR4 6SN

### Bankers

HSBC  
Victoria Square  
Thornton Cleveleys  
Lancashire  
FY5 1AY

President: Professor Saul Becker

Patrons: Mr John Barnett DL MBE,  
Miss Hayley Kay, Mr Clive Hirst

### KEY MANAGEMENT PERSONNEL

The Trustees delegate responsibility for the day-to-day management of the charity to the following senior employees:

- Michelle Smith -  
Chief Executive Officer
- Nigel McMurdo -  
Operations Director
- Jim Cross -  
Corporate Services Manager

## STRUCTURE, GOVERNANCE AND MANAGEMENT

### Governing document

The Charitable Company (hereafter referred to as "the Charity") is controlled by its governing document, the Memorandum and Articles of Association, and constitutes a limited company, limited by guarantee, as defined by the Companies Act 2006.

### Recruitment and appointment of new trustees

The Board is responsible for the recruitment and appointment of new Trustees. Each year a skills audit is undertaken and if gaps are identified, a recruitment process takes place. The recruitment process has been developed in order to attract a diverse group of trustees with appropriate skills, knowledge and experience.

Occasionally potential trustees register an interest in the organisation. Following this, a meeting is arranged with the Chair and CEO and the trustee is held on a waiting list until an appropriate vacancy arises.

The year has seen some turnover at board level, with the chairman retiring and a new trustee joining the organisation.

### Induction and training of new trustees

Once a decision has been made to take up a Board position, Trustees receive an induction pack containing the annual report, strategy and business plan and detailed information about the organisation and the personal commitment required. Trustees are invited to visit Beaverbrooks House and shadow workers in order to ensure a detailed understanding of the work carried out.

Each year a Development Day is held, when staff and Trustees work through the strategy, developing new ideas and generally learning about each other's roles within the organisational framework.

Since the last annual review was published, there has been a Development Day held with a specific focus on Governance and the work of the trustees.

### Organisational structure

The activities of the organisation are governed by the Board of Trustees, all of whom are Directors.

Governance and management structure has been strengthened throughout the year to ensure a solid foundation for future service development and succession planning. A governance subcommittee exists to develop and improve a robust governance framework and work through an action plan for improvement.

The appointment of a new chair has seen a new system of governance implemented. Bi-monthly board meetings are now supplemented through the work of sub committees focusing on Finance and Fundraising, Strategy and Governance. The detailed scrutiny provided by these groups has



# Report of the Trustees



afforded the trustees an increased level of assurance and information to inform the discussions at board meeting. The Strategy Group has conducted a comprehensive review of the organisation's strategy, submitting a recommendation to the full board. Finance and Fundraising has provided an ongoing scrutiny to both the finances and the fundraising plan of the charity. This has aided the trustees and the officers in their decision making throughout the year.

The Governance Group has completed work on membership, statistical reporting and has embarked on a redraft of the Blackpool Carers Centre board policy documents.

The Board of Trustees appoints the Chief Executive who reports to the Board on the operational running of the organisation.

## Related parties

Blackpool Carers' Centre Ltd is a network partner of Carers Trust.

## Risk management

The Board has a risk matrix to identify all major risks. Each risk is scheduled for attention according to the severity of its potential impact and each Board meeting focuses on assessing the set of risks scheduled for that meeting.

Ellis Whittam has been employed to manage Health and Safety.

Relationships with funders are maintained and regarded as high priority in order to develop sustainable and diverse funding streams.

## OBJECTIVES AND ACTIVITIES

### Objectives and aims

The Charity's objects are to relieve poverty, sickness and mental suffering amongst persons who are caring full time at home for people who are elderly, disabled or chronically sick (hereinafter called the carers) and the relief of such elderly, disabled or

chronically sick persons by the provision of information and support for those responsible for their care, and the establishment of a carers centre. Also to advance public education concerning the care and treatment of those requiring such full time care and treatment because of age, disability or sickness.

### Purpose

A better life for carers.

### Public benefit

The Charity supports carers and former carers of all ages. A wide variety of support is offered to carers and professionals without charge.

The Trustees have considered the Charity Commission guidelines regarding public benefit and are satisfied that the Charity's activities meet this criteria.

## ACHIEVEMENT AND PERFORMANCE

### Charitable activities

#### Adult Carers

We continue to operate as the single point of access for adult carers in Blackpool. This year we extended our tiered support to include 12 week action plans. It has allowed us to focus our attention on those assessed as most in need of support.

We have extended the counselling service, providing additional emotional support for carers. We have also developed stronger partnerships with other organisations, including Keats Day Centre, Trinity Hospice, Shorelands and the Extensive Care Service.

Our work with GPs is becoming stronger and out of hours support is now being provided, through individual or group support. This has enhanced our ability to reach working carers, which is an area of work that we are currently targeting.

The new building will provide a venue for a wide array of respite activities

#### Dementia

The dementia team continue to deliver the dementia awareness training courses, allied to a programme of home visits, 1:1 support and respite activities. They also host popular tea dances throughout the year which are valuable for both the carer and the cared for, who are able to spend quality time together. This year we piloted whole family dementia training which offers support not just for the family of the person with dementia, but their friends too. This training takes place on one day and has proved a valuable addition to the service.

The peer support group for carers of people with dementia has grown rapidly. This has allowed the group to continue to receive support and maintain valuable friendships following on from the 12 week plan.

The Memory Screening project helped to identify more people suffering with memory problems and/or depression. Partnerships with Empowerment, Shorelands, Age UK and GP Surgeries were also developed. The project was able to break down barriers, educate and reduce stigma about dementia.

#### Family Focus

Over the past year, the Family Focus Project has helped families experiencing substance misuse and mental ill health issues. The parents have been supported to access drug treatment services and address the impact on their families. The children have received emotional and practical support. Together the families have been supported to spend quality time together.

A variety of individual family trips provided quality family time and helped to make memories. Activities included



# Report of the Trustees



picnics in the park, meals out together and swimming at the Sandcastle. As a result of taking part, families can deal with the challenges they face in a more confident manner.

Children also benefit from additional Blackpool Carers Centre provision, such as youth clubs, residentials and trips.

We also developed a Parental Substance misuse assessment tool in consultation with young carers and Professor Saul Becker.

We access grants for children and families, examples of which include £150 emergency funding for a fridge freezer, a 6 month gym pass for a young carer, food bank provision, and school uniform funding. These prove invaluable in helping stretched families manage home budgeting issues.

## Hospital Support

The Hospital Support Project identifies carers in the hospital setting and supports them throughout their stay and for 28 days following discharge. The aim is to prevent unnecessary admissions or re-admissions to hospital. Funding from The Triangle Trust has helped us to develop a strong partnership with Spiral Healthcare.

The number of referrals has increased, as medical and nursing staff recognise the value of carers' support in allowing timely discharges and reducing bed-blocking.

We have been able to generate greater awareness and understanding of the project through our direct presence on the wards. We regularly take part in the induction of new nurses to the hospital and with End of Life nurses. The team in Ward 11 at Victoria Hospital were the recipients of the Hospital Team of the Year award at our annual fundraising Ball, for their commitment to involving carers in the treatment journey.

The End of Life Care Team work closely in partnership with our project and are strong advocates of the role of carers in managing treatment. A bereavement support group has been established and is proving very popular.

## Mental Health

Demand for support from carers of people with mental ill health has increased and our work has been supported by Blackpool CCG and the Esmee Fairbairn Foundation again this year.

The thrust of our project is to work under a whole family model that aims to reduce isolation, improve resilience, and life chances. We run our monthly Help, Understanding and Group Support (HUGS) group for our adult carers. Raising Awareness of mental health is a continuous theme, particularly as we have focused on training other professionals in the role played by young carers within families. This has led to an increase in referrals by other agencies into our services, and a positive increase in links to Mental Health Services, particularly on our work with dual diagnosis.

## Parent Carers

The Hand in Hand project began as a pilot, aimed at parents who care for children with disabilities. It was so successful that the Big Lottery Fund made an award for 4 years of support.

During the first 9 months, we received 171 referrals.

We had not anticipated the complexity of the issues faced by our Parent Carer families.

We have developed an active Parent Advisory Group, which is run by parents for parents, to allow them to participate in the service and help us to develop in line with their requirements.

The new Managing Challenging Behaviour course has been a real success. It takes place one day per week for 6 weeks to enhance parenting skills.

Soroptomist International Blackpool and District has provided funding for a new Sibling project.

In addition, several trips and activities have taken place. These include visits to Blackpool Zoo, Farmer Parrs and a peer group lunch just for parents.

We work in partnership with The Together Centre and Aiming Higher to support the whole family. The success of this project has resulted in additional funding.

## Staff, Students and Volunteers

Our most prized asset is our staff, whose dedication, skill and commitment has enabled us to maintain a quality service in spite of pressures on funding. This year we have offered a number of training opportunities including the Institute of Leadership and Management (ILM) course in partnership with Blackpool Council.

As in previous years we have taken 13 student social workers on placement, some of whom have taken up employment with us. All students bring their already highly developed skills with them, and they offer valuable extra capacity in enabling us to meet demand. We now have 8 members of our delivery staff who are social work trained.



# Report of the Trustees



We are indebted to the continued support of volunteers who make their selfless contribution in helping our charity. The value of volunteering this year is £89,667.

## Work Experience Project

As a legacy of Progress Recruitment, and with funding from them, we are now in the second year of the Work Experience Project. This project enables young people with special educational needs aged 16 to 19 to take part in meaningful work experience placements that pave the way to eventual employment. The project sources placements and matches up the skills and aspirations of students to generate quality personalised opportunities.

The proportion of young people with learning disabilities who are in any paid part-time employment is only 6.8%, despite offering unique skills and potential that just need the right environment to thrive and develop. We are currently helping students from Red Marsh, Highfurlong, and Park Schools, but we will expand our service to any school or college that has special needs students that may be considering a placement with an employer.

We are grateful to the contribution made by local employers who continue to support our work and offer placements.

## Young Adult Carers

We continue to develop our services for Young Adult Carers (YACs) aged from 16 to 25 as a result of funding from Carers Trust and the Cooperative partnership. This age specific group of carers has different needs from younger carers. This year we have also received funding from St James's Place Foundation.

Young adult carers are helped to negotiate their transition into an adult

caring role by accessing age appropriate workshops and respite activity. They have developed an enthusiastic and vibrant Friday evening fortnightly session at the drop in on Church Street.

This year they organised trips to Manchester University and Blackpool and Fylde College to look at Higher Education and Further Education opportunities, and explore bursaries and student finance. We aim to increase aspirations for this group and we have offered issue based workshops and two very successful employability sessions where large employers attended to offer support and advice.

Other skills that YACs learnt were linked to the cookery courses run by John Joyce, the Ice Cold Chef, who ran workshops on preparing healthy meals on a budget. YACs are keen to have more of a say in how the services they access are designed, and they actively seek means of influencing commissioners and those who provide public services. Through being active in the various consultation processes with health, charities and Local Authorities, YACs become more than just recipients of services, they shape the future for themselves and their peers. The independent YAC group also successfully applied for funding themselves from the WO Street Foundation to sustain their consultation activities.

The Cooperative Bank, through their links with Carers Trust nationally, has funded our project through the "Time for Change" initiative, including giving us the opportunity to deliver our first contract in Fleetwood. Towards the end of the year, we secured funding from the The Henry Smith Charity to continue our work in Blackpool for the next three years.

## Young Carers

Blackpool Carers Centre is the single point of access for all young carers in Blackpool. We offer a wide range of support to include the individual needs of families we work with, including 1:1 emotional and practical support and much needed respite activities. Our age-specific support also includes running youth clubs and peer support groups.

We have developed our practice of focusing on 12 week action plans to address family issues such as debts, health, education, housing, and parenting.

Our residential trips included Alton Towers, Coldwell and Scotland, giving young carers time away from home and out of the local area to experience new activities, have quality respite time, increase self-confidence and expand social skills.

We have championed the Carers Trust/Children's Society Young Carers in Schools Programme. Our launch event was delivered to Blackpool Schools to highlight the value of the programme, which created positive feedback. A number of the schools have made an impressive start to the programme, including Education Diversity who are well on their way to achieving an award.

We are grateful to all those who have provided funding for respite activities including Children in Need and Sandcastle Waterpark, who offer their facilities without charge.

## What your donations mean to us

We support over 4,000 local family carers including those as young as 5 years old and all our support services are free of charge.

People can become carers overnight through sudden illness or an accident and for most of our young carers, their



# Report of the Trustees



caring role is the 'norm' and they don't have a choice.

Your support can make a real difference to the lives of local people as all your donations will be spent in Blackpool and on the Fylde Coast.

93% of your donation will go directly towards helping many of Blackpool's most vulnerable families. We spend a further 5% on fundraising to ensure that we continue to provide high quality support as demand increases. The remaining 2% is spent on essential governance costs.

We make every penny count. For every £1 we spend on fundraising, we bring in £10.55 to support more local carers.

## FINANCIAL REVIEW

### Financial review and reserves

The results of the Group are summarised on the Statement of Financial Activities.

The closing reserves are shown on the Balance Sheet.

The Group has reserves of £514,937 at the year end. £45,584 of this total is restricted for specific future costs. Of the remaining £476,528 some £332,500 is a designated fund which represents the net book value (after depreciation) of donated assets received in respect of leasehold improvements. This leaves a balance of £136,853 constituting free reserves.

The Charity's reserves policy is to hold a level of 3 months free reserves equating to the unrestricted direct charitable costs for the year, being approximately £145,000.

The free reserves of £136,853 currently represent around 3 months worth of those costs.

The Trustees will endeavour to retain this level in the future.

### Investment policy and objectives

The Charity is holding £100,000 in a deposit Bond for safekeeping.

## FUTURE DEVELOPMENTS

With the transformation of Beaverbrooks House complete, our focus is now on developing the Annexe into a respite lodge. This building was used by the film crew as a base during the filming of the DIYSOS programme.

It will offer the best of both worlds. Ground floor respite facilities for dementia carers and upstairs accommodation for young carers.

Young carers will be welcomed from all over the country to stay and have a Seaside Sleepover!

Our service delivery model will be reviewed during 2017/18 to ensure that we align carers' support with the new models of care currently being developed by health and social care.

In response to requests from carers, we are planning a wider range of volunteer led respite activities for 2017/18. Alongside this we will develop a more robust consultation framework to ensure that carers are fully involved in future plans.



# Statement of Trustee Responsibilities



The trustees (who are also the directors of Blackpool Carers Centre Limited for the purposes of company law) are responsible for preparing the Report of the Trustees and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure of the charitable company for that period. In preparing those financial statements, the trustees are required to

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charity SORP;
- make judgements and estimates that are reasonable and prudent;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

The trustees are responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the charitable company and to enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

In so far as the trustees are aware:

- there is no relevant audit information of which the charitable company's auditors are unaware; and
- the trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditors are aware of that information.

## AUDITORS

The auditors, TLL Accountants Ltd will be proposed for re-appointment at the forthcoming Annual General Meeting.

ON BEHALF OF THE BOARD:

.....  
A Gilmore - Trustee  
13 October 2017

*Michele Smith*  
.....

M A Smith - Secretary  
13 October 2017



# Report of the Independent Auditors



We have audited the financial statements of Blackpool Carers Centre Limited for the year ended 31st March 2017 on pages 31 to 45 which comprise the consolidated Statement of Financial Activities (Income and Expenditure Account), the consolidated and Parent Company Balance Sheets, and the related notes. The financial reporting framework that has been applied in their preparation is applicable law and the Financial Reporting Standard for Smaller Entities (effective April 2008) (United Kingdom Generally Accepted Accounting Practice applicable to Smaller Entities).

This report is made solely to the charitable company's / group's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable company's / group's members those matters we are required to state to them in an auditors' report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company's members as a body, for our audit work, for this report, or for the opinions we have formed.

## Respective responsibilities of trustees and auditors

As explained more fully in the Statement of Trustees Responsibilities set out on page eight, the trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view.

Our responsibility is to audit and express an opinion on the financial statements in accordance with applicable law and International Standards on Auditing (UK and Ireland).

Those standards require us to comply with the Auditing Practices Board's Ethical Standards for Auditors.

## Scope of the audit of the financial statements

An audit involves obtaining evidence about the amounts and disclosures in the financial statements sufficient to give reasonable assurance that the financial statements are free from material misstatement, whether caused by fraud or error. This includes an assessment of: whether the accounting policies are appropriate to the charitable company's / group's circumstances and have been consistently applied and adequately disclosed; the reasonableness of significant accounting estimates made by the trustees; and the overall presentation of the financial statements. In addition, we read all the financial and non-financial information in the Report of the Trustees to identify material inconsistencies with the audited financial statements and to identify any information that is apparently materially incorrect based on, or materially inconsistent with, the knowledge acquired by us in the course of performing the audit. If we become aware of any apparent material misstatements or inconsistencies we consider the implications for our report.

## Opinion on financial statements

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company's / group's affairs as at 31st March 2017 and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

## Opinion on other matter prescribed by the Companies Act 2006

In our opinion the information given in the Report of the Trustees for the financial year for which the financial statements are prepared is consistent with the financial statements.

## Matters on which we are required to report by exception

We have nothing to report in respect of the following matters where the Companies Act 2006 requires us to report to you if, in our opinion:

- adequate accounting records have not been kept or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit; or
- the trustees were not entitled to prepare the financial statements in accordance with the small companies regime and take advantage of the small companies exemption from the requirement to prepare a Strategic Report or in preparing the Report of the Trustees.

P Buck ACA, DChA (Senior Statutory Auditor)

## for and on behalf of TLL Accountants Ltd

Chartered Accountants  
& Statutory Auditors  
7-9 Station Road  
Hesketh Bank  
Preston  
Lancashire  
PR4 6SN

13 October 2017



# Consolidated Statement of Financial Activities

for the year ended 31st March 2017  
(incorporating income and expenditure account)



	Notes	Unrestricted funds £	Restricted funds £	2017 Total funds £	2016 Total funds £
<b>INCOME AND ENDOWMENTS FROM</b>					
Donations and legacies	2	216,563	377,418	593,981	431,882
Donated services – fixed assets*		350,000	-	350,000	-
<b>Charitable activities</b>					
Direct charitable activities	5	322,740	-	322,740	392,313
Other trading activities	3	133,090	-	133,090	125,659
Investment income	4	900	-	900	1,416
<b>Total</b>		<b>1,023,293</b>	<b>377,418</b>	<b>1,400,711</b>	<b>951,270</b>
<b>EXPENDITURE ON</b>					
Raising funds	6	85,371	-	85,371	121,772
<b>Charitable activities</b>	7				
Direct charitable activities		576,507	358,348	934,855	825,956
<b>Total</b>		<b>661,878</b>	<b>358,348</b>	<b>1,020,226</b>	<b>947,728</b>
<b>NET INCOME BEFORE TRANSFERS</b>		<b>361,415</b>	<b>19,070</b>	<b>380,485</b>	<b>3,542</b>
Gross transfers between funds	20	24,779	(24,779)	-	-
<b>NET INCOME</b>		<b>386,194</b>	<b>(5,709)</b>	<b>380,485</b>	<b>3,542</b>
<b>RECONCILIATION OF FUNDS</b>					
Total funds brought forward		83,159	51,293	134,452	130,910
<b>TOTAL FUNDS CARRIED FORWARD</b>		<b>469,353</b>	<b>45,584</b>	<b>514,937*</b>	<b>134,452</b>

The consolidated figures above include the results of the Charity which had income for the year of £1,321,735 (2016: £865,135) and a net surplus of £371,614 (2016: £28,911).

The Statement of Financial Activities includes all gains and losses in the year and therefore a statement of total recognised gains and losses has not been prepared.

All of the above amounts relate to continuing activities.

\*The amount shown above for Donated services – fixed assets was not actual monies received but rather a valuation placed on the leasehold improvements donated as part of the BBC DIY SOS project during 2016/17. Whilst this is not real income we are required to recognise this under the charity accounting rules (Statement of Recommended Practice), as described in the accounting policies.

Before accounting for this figure, the total income of the Charity for the year is £971,735 and the actual surplus for the year is £21,614.



# Balance Sheets

at 31st March 2017



		Consolidated		Charity	
		2017	2016	2017	2016
		Group	Group	Charity	Charity
	Notes	£	£	£	£
<b>FIXED ASSETS</b>					
Tangible assets	14	398,784	58,443	398,403	38,184
Investments	15	-	-	100	100
		<u>398,784</u>	<u>58,443</u>	<u>398,503</u>	<u>38,284</u>
<b>CURRENT ASSETS</b>					
Stock – raw materials		1,414	8,667	1,414	2,615
Debtors	16	73,833	69,524	70,875	102,768
Investments	17	223,292	218,440	223,292	218,440
Cash at bank		122,746	9,731	116,752	8,071
		<u>421,285</u>	<u>306,362</u>	<u>412,333</u>	<u>331,894</u>
<b>CREDITORS</b>					
Amounts falling due within one year	18	(305,132)	(230,353)	(288,724)	(219,680)
<b>NET CURRENT ASSETS</b>		<u>116,153</u>	<u>76,009</u>	<u>123,609</u>	<u>112,214</u>
<b>TOTAL ASSETS LESS CURRENT LIABILITIES</b>		<u>116,153</u>	<u>134,452</u>	<u>522,112</u>	<u>150,498</u>
<b>NET ASSETS</b>		<u>514,937</u>	<u>134,452</u>	<u>522,112</u>	<u>150,498</u>
<b>FUNDS</b>	19				
Unrestricted funds:					
General fund		136,853	83,159	144,028	99,205
Designated fund – leasehold improvements donated*		332,500	-	332,500	-
		<u>469,353</u>	<u>83,159</u>	<u>476,528</u>	<u>99,205</u>
Restricted funds:					
Restricted fund		45,584	51,293	45,584	51,293
<b>TOTAL FUNDS</b>		<u>514,937</u>	<u>134,452</u>	<u>522,112</u>	<u>150,498</u>

\*The designated fund represents the net book value (after depreciation) of donated assets received in respect of leasehold improvements. This does not represent available liquid resources.

These financial statements have been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small charitable companies and with the Financial Reporting Standard for Smaller Entities (effective April 2008).

The financial statements were approved by the Board of Trustees on 13 October 2017 and were signed on its behalf by:

.....  
A Gilmore –Trustee

Registered Company Number: 05633524 (England and Wales); Charity Number: 1114558

# Cashflow Statement

for the year ended 31st March 2017



	Notes	2017 £	2016 £
<b>Cash flows from operating activities:</b>			
Cash generated from operations	1	492,629	(86,379)
<b>Net cash provided by (used in) operating activities</b>		<u>492,629</u>	<u>(86,379)</u>
<b>Cash flows from investing activities:</b>			
Purchase of tangible fixed assets		(390,479)	(23,508)
Disposal of tangible fixed assets		14,817	5,149
Interest received		900	1,416
<b>Net cash provided by (used in) investing activities</b>		<u>(374,762)</u>	<u>(16,943)</u>
<b>Change in cash and cash equivalents in the reporting period</b>		117,867	(103,322)
<b>Cash and cash equivalents at the beginning of the reporting period</b>		<u>228,171</u>	<u>331,493</u>
<b>Cash and cash equivalents at the end of the reporting period</b>		<u><u>346,038</u></u>	<u><u>228,171</u></u>



# Notes to the Cashflow Statement

for the year ended 31st March 2017



## 1. RECONCILIATION OF NET INCOME TO NET CASH FLOW FROM OPERATING ACTIVITIES

	2017 £	2016 £
Net income for the reporting period (as per the statement of financial activities)	380,485	3,542
Adjustments for:		
Depreciation charges	30,387	17,424
(Gain)/losses on investments	-	-
Loss on disposal of fixed assets	4,934	-
Interest received	(900)	(1,416)
Decrease (Increase) in stocks	7,253	(715)
(Increase) in debtors	(4,309)	(28,641)
Increase/(Decrease) in creditors	74,779	(76,573)
Net cash provided by (used in) operating activities	<u>492,629</u>	<u>(86,379)</u>

# Notes to the Financial Statements

for the year ended 31st March 2017



## 1. ACCOUNTING POLICIES

### Basis of preparing the financial statements

The financial statements of the charitable company have been prepared in accordance with the Charities SORP (FRS102) 'Accounting and Reporting by Charities: Statement of Recommended Practice and the Companies Act 2006. The financial statements have been prepared under the historical cost convention with the exception of investments which are included at market value.

### Group Financial Statements

These Financial Statements consolidate the results of the charity, and its subsidiary: Blackpool Carers Centre Trading Limited on a line by line basis. Details of the relationship between these entities are included in the notes to the Financial Statements.

### Income

All income is recognised in the Statement of Financial Activities once the charity has legal entitlement to the funds, it is possible that the income will be received and the amount can be measured reliably.

Grants are credited to income (voluntary income; where no conditions are attached) as they are received except where there is confirmation from the donor that these should be deferred, to be matched against future costs.

### Expenditure

Liabilities are recognised as expenditure as soon as there is a legal or constructive obligation committing the charity to that expenditure, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all cost related to the category. Where costs cannot be directly attributed to particular headings they have been allocated to activities on a basis consistent with the use of resources.

Grants offered subject to conditions which have not been met at the year end date are noted as a commitment but not accrued as expenditure.

### Allocation and apportionment of costs

#### Support costs

There is only one charitable activity heading, and a very small proportion of charitable activities are attributed to fund raising, therefore to reallocate support costs to this heading would be meaningless and the figures involved immaterial.

Only costs formerly included in governance are shown as support costs and allocated to charitable activities. Since there is only one charitable activity heading, all costs are included there.

### Tangible fixed assets

Depreciation is provided at the following annual rates in order to write off each asset over its estimated useful life.

Leasehold improvements	- 5% straight line over the life of the lease
Plant and machinery	- 25% on reducing balance
Fixtures and fittings	- 25% on reducing balance
Motor vehicles	- 25% on reducing balance

### Taxation

The charity is exempt from corporation tax on its charitable activities.



# Notes to the Financial Statements

for the year ended 31st March 2017



## Fund accounting

Unrestricted funds can be used in accordance with the charitable objectives at the discretion of the trustees.

Restricted funds can only be used for particular restricted purposes within the objects of the charity. Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes.

Further explanation of the nature and purpose of each fund is included in the notes to the financial statements.

## Pension costs and other post-retirement benefits

The charitable company operates a defined contribution pension scheme. Contributions payable to the charitable company's pension scheme are charged to the Statement of Financial Activities in the period to which they relate.

## Donated assets and services

In accordance with the Charity SORP, donated services are included in the accounts at the value they would have otherwise have been if paid for by a customer. Donated goods are included at the cost to the donor. The resulting amount is shown within donation income on the Statement of Financial Activities, with a corresponding cost heading within charitable activities. Items that would normally be capitalised are included as fixed assets and depreciated over the life of the asset as noted above. The value of volunteer labour is not included within the Accounts except as a narrative note valued by taking the amount of time given multiplied by a reasonable rate per hour (such as national minimum wage). Goods donated for re-sale, especially those that are difficult to place a value on, are not included within the accounts (as income or stock) until the items are sold when the price sold for is recorded as income.

## Investments

Investments are shown at market value.

## Stock

Stocks are included at the lower of cost and net realisable value.

## 2. DONATIONS AND LEGACIES – Charity and Group

	2017 £	2016 £
Donations	38,004	25,544
Grants	515,717	370,398
Donated services	40,260	20,940
	<hr/>	<hr/>
	593,981	416,882
Grant in subsidiary company	-	15,000
	<hr/>	<hr/>
	<u>593,981</u>	<u>431,882</u>

# Notes to the Financial Statements

for the year ended 31st March 2017



Grants received, included in the above, are as follows:

	2017	2016
	£	£
Carers Trust (Co-operative)	-	7,170
Rank Foundation	330	-
Esmee Fairbairn Foundation	14,501	34,802
Children in Need	30,853	21,296
Group grants	635	115
Goalden Girls	190	100
Duchy of Lancaster	-	500
Cash Quest	-	3,500
Community Development	-	2,500
Rank Foundation: Gapper	-	326
Ward Grant	-	1,854
Soroptimist International Blackpool & District	7,433	7,433
Payback Trust	-	2,000
Carers Trust – Time for Me	-	2,000
NHS Transition Fund	10,000	60,000
Lloyds Bank Foundation	14,419	7,600
Comic Relief	17,552	24,959
NIACE	600	2,000
Triangle Trust	22,084	34,070
Carers Trust: Graffiti Project	-	750
Pilgrim Trust	21,800	-
Santander	-	3,000
Big Lottery Fund - Hand in Hand	76,504	66,900
Progress Recruitment	-	10,000
Tudor Trust	40,000	20,000
MPACT - Head Start	-	9,702
Carers Trust Co-operative - Time for change	24,855	16,223
Carers Trust: Time to Find Me	-	1,650
YCC Funding	-	2,500
Carers Trust: Families Getting Together	-	1,500
Rank Foundation: Community Action Placement	-	720
Carers Trust: YC in School	-	450
Miles of Smiles	4,116	831
St James' Place Foundation	4,886	4,886
Rank Foundation: Time to Shine	13,124	4,359
Carers Trust-Cooperative: Time for Change – Fleetwood	-	4,802
Individual grants	19,263	9,900
Henry Smith Charity	27,583	-
Beaverbrooks Charitable Trust	14,583	-
Carers Trust Co-operative - Take action and support	330	-
Community Foundation	1,000	-
Big Lottery Fund - Family Focus	9,225	-
Scottish Power	20,389	-
WO Street	10,000	-
Garfield Weston	41,667	-
Games Aid	61,200	-
Donations for YC trips	6,043	-
McMillan	500	-
DM Thomas	52	-
	<u>515,717</u>	<u>370,398</u>



# Notes to the Financial Statements

for the year ended 31st March 2017



## 3. OTHER TRADING ACTIVITIES

	2017 £	2016 £
Fundraising and events – charity	54,114	54,524
Charity shops and trading – subsidiary	78,976	71,135
	<u>133,090</u>	<u>125,659</u>

## 4. INVESTMENT INCOME – Charity & Group

	2017 £	2016 £
Deposit account interest	700	916
Interest receivable – trading	200	500
	<u>900</u>	<u>1,416</u>

## 5. INCOME FROM CHARITABLE ACTIVITIES – Charity & Group

	Activity	2017 £	2016 £
Footcare project*	Direct charitable activities	-	11,212
Social work, student	Direct charitable activities	30,155	-
Room hire, placement and other income	Direct charitable activities	-	26,617
Contract income	Direct charitable activities	276,719	334,273
Support services	Direct charitable activities	15,866	20,211
		<u>322,740</u>	<u>392,313</u>

\*This year's footcare project income is included within the £78,976 'other trading activities' income above.

Grants received, included in the above, are as follows:

Blackpool Council – Layton House	13,487	20,000
Blackpool Council - Adult Carers' Support	73,000	70,000
Blackpool CCG - Adult Carers' Support	115,000	100,000
Blackpool Council – Young Carers' Support	63,000	70,000
Public Health Blackpool	-	25,000
Carers Break and Relief Fund	12,232	38,273
Blackpool CCG memory screening	-	11,000
	<u>276,719</u>	<u>334,273</u>

## 6. RAISING FUNDS – Charity & Group

	2017 £	2016 £
Fundraising costs – Charity	15,266	10,948
Charity shops and trading – subsidiary	70,105	110,824
	<u>85,371</u>	<u>121,772</u>

# Notes to the Financial Statements

for the year ended 31st March 2017



## 7. CHARITABLE ACTIVITIES COSTS – Charity & Group

	Direct costs	Grant funding of activities (See note 8)	Support costs (See note 9)	Totals
	£	£	£	£
Direct charitable activities	<u>901,420</u>	<u>19,555</u>	<u>13,880</u>	<u>934,855</u>

## 8. GRANTS PAYABLE – Charity & Group

Grants paid to individuals amount to £19,555 (2016: £39,405).

## 9. SUPPORT COSTS – Group

	Governance costs £
Direct charitable activities – Charity	13,100
Direct charitable activities – Trading Company	<u>780</u>
	<u>13,880</u>

## 10. NET INCOME/(EXPENDITURE) – Group

Net income/(expenditure) is stated after charging/(crediting):

	2017 £	2016 £
Auditors' remuneration – charity	4,800	4,800
Accountancy fees – subsidiary	780	780
Depreciation – owned assets	12,887	17,424
Depreciation – donated assets	17,500	-

## 11. TRUSTEES' REMUNERATION AND BENEFITS

There were no trustees' remuneration or other benefits for the year ended 31 March 2017 nor for the year ended 31 March 2016.

### Trustees' expenses

There were no trustees' expenses paid for the year ended 31 March 2017 nor for the year ended 31 March 2016.

## 12. STAFF COSTS – Charity & Group

	2017 £	2016 £
Wages and salaries	616,927	556,548
Social security costs	47,787	43,428
Other pension costs	<u>15,024</u>	<u>15,111</u>
	<u>679,738</u>	<u>615,087</u>



# Notes to the Financial Statements

for the year ended 31st March 2017



## 12. STAFF COSTS - Charity & Group - continued

The average monthly number of employees during the year was as follows:

	2017 £	2016 £
Charity	28	24
Subsidiary	2	3
Group total	<u>30</u>	<u>27</u>

The key management personnel of the Charity are noted in the Trustees Report. The total employee benefits of the key management personnel of the Charity were £128,654.

No member of staff was paid more than £60,000 during the year (being the reportable limit specified by the Charity Commission).

There are pension contributions outstanding at the balance sheet date of £1,490 (2016: £1,022).

## 13. GRANT INCOME IN ADVANCE – Charity (note 18)

	As at 1/4/16 £	Movement £	as at 31/3/17 £
Transition fund	60,000	(25,000)	35,000
Wakeham Trust	400	(400)	-
Esmee Fairbairn Foundation	14,501	(14,501)	-
Children in Need	1,712	31	1,743
Lloyds Bank Foundation	-	9,915	9,915
Young Carers Respite Trips	-	5,392	5,392
Group Grants	635	(635)	-
Comic Relief	17,552	(17,552)	-
Triangle Trust	22,084	(22,084)	-
NIACE	600	(600)	-
Progress Recruitment	15,000	-	15,000
Carers Trust - Co-operative - Take Action and Support	330	(330)	-
Big Lottery Fund - Hand in Hand	705	20,716	21,421
Soroptimist International – Blackpool & District	7,433	(7,433)	-
Rank Foundation – Community Action Placement	-	390	390
Tudor Trust	20,000	-	20,000
Miles of Smiles	3,216	(3,216)	-
St. James' Place Foundation	4,886	(4,886)	-
Macmillan	500	(500)	-
Rank Foundation - Time to Shine	6,135	(6,135)	-
Carers Trust Co-operative – Time for Change, Fleetwood	8,604	956	9,560
Carers Break Relief Fund	2,232	(2,232)	-
Henry Smith Charity	-	5,517	5,517
Garfield Weston	-	8,333	8,333
Scottish Power	-	15,511	15,511
Games Aid	-	34,200	34,200
Big Lottery Fund – Family Focus	-	57,828	57,828
DM Thomas	-	948	948
	<u>186,525</u>	<u>54,232</u>	<u>240,758</u>
<b>Trading Company Only</b>			
Transition Fund	<u>-</u>	<u>15,000</u>	<u>15,000</u>
	<u>186,525</u>	<u>69,233</u>	<u>255,758</u>

# Notes to the Financial Statements

for the year ended 31st March 2017



## 14a) TANGIBLE FIXED ASSETS – Group

	Leasehold Improvements (Donated) £	Improve- ments Property £	Plant to Machinery £	Fixtures and Fittings £	Motor Vehicles £	Caravan £	Totals £
<b>COST</b>							
At 1st April 2016	-	1,002	88,120	1,350	18,835	39,585	148,892
Additions	350,000	-	12,611	14,368	13,500	-	390,479
Disposals	-	(494)	(12,825)	-	-	(39,585)	(52,904)
At 31st March 2017	350,000	508	87,906	15,718	32,335	-	486,467
<b>DEPRECIATION</b>							
At 1st April 2016	-	21	48,400	155	15,483	26,390	90,449
Charge for year	17,500	127	9,708	2,073	979	-	30,387
Eliminated on disposal	-	(21)	(6,742)	-	-	(26,390)	(33,153)
At 31st March 2017	17,500	127	51,366	2,228	16,462	-	87,683
<b>NET BOOK VALUE</b>							
At 31st March 2017	332,500	381	36,540	13,490	15,873	-	398,784
At 31st March 2016	-	981	39,720	1,195	3,352	13,195	58,443

## 14b) TANGIBLE FIXED ASSETS – Charity

	Leasehold Improvements (Donated)	Plant and Machinery £	Fixtures and Fittings £	Motor Vehicles £	Totals £
<b>COST</b>					
At 1st April 2016	-	75,295	1,350	18,835	95,480
Additions	350,000	12,611	14,368	13,500	390,479
At 31st March 2017	350,000	87,906	15,718	32,335	485,959
<b>DEPRECIATION</b>					
At 1st April 2016	-	41,658	155	15,483	57,296
Charge for year	17,500	9,708	2,073	979	30,260
At 31st March 2017	17,500	51,366	2,228	16,462	87,556
<b>NET BOOK VALUE</b>					
At 31st March 2017	332,500	36,540	13,490	15,873	398,403
At 31st March 2016	-	33,637	1,195	3,352	38,184



# Notes to the Financial Statements

for the year ended 31st March 2017



## 15. SUBSIDIARY COMPANY

The Charity has one trading subsidiary: Blackpool Carers Centre Trading Ltd, a company incorporated in England and Wales which is consolidated into the results of the Charity. The Charity owns the entire share capital of the trading subsidiary, being 100 £1 ordinary shares.

The audited Financial Statements of Blackpool Carers Centre Trading Ltd for the year ended 31st March 2017 are filed with the Registrar of Companies. A summary of the trading results of Blackpool Carers Centre Trading Ltd are shown below:

	2017 £
Turnover	78,976
Cost of sales	(26,835)
Gross profit	52,141
Establishment costs	(29,300)
Administrative and finance costs	(8,909)
Depreciation	127
Loss on disposal of fixed assets	4,934
Net Profit for the year	8,771

The aggregate of assets, liabilities and reserves is:

	2017 £
Fixed Assets	381
Current Assets	23,861
Current Liabilities	(1,408)
Long Term Liabilities	(29,909)
Total reserves	7,075

## 16. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	Group		Charity	
	2017 £	2016 £	2017 £	2016 £
Trade debtors	22,508	3,111	22,128	3,111
Inter company account	-	-	14,909	54,187
Other debtors	39,622	43,850	26,291	29,500
Prepayments	11,703	22,563	7,547	15,970
	73,833	69,524	70,875	102,768

# Notes to the Financial Statements

for the year ended 31st March 2017



## 17. CURRENT ASSET INVESTMENTS

	Group		Charity	
	2017	2016	2017	2016
	£	£	£	£
Unlisted investments – bonds and deposits	<u>223,292</u>	<u>218,440</u>	<u>223,292</u>	<u>218,440</u>

## 18. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	Group		Charity	
	2017	2016	2017	2016
	£	£	£	£
Trade creditors	12,323	17,311	11,789	9,857
Social security and other taxes	12,864	13,220	12,864	12,211
Pension contribution creditor	1,490	1,022	1,490	1,022
Accruals and deferred income (note 13)	255,758	186,525	240,758	186,525
Accrued expenses	22,697	11,676	21,823	10,065
Other	-	599	-	-
	<u>305,132</u>	<u>230,353</u>	<u>288,724</u>	<u>219,680</u>

Accruals and deferred income includes £15,000 within the subsidiary Company due after more than one year.

## 19. MOVEMENT IN FUNDS – Charity & Group

	At 1.4.16	Net movement in funds	Transfers between funds	At 31.3.17
	£	£	£	£
<b>Unrestricted funds</b>				
Designated fund – Charity	-	332,500	-	332,500
General fund – Charity	99,205	20,044	24,779	144,028
General fund – Subsidiary	(16,046)	8,871	-	(7,175)
	<u>83,159</u>	<u>361,415</u>	<u>24,779</u>	<u>469,353</u>
<b>Restricted funds</b>				
Restricted fund – Charity & Group	<u>51,293</u>	<u>19,070</u>	<u>(24,779)</u>	<u>45,584</u>
<b>TOTAL FUNDS</b>	<u>134,452</u>	<u>380,485</u>	<u>-</u>	<u>514,937</u>

Analysis of net assets between funds: Group

	Restricted funds	Unrestricted funds	Total 2017
	£	£	£
Fixed Assets	-	398,784	398,784
Current Assets	45,584	375,701	421,285
Current Liabilities	-	(305,132)	305,132
Net Assets	<u>45,584</u>	<u>469,353</u>	<u>514,937</u>



# Notes to the Financial Statements

for the year ended 31st March 2017



## 19. MOVEMENT IN FUNDS - Charity & Group - Continued

	Restricted funds £	Unrestricted funds £	Total 2017 £
Fixed Assets and Investments	-	398,503	398,503
Current Assets	45,584	366,749	412,333
Current Liabilities	-	(288,724)	(288,724)
Net Assets	<u>45,584</u>	<u>476,528</u>	<u>522,112</u>

The designated fund relates to leasehold improvement assets that were donated (as described on the Statement of Financial Activities and Balance Sheet) which are depreciated over the life of the lease. These do not therefore represent available liquid resources.

The restricted fund balance is made up of a number of grant balances on specific projects which will be expended in the coming year.

The transfer from restricted funds to unrestricted funds represents costs incurred in head office and central activities relating to restricted projects which have been re-charged by way of a management recharge.

## 20. RELATED PARTY DISCLOSURES

During the year the charity incurred net income totalling £39,278 in relation to the trading subsidiary. The balance owed to the trading subsidiary at the year end, and shown within debtors is £14,909 (2016: £54,187).

## 21. DONATED SERVICES AND FACILITIES

The figure recognised as income/expenditure relating to donated services and facilities may be summarised as follows:

	£
Rental of Beaverbrooks House at peppercorn rent	20,000
Use of facilities at Blackpool Sandcastle Centre	5,565
Annual Ball prizes donated	<u>14,695</u>
	40,260

# Consolidated Statement of Financial Activities

Comparative Figures  
for the year ended 31st March 2016



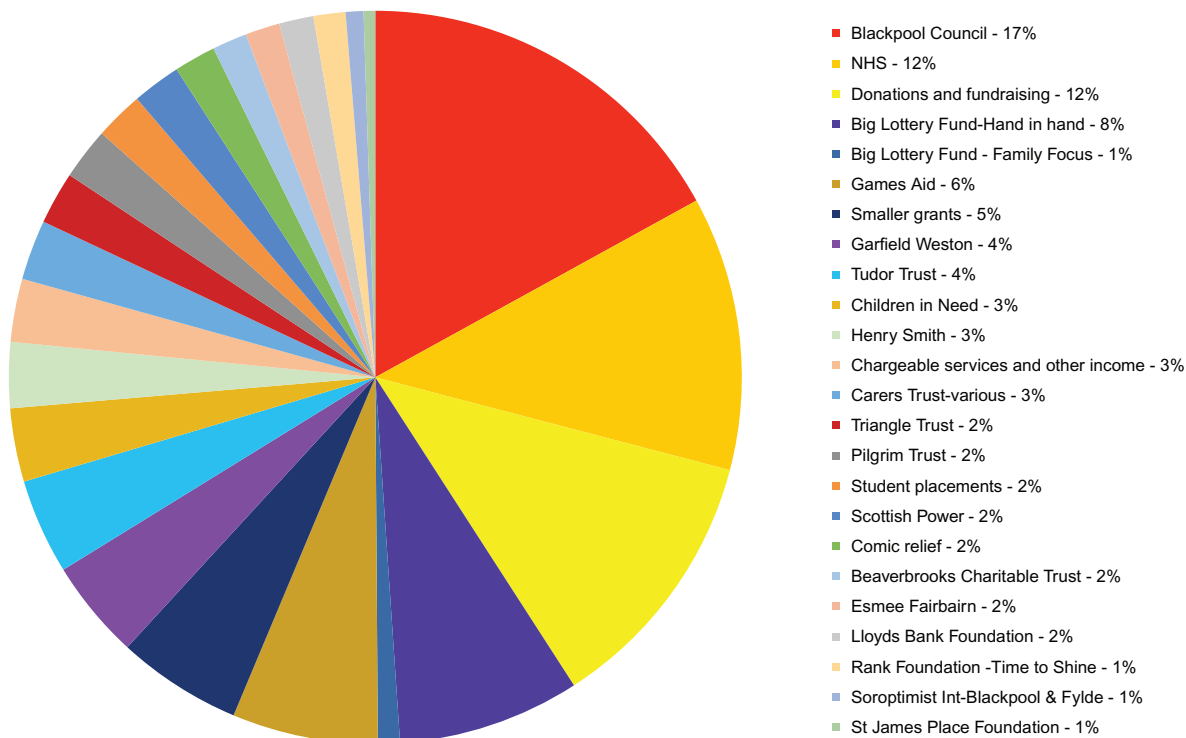
	Unrestricted funds £	Restricted funds £	Total funds £
<b>INCOME AND ENDOWMENTS FROM</b>			
Donations and legacies	135,155	296,727	431,882
<b>Charitable activities</b>			
Direct charitable activities	392,258	55	392,313
Other trading activities	113,444	12,215	125,659
Investment income	1,416	-	1,416
<b>Total</b>	<b>642,273</b>	<b>308,997</b>	<b>951,270</b>
<b>EXPENDITURE ON</b>			
Raising funds	121,736	36	121,772
<b>Charitable activities</b>			
Direct charitable activities	532,669	293,287	825,956
<b>Total</b>	<b>654,405</b>	<b>293,323</b>	<b>947,728</b>
<b>NET INCOME BEFORE TRANSFERS</b>	<b>(12,132)</b>	<b>15,574</b>	<b>3,542</b>
Gross transfers between funds	(17,352)	17,352	-
<b>NET INCOME</b>	<b>(29,484)</b>	<b>33,026</b>	<b>3,542</b>
<b>RECONCILIATION OF FUNDS</b>			
Total funds brought forward	112,643	18,267	130,910
<b>TOTAL FUNDS CARRIED FORWARD</b>	<b>83,159</b>	<b>51,293</b>	<b>134,452</b>



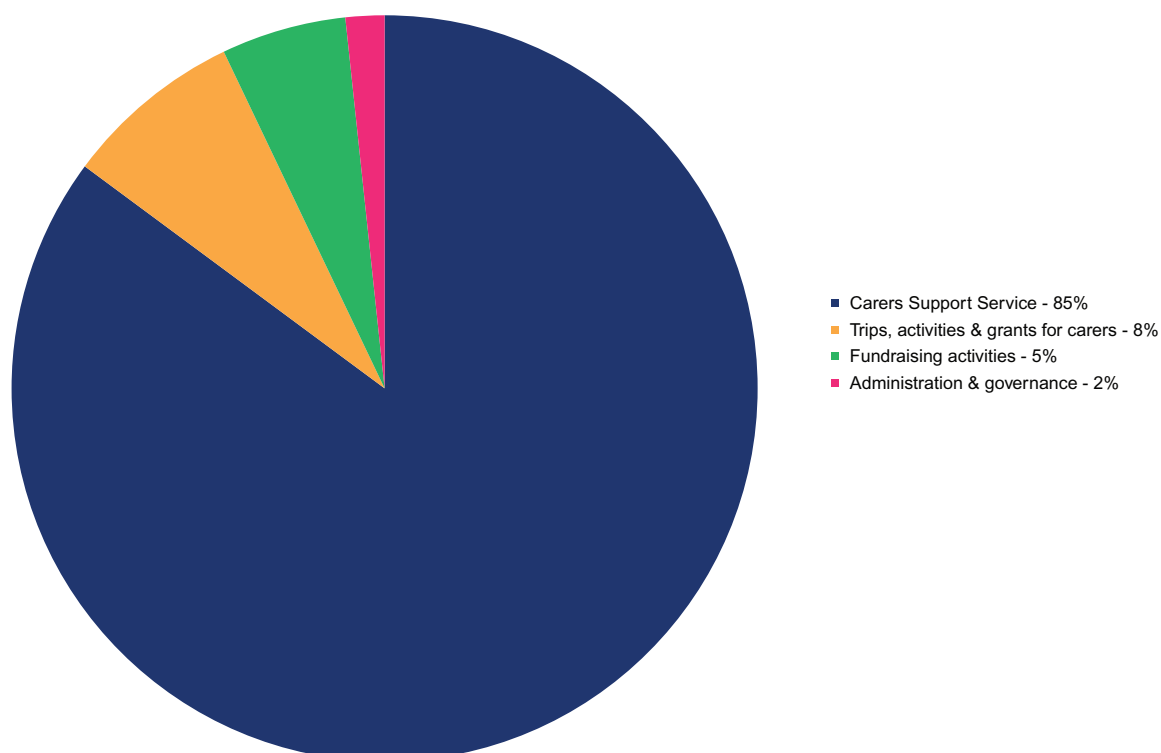
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## The Ins and Outs

### Our Income



### Our Expenditure







# Our Funders and Awards



## Blackpool Carers Centre

*Quality • Passion • Respect*



### Blackpool Carers Centre

Beaverbrooks House, 147 Newton Drive, Blackpool FY3 8LZ

Tel: 01253 393748 Fax: 01253 393450

Email: [admin@blackpoolcarers.org](mailto:admin@blackpoolcarers.org)

[www.blackpoolcarers.org](http://www.blackpoolcarers.org)



[facebook.com/blackpoolcarers](https://facebook.com/blackpoolcarers)



[@BlackpoolCarers](https://twitter.com/BlackpoolCarers)

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Registered as a company limited by guarantee in England and Wales No. 5633524.