

A YEAR OF GROWTH



**Blackpool Carers Centre**

*Quality • Passion • Respect*

Charity No. 1114558

ANNUAL REVIEW 2017 - 18



Young carers, 'circle of trust' session in the garden at Beaverbrooks House

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Thank you for re-building my confidence and enabling me to feel like myself again.

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

# WELCOME & OVERVIEW



We're proud to present the 2017-2018 annual report and demonstrate how our dedicated team of staff, students and volunteers has continued to deliver quality services to an increasing number of Blackpool's carers and their families.

People can become carers overnight and the role of our service is to work alongside them, building on their strengths and providing them with the support they need to maintain their own level of independence.

We continue to raise the profile of carers far & wide and within the corridors of power locally & nationally. We want to personally thank our staff, volunteers and trustees for their time, knowledge, skills and support.

We are grateful to the increasing numbers of funders who support our service delivery with a special mention to those who recognise the importance of core costs in the delivery of quality services.

Our purpose as a charity is to provide a better life for carers and as we endeavour to achieve this for an increasing number of families, our thanks go to each and every one of you.

A handwritten signature in black ink, appearing to read 'Paul Jebb', with a long horizontal flourish extending to the right.

Paul Jebb, Chair of Trustees

A handwritten signature in black ink, appearing to read 'Michelle Smith', written in a cursive style.

Michelle Smith, Chief Executive



L to Right: Trustees,  
Tony Ward, Claire Van Deurs Goss,  
Howard Lewis, Barbara Cummings,  
Paul Jebb, Alison Gilmore and  
Sarah Lambert outside  
Beaverbrooks House

# What we achieved this year...

## ADULT CARERS' PROJECT



**1,347**

adult carers signposted to other organisations

Adult Carers' Afternoon Tea in Rocco's Pantry - yummy!



'Eyes down' at bingo night

Adult Carers' Chester Cruise and Dine trip



**214**

counselling sessions delivered



Adult Carers' Trip to Water Park, Coriston



Adult Carers' Lead worker, Dawn at our Easter Fair



**1,399**

individual respite activity places provided



Men's Cookery Session at Beaverbrooks House



**46**

individual grants awarded to adult carers



## Vaida

My name is Vaida Horricks, I am originally from Lithuania and I care for my husband who had a stroke.

He's getting better every day but it's still very difficult for us, especially financially.

My husband used to work a lot before his stroke and now he can't, and I can't do much because I have to care for him now as well.

Blackpool Carers has helped me with advocacy and translating in lots of meetings because sometimes it's difficult for me to understand everything with my English.

I have received 1:1 support where I can talk through our finances and now the children are coming to youth club as well.

I am very happy such a place exists. I simply don't know where I'd be without this help.

It is so reassuring to know that something positive is finally beginning to happen.

### Why our service exists

Vaida received 1:1 support around her husband's condition and advocacy with her financial troubles. From being in danger of repossession they are now stable and Vaida and her children access respite provision.



*Blackpool Carers' staff held a PJ and Onesie Day for Children in Need in November 2017*

## Our House

Last year we moved in to our wonderful new home and this year we've welcomed more and more people to come and visit.

There are carers and families who pop in for some support, or just a brew and a chat; our dedicated staff and volunteers who generously give their time, skills and experience; our partners and supporters whose resources and expertise keep the doors open and our programmes thriving.

We also rent rooms in our beautiful home to a wide variety of groups and businesses. This aids our sustainability and cements our place as a space for our local community.

There have been board meetings, conferences, dinners, dances and development days; the guests enjoy catering from the award-winning Rocco's Pantry and maybe learn a little about how to identify carers and support available.

I'm looking forward to any future events and I'm glad to have had the chance to look around this wonderful building and see for the first time just what a worthwhile cause it supports. It's just amazing!

# What we achieved this year...

## BEAVERBROOKS HOUSE, STAFF AND STUDENTS



**61**  
Rooms  
Rented



Young carers writing messages on their chalkboard



**12**  
Social Work  
student placements



Comedian Bobby Ball with student, Louise at Clifton Hospital



Dr Arif Aslam, Consultant Dermatologist during Skin Cancer Health Information Session at Beaverbrooks House



Staff and trustees receiving the 'Special Award' at the Blackpool Civic Trust Awards, with the Mayor of Blackpool



Landscape Architect Laurence Mitchell with Deputy Mayor, Gary Coleman and supporter James Shelliker at our Garden Party



**101**  
Attendees at Spire Health  
Information Sessions



Cash Quest winners Sandcastle Waterpark with Rocco, staff and guests at our First Birthday Bash Event in October



**2,000**  
lunches served  
in Rocco's Pantry



Young carers and staff from Beaverbrooks kindly volunteered to 'spruce up' our gardens

# What we achieved this year...

## BENEFIT ADVICE



**1,107**

instances of  
benefits' support



**431**

individuals  
accessed support



**1,088**

1-2-1 support sessions  
provided



**£637,381**

total value of benefits  
accessed for clients



Parents and children having fun in our gardens at the Easter Egg Hunt



**£4,829**

average benefit accessed  
per client

NST raised funds for us by holding a Harry Potter Day



Bernard from Myerscough College with donated plants at our Garden Party



Staff and carer with Dan Whiston at Clip 'n' Climb



Emma and Duncan during their 'Shirt of Hurt' Cash Quest event



Rocco's friend Ginger at our Christmas Fayre



Mark Wilkins from Sandcastle Waterpark at our First Birthday Bash event



## Patricia & Stephen

My partner and I care for each other. I have mobility problems and my partner, although he's just got the all clear from cancer, has serious nerve damage from the chemotherapy.

When I became a pensioner, I stopped receiving carers allowance. We'd sit in the cold and try to decide what bills we could afford.

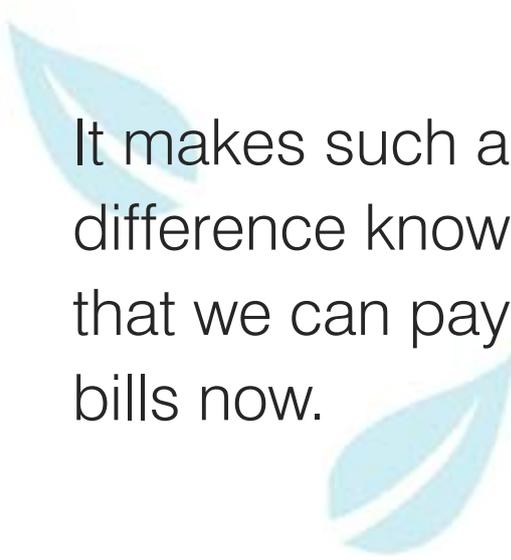
We would be lost without the support that Alan, Blackpool Carers' Benefits Advisor, has given us. We have accessed pension credit and Personal Independence Payment (PIP), but only after several reviews and appeals.

I had no idea that I was entitled to any of these benefits because nobody told me. I wouldn't have ever known where to start with all the forms and assessments and interviews.

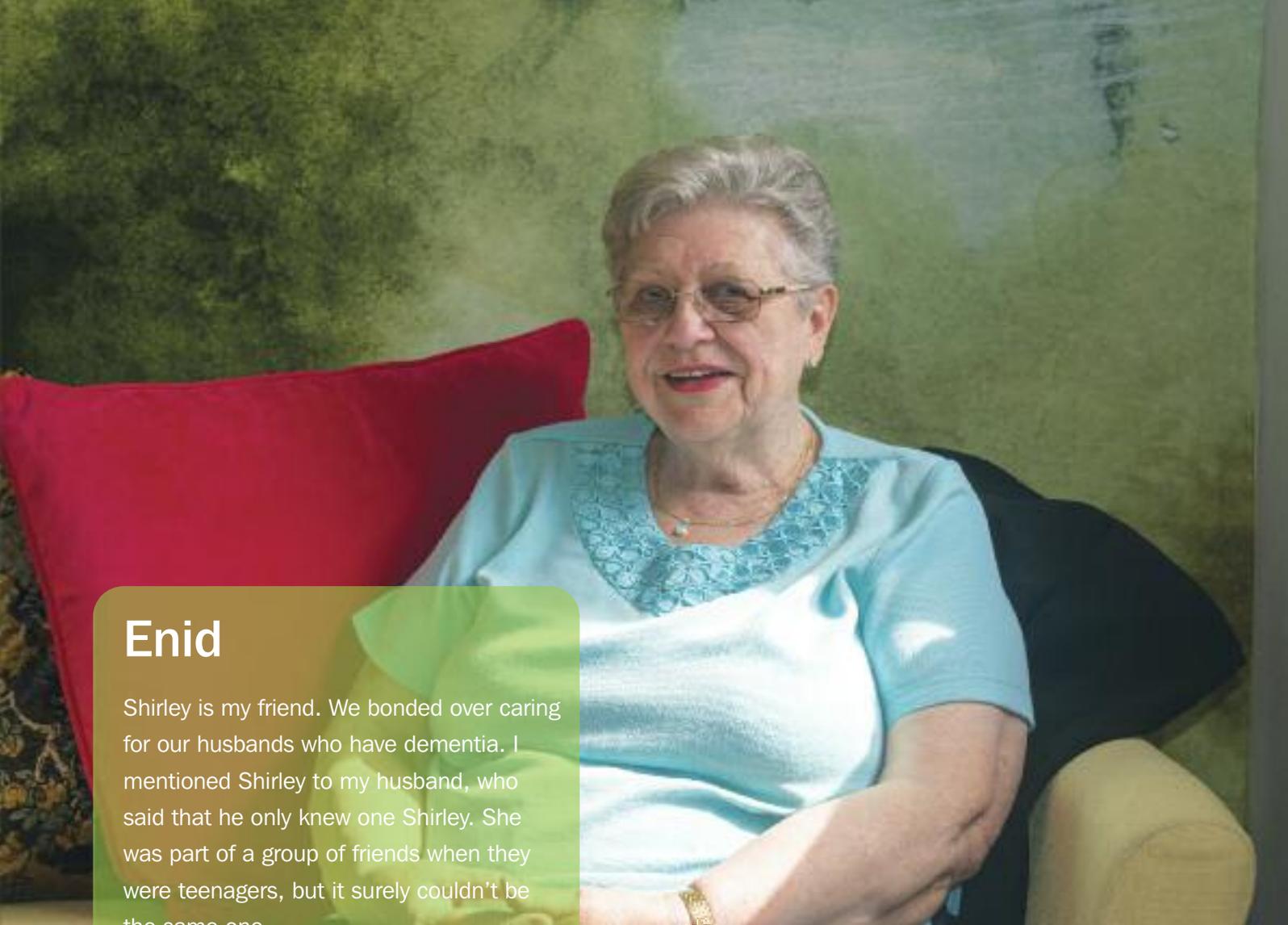
Now we don't have to worry about paying the next bill or leaving the heating off to save pennies.

We may even be able to go away and visit family in Wales later in the year.

The last time we had to apply for a grant to get some time out; this time we can do it on our own and someone else can take care of us.



It makes such a difference knowing that we can pay the bills now.



## Enid

Shirley is my friend. We bonded over caring for our husbands who have dementia. I mentioned Shirley to my husband, who said that he only knew one Shirley. She was part of a group of friends when they were teenagers, but it surely couldn't be the same one.

At a Dancing for Dementia event we discovered that it was, and it was very emotional for them after all this time, tears were flowing.

Now he knows who I'm going to see when I come to Beaverbrooks House for one of the drop-in sessions or a cup of tea. He doesn't remember much now because of the illness, but he still has memories of his childhood and being with Shirley and their friends at the skating rink.

If we didn't visit the drop-in they'd never have met again, and I wouldn't know where to go. I wouldn't know all the things you learn about dementia, how to manage and what to expect as it gets worse. We learn from the workers but also from each other as we're all going through the same thing.

You can say that to the people here, because they just get exactly what you're talking about.

### Why our service exists

Peer support has been crucial to Enid, she almost never misses a session. She has also accessed 1:1 support, several support groups and has been referred for a statutory carers assessment. With her increased confidence she now supports other members of the group.

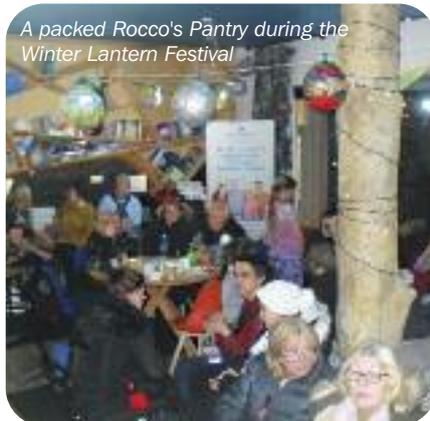
# What we achieved this year...

## DEMENTIA PROJECT



202

dementia carers referred to the service



A packed Rocco's Pantry during the Winter Lantern Festival



238

1-2-1 support sessions provided



Carers' trip to Southport Flower Show



316

instances of support for dementia carers



Fun with an old tin bath with Jimmy and 'Lancashire Memories'



Dementia carers enjoying, Frankly, the Sinatra Story with Phil Swift



Peter Lyttle hosting Freshers Young Onset Cafés



Staff experiencing what it feels like to have dementia



Jimmy from Lancashire Memories chatting to carers and loved ones during Dementia Awareness Week



158

Dementia Training places delivered to carers



Rocco raising awareness at BBC Radio Lancashire

# What we achieved this year...

## FAMILY FOCUS PROJECT



**257**

carers referred to the service



Families spending quality time together, cooking healthy meals at our Cook and Eat sessions



Food donations for our families, kindly donated from South Shore Food Partnership



Families spending time together at our Family Fun Day



**1,208**

respite places offered to families



**117**

instances of signposting for additional support



Proud family with their creation during a Glazy Days activity at Beaverbrooks House



**57**

places offered on substance misuse course



Time together during a visit to see the horses at Penny Farm

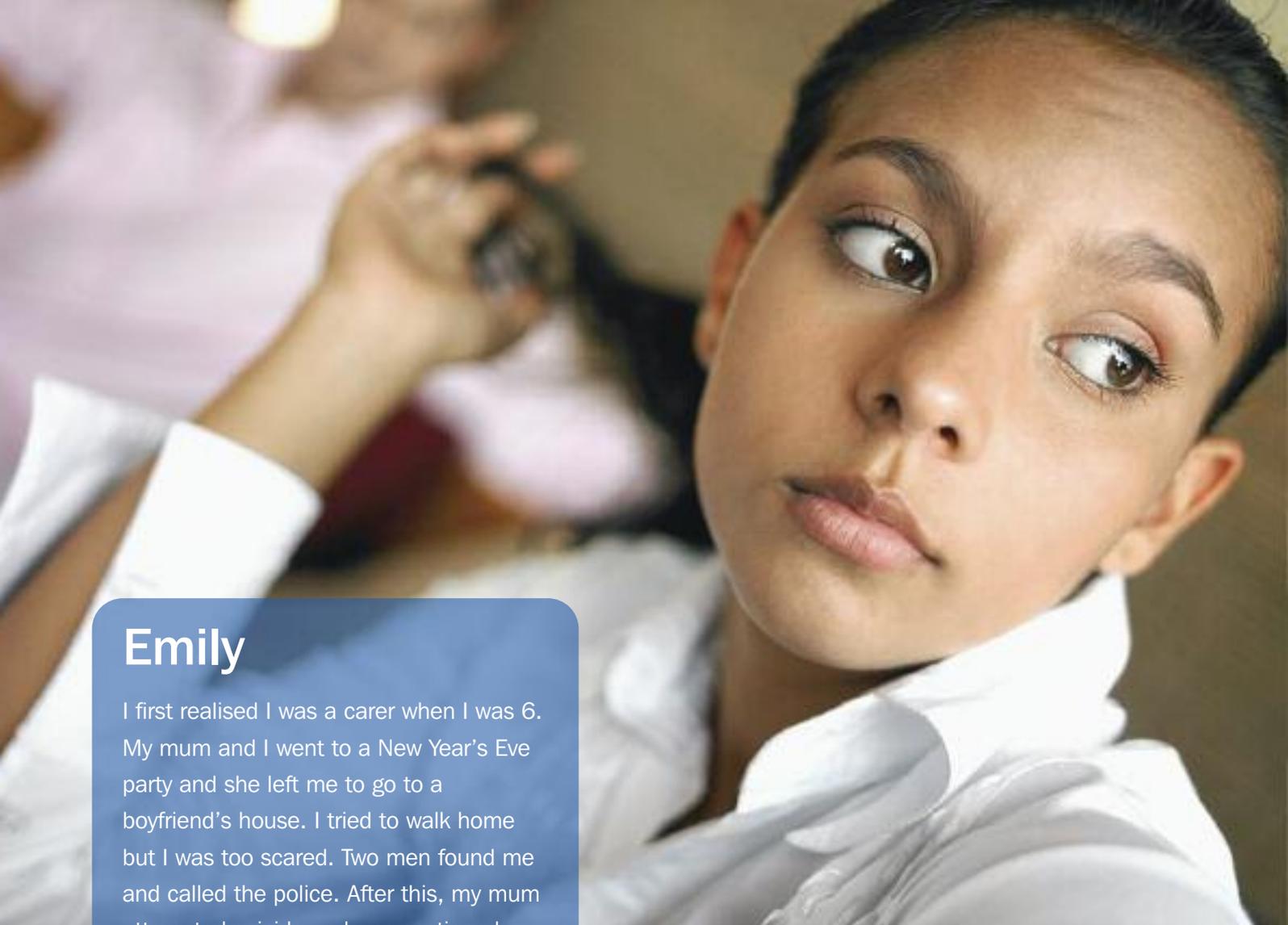


**276**

families supported



Making scary Halloween skeletons together during craft sessions



## Emily

I first realised I was a carer when I was 6. My mum and I went to a New Year's Eve party and she left me to go to a boyfriend's house. I tried to walk home but I was too scared. Two men found me and called the police. After this, my mum attempted suicide and was sectioned. This is when I realised that I would have to look after her.

I'm now 13 and home-schooled because at school I worry too much about what she's doing. I'm her emotional support and sometimes she gives me money to look after, so she doesn't spend it.

I've been coming to Beaverbrooks House for a year and a half. The food parcels helped a lot and the trips, even though I didn't want to go at the time, were really fun. I'm starting Duke of Edinburgh in September and I'm really excited. The first time I came here I was very nervous. I just wanted to instantly walk out. When I walk in now I feel safe because a lot of good things have happened here. I've even cried here. I've shown a lot of emotion and now it feels homely.

I don't think I could have got through all of this without your support.

### Why our service exists

Emily has had intensive 1:1 support since returning to Blackpool Carers Centre. She has attended respite trips and activities, improved her relationship with her mum and dealt with problematic behaviours.



Steve Craven, Leighann Cherry and Sheena Orchin from NST presenting their cheque to Faye at Beaverbrooks House

## NST

We were honoured to have been chosen as NST Travel Charity of the Year for 2017. Their team of over 180 employees threw themselves into events in true fundraising spirit! Usually friendly teams were pitched against each other, fighting it out over who could bring in the most amount of money whilst also having the most fun.

And what fun was had.....Offices were turned into the magical world of Hogwarts for Harry Potter inspired games and competitions, the staff kitchen has rivalled that of Mary Berry as serious Bake Off activities took place, followed by obligatory taste testing by the bosses, of course. Queues were formed on the car park as staff donned their overalls and got car washing for cash and there were even Olympic worthy wheelbarrow races going on in the meeting rooms! All of this alongside their regular daily work, magnificent examples of multi-tasking as they rallied behind the cause of young carers.

A total of £5,000 was raised for young carers' respite activities.

Raising funds for a local charity enables us to get involved and see the impact our donations have on real people.

# What we achieved this year...

## FUNDRAISING & COMMUNITY PARTNERSHIPS



Marks and Spencer's volunteers during their 'Spark Something Good' Campaign



Lytham Festival chose Blackpool Carers Centre as one of their charity partners for 2017. Staff and volunteers raising funds and awareness during 80s v 90s Night.



The Goal-den Girls with Dan and Kelly from Blackpool Carers following the Great North Run



**330**

guests attended our fundraising Spring Ball



Beaverbrooks' staff lending a hand in the garden



Helen (r) receiving a donation of food from Morrisons for our Garden Party



L to R: Vicky Daley, Rob Frowen, Anne Nolan and Faye Sanderson raising awareness at International Women's Day



Blackpool Carers' CEO, Michelle Smith (L) with Spire Hospital Director, Barbara Cummings



**£12.63**

return on fundraising for every £1 spent

# What we achieved this year...

## HAND IN HAND PROJECT



**381**

referrals to the parent carer and sibling projects



**1,206**

1-2-1 support sessions provided



**53**

places attended at the Grow to Eat Club



**236**

completed support plans



**90**

activities accessed by sibling carers



**267**

Managing Challenging Behaviour places offered



**1,245**

respite places offered





## Ken

I care for my son Kamron (age 12), who has additional needs.

We come to play sessions and the gardening club, which is great because he has a lot of energy and sometimes that's a struggle.

I also volunteer at Beaverbrooks House and this has helped me come out of my shell. I enjoy people's company now and I'm more outspoken. Before I'd have stayed at home and stared at the wall.

The support helped me get through a depressing time. The confidence and structure that I have has helped with Kamron because now he listens to me. He respects me because he doesn't see me just doing nothing.

I feel great when I come here; it's relaxing. I feel like I'm caring for myself.

Without Blackpool Carers I don't think I'd be here. It's thanks to the support I've received from the staff that I've been able to carry on.

When I was walking away after the trip, I could have cried tears of joy I was so happy.

### Why our service exists

The positive change in Ken's sociability and mental wellbeing has been life-changing. He is now an active participant in groups, both as a carer and as a volunteer. Being able to speak on the radio was a massive achievement for him.



## Anna

Anna was referred into the Hospital Support Project directly from the hospital where her husband was awaiting transfer to Hope Hospital for further investigation. Initially, she refused to allow it to happen, as she was scared of losing her husband and worried that the hospital weren't telling her about an underlying condition.

With intensive 1:1 support it was possible to discuss underlying anxiety and trauma from previous relationships and from her husband's ex-partner. The first meeting was very emotional but she did indicate that it helped and she agreed to more. She was able to offload her fears and work on a practical solution.

Her support worker was able to liaise with the doctors on the ward and reassure Anna that there was no underlying condition and with Hope Hospital to make sure a cot was available there and that she would be able to travel in the ambulance with her husband.

Now Anna can see the light at the end of the tunnel and is less anxious about her husband's health. An impasse in the hospital has been resolved, his medical treatment has moved forward and her mental wellbeing has improved.

Thank you for making me feel like I'm not a nuisance, and for explaining things in a way that I can understand.

# What we achieved this year...

## HOSPITAL SUPPORT PROJECT



Awareness raising stand



Bereavement Group learning new skills at Dots on Pots in Thornton



Bereavement Group enjoying lunch together



# 272

1-2-1 support sessions provided



Student Louise, awareness raising at Blackpool Victoria Hospital

Carers' Hospital Support Project

Are you the carer of someone who is in, or regularly attending hospital?



# 550

instances of support provided



Carers' information stand at Blackpool Victoria Hospital



Spire Fylde Coast Hospital gave free health checks at our garden party



Bereavement Group friends, Ian and Linda



# 109

individual attendance at Bereavement Group



Student Claire in Reception at Victoria Hospital

Welcome to Blackpool Victoria Hospital

Emergency Dept ☎ ☎ ☎  
Main Hospital ☎ ☎ ☎  
Main Outpatients ☎ ☎ ☎  
Surgical Unit  
Cardiac Centre  
Women & Childrens Unit  
Restaurant ☎ ☎

# What we achieved this year...

## MENTAL HEALTH PROJECT



# 245

individual attendances  
at HUGS group



HUGS group



Support Worker, Carla at the World Mental Health Day event at the Winter Gardens



Substance Misuse Training for carers



# 14

peer led  
group sessions



Carers experiencing the 'Relaxation Journey' - part of the 5 Ways to Wellbeing course



Discussing stress and anxiety management at HUGS group



# 240

mental health carers  
accessed the service



Awareness raising at Blackpool Pride

## Steffi

My mum was referred to Blackpool Carers by the mental health crisis team as she was struggling being the carer for me.

I was really suffering with the ups and downs from bipolar disorder and had dropped out of medical school just before my final exams.

We both received separate 1:1 support. More than anything this gave me hope that things could get better, which I didn't believe at the time. Things have changed so much since then and I have achieved stability thanks to medication and counselling.

My mum and I are both doing much better thanks to our time here. Being able to come and talk about things separately, lifts a weight from us. Without that support our relationship would be very different.

I've also been volunteering at Beaverbrooks House, going on trips with the young carers, which has really helped by giving me structure, and the inspiration to go back to University to be a teacher.



Your support gave me hope that things could get better, which I didn't believe at the time.

### Why our service exists

Steffi has turned her life, and relationship with her mother, around. Intensive 1:1 sessions and support through her medical interactions have improved her life and she has become an asset to the volunteer programme.



## Faye

In 2013 when I was 8 months pregnant with my 3rd child, I was diagnosed with medication resistant epilepsy.

My husband had to routinely drill our children on basic first aid. They have watched me have multiple seizures; burdens no child should have to carry.

Blackpool Carers supported my children through school, making them realise they are not alone during a stressful time in their lives. They met friends at youth club and have a great empathy for other young carers.

As my condition continued to worsen and remain uncontrolled by medication, I had brain surgery in March 2017 in an attempt to gain some control of my life back. The Young Carers team were there to support my family when we needed them.

To pay back the support offered to my family during our time of need, I began volunteering at Beaverbrooks House in December 2017. Volunteering has made me feel valued and able to regain my identity. It has helped me grow in self-worth, belonging and confidence.

*Faye Sanderson with her children during a visit to the Freemasons of The Lodge of Triumph in St. Annes*

Being part of your volunteering team has brought back my confidence, that I thought I'd lost. Just knowing you are at the end of the phone has meant such a lot. Thank you!

Marina, Volunteer

# What we achieved this year...

## VOLUNTEERS



**178**

New volunteers during the year



All our fantastic volunteers with their Awards at the Volunteer Celebration Event



Volunteers Shaun and Suzanne at our Spring Ball



Volunteers from Cooperative 'Spring Cleaning' our gardens



**13,486**

hours worked by volunteers



Volunteers at their celebration event



**£129,600**

Value of volunteering hours (as per ASHE)



Beaverbrooks volunteers sorting out the young carers' craft cupboard



**274**

volunteers in total



Staff and volunteers raising funds and awareness during the Fireworks Championships on Blackpool Promenade



**12**

Regular volunteer roles



M&S Deepdale Manager Michael, tidying the front gardens at Beaverbrooks House

# What we achieved this year...

## WORK EXPERIENCE PROJECT



Students learning all about Xrays thanks to Spire Fylde Coast Hospital



7

AIR Clubs - social club for Highfurlong students



Students practising their dance moves during Air Club at Beaverbrooks House



61

individual student placements



Student enjoying her work experience placement



Making sure all the shelves are full



Work Experience Coordinator, Helen with Highfurlong students at our AGM



Students had a great time during a class visit to a local Fire Station



Student waiting for a shampoo during a class visit to the salon at Beaverbrooks House



A new friend for one of the students at the Reptile Room in Cleveleys



Student at Play Football



18

class visits



## Jack

My name is Jack and I'm a student at Highfurlong School.

This year I did 6 weeks work experience at an accountants'. I learned about shares and it was really fun.

I didn't really like maths at school before but now I've seen how money works, I understand it better and I want to learn more.

When I was on work experience I enjoyed meeting new people and working with them. It made me feel that I was worth something, which doesn't happen all the time.

We've also taken part in an enterprise group called RISE (Respect, Inclusion, Social, Engagement), where we learned about sales and profits. We then made and sold some products on the promenade and in a local hospital.

All of this has given me confidence, and dreams of what I want to do in the future.

My work experience placement made me feel that I was worth something, which doesn't happen all the time.

### Why our service exists

Jack's confidence has grown enormously after his work experience and was a vital part of the RISE programme. We look forward to hosting him here on work experience with our finance officer.



## Jasmine

I learned about Blackpool Carers through college. Things were getting a bit too much and they referred me here.

I care for my mum, dad and my brother.

It's easier with my mum because she asks for help whereas with dad I have to guess what he needs because he doesn't like to tell me.

My little brother is autistic, so everything has to be exactly the same. I've had to buy him the same lunch every day for the holidays.

It's not like I wish my life was like everybody else's, but I do wish it would just settle down a bit.

Coming to Beaverbrooks House is an escape but more than anything it's about talking to people. I can talk about what happens at home without anyone judging me or anyone in my family.

The other carers in the group just get it.

It's not like I wish my life was like everybody else's, but I do wish it would just settle down a bit.

### Why our service exists

Jasmine has moved from crisis to being able to speak eloquently and passionately about her caring role and be an ambassador for other young carers.

# What we achieved this year...

## YOUNG ADULT CARERS' PROJECT



Professionals with young and young adult carers on Young Carers' Awareness Day



YAC flying high' during a residential trip



YACs trying on uniforms during a Fire Station visit



**66**  
YACs accessing trips and activities



Digital Reach project to teach online life skills to young adult carers



**15**  
Duke of Edinburgh places offered



YACs enjoying the great outdoors during a residential trip



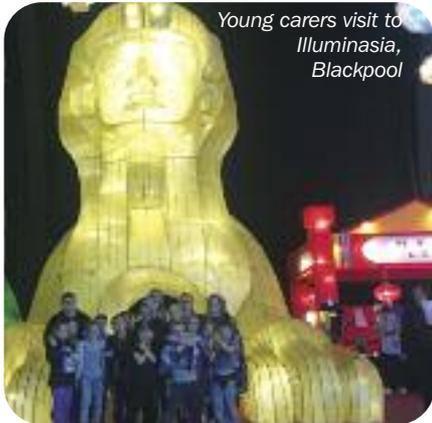
YACs trip to Liverpool Hope University



Young adult carer with her aspirations

# What we achieved this year...

## YOUNG CARERS' & TIME OUT PROJECTS



**286**  
referrals to the Young Carers project



**1,687**  
1-2-1 support sessions provided



**2,149**  
places provided at youth club



**2,491**  
respite trips and activity places offered

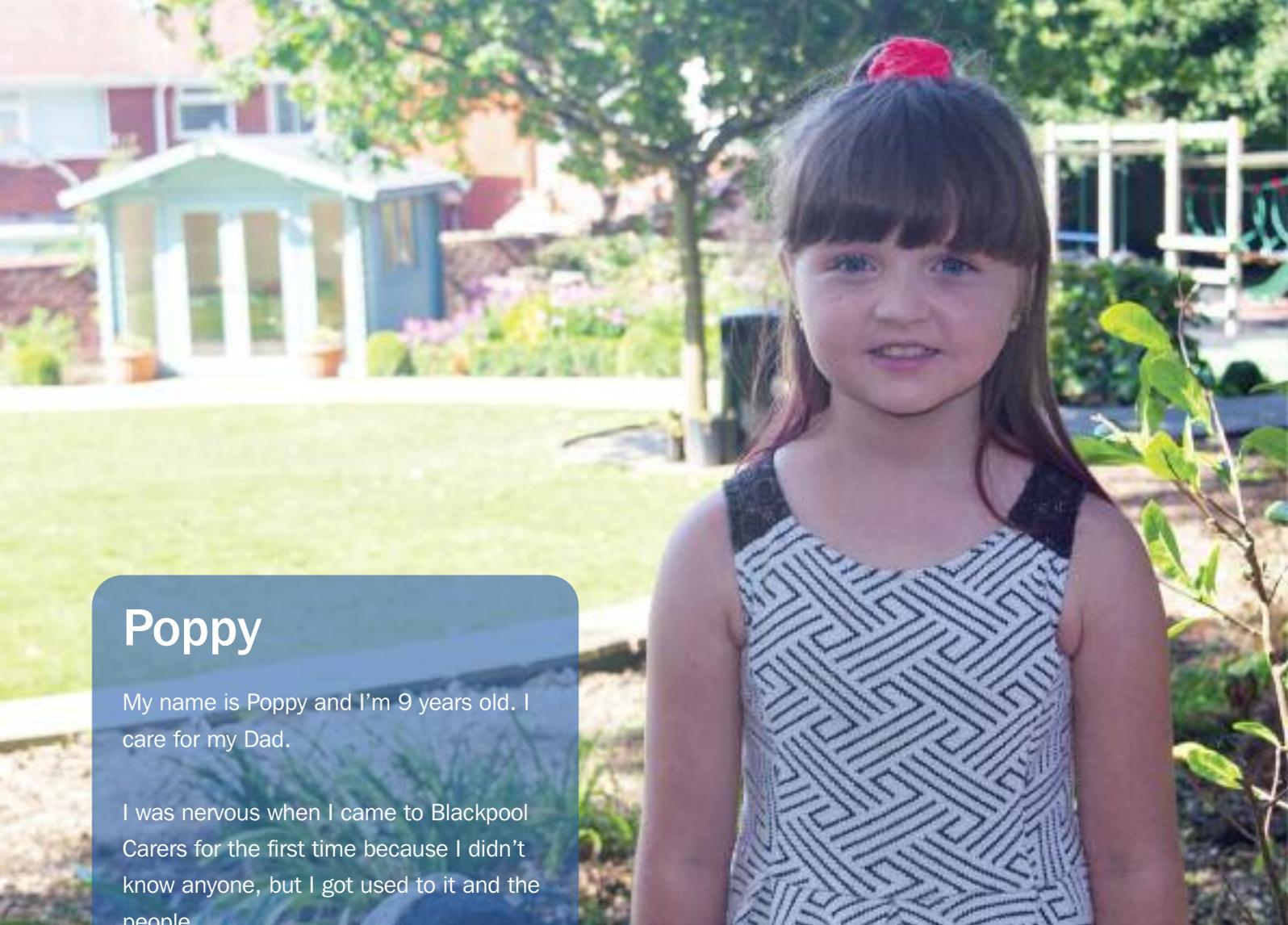


**266**  
young carers attending respite sessions



**136**  
respite activities organised





## Poppy

My name is Poppy and I'm 9 years old. I care for my Dad.

I was nervous when I came to Blackpool Carers for the first time because I didn't know anyone, but I got used to it and the people.

One day we learned to make cookies and then I made them at home with my Dad, which was nice because he doesn't get out much.

We've been to Clip and Climb and to the cinema. I liked Clip and Climb the best because I'd never been climbing before

We've also made a memory box, of things that make us happy, for when we're feeling down. I also wrote some notes for my big sister's box for when she gets upset.

Other children who look after someone else should come here, because then you've got more people who are similar to you and you can talk to them about things.

We love spending time at Beaverbrooks House. It gives us a rest from helping our nan and we get to see all the friends we have made over the year. Alfie, Young Carer

### Why our service exists

Poppy has become more confident and more resilient thanks to respite activities and 1:1 support. She now helps other young carers at youth club.



## Rachel

As Young Carers Champion, I organised the Young Carers Awareness Day 2018 where the Young Carers had the opportunity to meet with professionals from various organisations: Blackpool Police, Victoria Hospital, HeadStart, Duke of Edinburgh award scheme, Blackpool Council, Lancashire Regiment and schools. The event focused on 'The Youngest Carers'.

Since the Awareness Day, Blackpool Carers has started up a Duke of Edinburgh group for young adult carers and a police officer has now joined the board of trustees.

I have assisted the Young Carers team in organising trips for the young carers and with my connection to the police as a volunteer, I arranged a visit to see the new police headquarters in Blackpool. I also organised a trip to a local shooting club for the young adult carers.

Part of my role has involved updating the team profiles and writing daily news on the website. I have also documented my year through my photography.

Thanks to funding for my role from Cash Quest for Carers, I feel more confident in my own abilities. I am now aware of the positive impact our support can have on the lives of young carers.



# What we achieved this year...

## YOUNG CARERS' CHAMPION



915

photographs  
taken by Rachel



Rachel with CEO Michelle, Chair of Trustees Paul Jebb and mascot Rocco



L to R: Chair of Trustees, Paul Jebb with Lord Shuttleworth KCVO, Her Majesty's Lord Lieutenant of Lancashire, with Rachel at Beaverbrooks House



29

young carers attended  
Young Carers Awareness Day



Rachel with volunteer, Sarah receiving cheque from staff at Cooperative Bispham



13

Awareness Raising events  
attended



Previous Young Carers' Champion, Tara, raising awareness with the Thornton Ladies Group



4

events and trips  
organised by Rachel



Rachel planning an event with colleague, Liam



19

professionals attended  
Young Carers Awareness Day



Rachel hosting Young Carers Awareness Day



Young Carers at Play Expo in Blackpool

# Help to make a better life for carers

## HOW YOUR DONATIONS CAN HELP



**£5**

will pay for one carer to attend Active Minds dementia peer support



**£5**

will buy ingredients for 10 young carers to take part in a baking session



**£10**

will buy craft equipment to enable 4 families to have positive family time



**£20**

will pay for one carer to attend a 4-week Dementia Awareness course



**£50**

will pay for 2 carers to receive intensive 1-2-1 support



**£50**

will pay for 2 young adult carers to complete the Bronze DofE Award



**£100**

will pay for a family to visit Knowsley Safari Park and create special memories



**£100**

will pay for a craft session for the Bereavement peer support group



**£500**

will pay for 15 carers to attend a 6-week Mental Health Awareness course



**£500**

will pay for 10 students with learning differences to attend RISE sessions.



**£1,000**

will pay for the Managing Challenging Behaviour course for 10 parent carers



**£16,815**

will pay for the running of Blackpool Carers for one week

# Every penny makes a difference!

## DONATION FORM



NST staff raising funds during a 'spooktacular' Halloween event



Knitting 'nana', Christine selling her Rocco clothes at the Easter Fair



Cash Quest Zumba and Body Jam event with Dan Whiston at Blackpool Sixth



Captain America with attitude! Kinraig School raising awareness on Young Carers' Awareness Day

### 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, no matter how small, are much appreciated - thank you.

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

**Blackpool Carers Centre**

*Quality • Passion • Respect*

Charity No. 1114558

#### 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 by vodafone** **Text BLAC16 £5 to 70070** to donate £5 by text - 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 .....

Thank you so much!

WHAT OUR GENEROUS DONORS HAVE PAID FOR



Intergenerational work  
Gardening Equipment

7 Glazy Days  
activity sessions

Camp & Trek  
Residential Break  
Easter Eggs

Family  
Fun Day

A BETTER

LIFE

Family  
Cook and Eat  
Sessions

FOR

CARERS

46 Adult  
Carers  
Grants

National Citizenship  
Scheme Community Day

200 Ice Show  
Tickets

Young Carers trip  
to Penny Farm

Young Adult Carers'  
University Trips

Music and  
Memories  
Dementia  
Social Afternoons

Duke of Edinburgh  
Equipment and Expedition

PGL Action and  
Activity Day

Family  
Sandcastle  
Passes

Adult Carers  
Afternoon Teas

Parent Carers'  
Christmas  
Party

IMAX Cinema Tickets

5 Laptops for Digital  
Reach Project

Christmas Presents

Play Expo Tickets

12 Young Carers  
Grants

Younger carers having fun during a craft session at youth club

## Plans for the Future

In 2018 we pledged to focus on:

- **Service delivery model**

Funding from Blackpool Clinical Commissioning Group has been secured for two years. A new model is in place with workers delivering carers' support services in the new neighbourhood hubs as part of a multi-disciplinary approach.

- **Volunteer led respite activities**

We are expanding our volunteer service with many activities now being led by peers and volunteers.

- **Wider range of respite activities**

We now have a wide range of respite activities in place with more planned for the future.

- **Lodge**

Planning permission for the two storey building has been agreed and we have raised 25% of the required capital.

During 2019 we will be focusing on

- developing our work to reduce the impact of loneliness with our most isolated carers by seeking ways to remove barriers to accessing work, professional support and friendships;
- identifying more carers at an early stage in their caring role by improving our external communications with professionals, families, businesses and the public generally;
- improving the financial position of carers by increasing provision of benefits advice;
- developing a respite offer by securing funding to rebuild the Lodge.

Importantly, as the health and social care landscape moves we will develop new ways of working that align with our statutory partners.



Young carers enjoying respite in the gardens



Proposed plans for our new Lodge



Inside the proposed 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 2018. 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 14.8.17  
A Ward  
S Cassidy - retired 25.5.18  
P Wild - retired 28.12.17  
J Carney  
P Jebb, Chair  
Mrs S Lambert, Vice Chair  
J Child - resigned 15.8.17  
Miss A Gilmore  
H Lewis - appointed 25.6.18  
C van Deurs Goss -  
appointed 25.5.18

**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,  
Mrs Danielle Barnett  
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
- Faye Atherton -  
Head of Services
- Tom McMurdo -  
Head of Governance and  
Income Generation

### 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.

#### 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 Board Development Day is held, when trustees, supported by senior staff, take part in governance training and review the strategy, developing new ideas and learning about each others' roles.

#### Organisational structure

The activities of the organisation are governed by the Board of Trustees, all of whom are Directors. A new Audit and Governance Sub-Committee has been created, along with a Strategy Sub-Committee.

Board meetings are held quarterly and a new board assurance framework (BAF) has been created in order to guide the board and sub-committee agenda.

The Treasurer works closely with the finance team to provide assurance to the board around organisational finance.

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.

# REPORT OF THE TRUSTEES



## 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 the Audit and Governance Sub-Committee manages the risk process.

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.

## Quality

Blackpool Carers Centre holds the PQASSO Level 2 Quality Mark and is a Carers Trust Centre of Excellence.

## 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 trustees have given careful consideration to the Charity Commission guidance on public benefit in setting its strategy. The charity supports carers of all ages who live, attend school/college or have a GP in Blackpool. A wide variety of support is offered to carers, families and professionals without charge.

We provide:

- One to one intensive support plans;
- Counselling;
- Respite activities including youth clubs and activities- age specific
- Beaverbrooks House as a venue for respite, ad hoc support
- Benefits advice
- School liaison
- Advocacy
- Information and advice
- Volunteering opportunities
- Dementia training
- Substance Misuse project
- Mental Health support
- Work experience for children with different abilities
- Hospital based service
- Magazine
- Community Café.

In order to ensure resources are allocated effectively and to reduce dependency on services, initial assessments identify carers who are in the highest need according to a 'red/amber/green' status. The most complex families receive time limited, intensive packages of support intended to improve the quality of their lives. At the end of the support plan, carers are able to access peer or volunteer led support alongside organised events and activities.

Beaverbrooks House is open 5 days a week from 8.00am to 6.00pm with activities taking place most weekends. Carers can call into Beaverbrooks House at any time to use facilities, the community café, gardens or to take part in activities or seek advice and support. By embedding ourselves in our community, we are able to introduce the concept of caring and its potential impact on individuals/families and educate all our stakeholders in the service we offer.

## Charitable activities

In order to deliver our purpose, we have developed a strategy focusing on four areas:

### A. Services - Delivering excellence for carers and their families.

We aim to:

- a) target quality, timely and appropriate support at carers in need.
- b) involve carers in our decision making and take a strengths based approach.
- c) remove barriers for carers to live the life they choose;
- d) reduce loneliness and isolation by providing a wide range of respite opportunities.
- e) advocate for carers and support them to have a voice.
- f) Be responsive and flexible, recognising and supporting them at different stages in the caring journey.

### B. People - Developing a high quality team of staff, volunteers, students and partners and to be an employer of choice.

We aim to:

- a) Provide a thriving, challenging workplace within a performance driven, values based culture and the right physical environment;
- b) Provide excellent training with opportunities for progression and development;
- c) Provide a safe, supportive, stimulating experience for students;
- d) Provide a supportive offer for volunteers to ensure that their voice is heard, they have appropriate development opportunities and that they feel valued as part of our community.

# REPORT OF THE TRUSTEES



## C. Awareness – Promoting early identification of carers.

We aim to:

- Reduce crises by promoting early and self identification;
- Improve our external communications function to ensure our service is as accessible to those most 'hidden' from society;
- Increase empathy and understanding of carers in their local community;
- Influence politicians, policy makers and agencies in the best interests of carers;
- Create a carer friendly community.

## D. Resources – Developing a sustainable future.

We aim to:

- Develop and maintain strong relationships with a diverse range of funders and partners, focusing on unrestricted income streams;
- Develop a sustainable business model;
- Develop and maintain a sustainable and vibrant headquarters, using Beaverbrooks House in the most effective way;
- Build our reputation;
- Reduce our carbon footprint and develop eco- friendly ways of working;

## ACHIEVEMENT AND PERFORMANCE

Over 2017/18, Blackpool Carers continued to develop its projects. 1,835 carers were referred across all services and in total we supported 6,753 individuals across 3 teams. In addition to caring for someone with a physical disability, we also focus on mental ill-health, dementia, substance misuse, older carers, working carers and children with different abilities and with life limiting illnesses.

For adult carers:

- 1,347 carers were signposted to partner services;
- 550 support sessions delivered at the hospital;
- 109 attendances at bereavement support group;
- 245 attendances at our mental health support group (HUGS);
- 214 counselling sessions were delivered;
- 1,399 respite placed provided;
- 46 individual grants awarded;
- 158 training places provided for dementia carers;
- 1,107 benefit support sessions were provided;
- £637,381 is the total value of benefits that have been accessed for carers.

For young carers:

- 2,149 places provided at youth club;
- 2,491 respite trips and activity places
- 1,687 intensive 1:1 sessions provided;
- 57 places on substance misuse course;
- 66 young adult carers supported;
- 276 families supported.

For parent carers:

- 381 referrals for support;
- 1,206 support sessions provided;
- 267 Managing Challenging Behaviour course places;
- 1,245 respite places.

## Resources

We are particularly indebted to the many funders who have provided vital support this year. We are indebted to The Beaverbrooks Charitable Trust, who have not only provided Beaverbrooks House at a peppercorn rent for 20 years, but also provide the funding for our Volunteer Coordinator. They have also provided support in recruitment, estates and training.

In addition to monetary support we have been fortunate to benefit from a number of pro bono supporters

including The Cranfield Trust who worked with us to update our strategy and develop a new three- year business plan.

We very much appreciate the kindness of hundreds of local people who so generously fundraise and volunteer to support carers.

## Passion, Quality, Respect

As part of our commitment to our staff, students and volunteers, we have introduced a values based performance management system. This has seen the end of annual appraisals with monthly live time feedback, matched against our values.

## Donations

We make every penny count. For every £1 we spend on fundraising, we bring in £12.63 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 £541,606 at the year end. £32,271 of this total is restricted for specific future costs.

Of the remaining £509,335, £315,000 is a designated fund which represents the net book value (after depreciation) of **donated assets received in respect of leasehold improvements during the DIYSOS: BBC Children in Need Big Build in 2016**. This leaves a balance of £194,335 constituting free reserves.

The Charity's reserves policy is to hold a level of 3-6 months free reserves equating to the unrestricted

# REPORT OF THE TRUSTEES



direct charitable costs for the year, being approximately £135,000.

The free reserves of £194,335 currently represent around 4 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

During 2019 we will be focusing on:

- developing our work to reduce the impact of loneliness with our most isolated carers by seeking ways to remove barriers to accessing work, professional support and friendships;
- identifying more carers at an early stage in their caring role by improving our external communications with professionals, families, businesses and the public generally;
- improving the financial position of carers by increasing provision of benefits advice;
- developing a respite offer by securing funding to rebuild the Lodge.

Importantly, as the Health and Social Care landscape shifts we will develop new ways of working that align with the priorities of our statutory partners.

## OUR FUNDRAISING PRACTICE

Blackpool Carers Centre Ltd has diversified its income streams over the last five years moving away from a heavy reliance on statutory funding from The Local Authority. The charity aims to develop and widen its income streams in the future to ensure sustainability in an uncertain economic and financial climate.

Our approach to fundraising is based on building and maintaining strong relationships. We take this approach to ensure that donors feel that they are fully involved in our work and they can see how their donations are making a better life for carers. Whilst we accept single donations, we do not actively seek them. Our best fundraisers are the service delivery team who deliver excellence in their daily work.

Passionate, committed donors who understand the value of unpaid carers will often become ambassadors. We aim to connect with the donor and help them to understand why donations are important and how their money will be used. We offer our donors choice and focus on the impact of their donations. We consult with our donors to ensure that we treat them in the way they want to be treated. Many donors accept recognition whereas some of our donors request anonymity.

Our Chief Executive holds the MInstF (Dip) qualification, and Head of Fundraising holds the MInstF (Cert) qualification from the Institute of Fundraising (IoF). We adhere to the IoF's Code of Fundraising Practice. We do not employ third party fundraisers and all volunteers are supervised in their practice. As a result of our relationship approach we do not approach individuals for donations and we have not received any fundraising complaints. There is a clear process to deal with complaints.

## GOING CONCERN

The Accounts are prepared on a going concern basis, which the Trustees consider to be appropriate having considered the foreseeable future. The Charitable Company holds reserves which are sufficiently in line with its reserves policy.

## MEASURING PERFORMANCE

The charity employs a number of tools to measure the performance of each of its projects. All carers, across the service receive a pre and post intervention assessment, enabling a measure to be taken of the impact achieved by each project, both collectively and individually with carers and their families.

Quantitative information is generated through each contact made, with a range of Key Performance Indicators, including referral numbers, instances of 1:1 support and activity attendances, all being regularly assessed to ensure quality throughout the service. Qualitative information, most frequently communicated through case studies, is used to give a holistic picture of a case both internally to measure performance and externally to inform our partners.

## EMPLOYMENT POLICY

The Charity's policy is to promote equality of opportunity to all in employment and the selection process irrespective of their gender, race, ethnic origin, disability, age, nationality, sexuality, marital status and social class. Blackpool Carers oppose all forms of unlawful and unfair discrimination.

All employees and volunteers will be treated fairly and equally. Selection for employment, promotion, training and any other benefits will be on the basis of aptitude and ability. All employees will be helped and encouraged to further develop their full potential and the talents and the resources of the workforce will be fully utilised to maximise the efficiency of the Organisation.

# 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  
30 November 2018

.....  
M A Smith - Secretary  
30 November 2018

# REPORT OF THE INDEPENDENT AUDITORS



## Opinion

We have audited the financial statements of Blackpool Carers Centre Limited and the Group for the year ended 31st March 2018 which comprise the Statement of Financial Activities, the Statement of Financial Position (Balance Sheet), and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

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 / Group and the Charitable Company's / Group's members as a body, for our audit work, for this report, or for the opinions we have formed.

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 2018 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.

## Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditors responsibilities for the audit of the financial statements section of our report. We are independent of the Charitable Company / Group in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

## Conclusions relating to going concern

We have nothing to report in respect of the following matters in relation to which the ISAs (UK) require us to report to you where:

- the trustees' use of the going concern basis of accounting in the preparation of the financial statements is not appropriate; or
- the trustees have not disclosed in the financial statements any identified material uncertainties that may cast significant doubt about the Charitable Company's / Group's ability to continue to adopt the going concern basis of accounting for a period of at least twelve months from the date when the financial statements are authorised for issue.

## Other information

The trustees are responsible for the other information. The other information comprises the information included in the annual report, other than the financial statements and our Report of the Independent Auditors thereon.

Our opinion on the financial statements does not cover the other information and we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

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.

# REPORT OF THE INDEPENDENT AUDITORS



## Responsibilities of trustees

As explained more fully in the Statement of Trustees Responsibilities, the trustees (who are also the directors of the Charitable Company / Group 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, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the trustees are responsible for assessing the Charitable Company's / Group's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the Charitable Company / Group or to cease operations, or have no realistic alternative but to do so.

## Our responsibilities for the audit of the financial statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue a Report of the Independent Auditors that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at [www.frc.org.uk/auditorsresponsibilities](http://www.frc.org.uk/auditorsresponsibilities). This description forms part of our Report of the Independent Auditors.

A handwritten signature in black ink, appearing to read 'P. Buck'.

P Buck FCA, 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

Date: 30 November 2018

# CONSOLIDATED STATEMENT OF FINANCIAL ACTIVITIES



for the year ended 31st March 2018 (incorporating income and expenditure account)

	Notes	Unrestricted funds £	Restricted funds £	2018 Total funds £	2017 Total funds £
<b>INCOME AND ENDOWMENTS FROM</b>					
Donations and legacies	2	151,941	480,046	631,987	593,981
Donated services – fixed assets*		-	-	-	350,000
<b>Charitable activities</b>					
Direct charitable activities	5	-	302,132	302,132	322,740
Other trading activities	3	130,185	50	130,235	133,090
Investment income	4	924	-	924	900
<b>Total</b>		<b>283,050</b>	<b>782,228</b>	<b>1,065,278</b>	<b>1,400,711</b>
<b>EXPENDITURE ON</b>					
Raising funds	6	72,464	-	72,464	85,371
<b>Charitable activities</b>					
Direct charitable activities	7	539,425	426,720	966,145	934,855
<b>Total</b>		<b>611,889</b>	<b>426,720</b>	<b>1,038,609</b>	<b>1,020,226</b>
<b>NET INCOME BEFORE TRANSFERS</b>		<b>(26,707)</b>	<b>53,376</b>	<b>26,669</b>	<b>380,485</b>
Gross transfers between funds	19	66,689	(66,689)	-	-
<b>NET INCOME</b>		<b>39,982</b>	<b>(13,313)</b>	<b>26,669</b>	<b>380,485</b>
<b>RECONCILIATION OF FUNDS</b>					
Total funds brought forward		469,353	45,584	514,937	134,452
<b>TOTAL FUNDS CARRIED FORWARD</b>		<b>509,335</b>	<b>32,271</b>	<b>541,606</b>	<b>514,937</b>

The consolidated figures above include the results of the Charity which had income for the year of £999,374 (2017: £1,321,735) and a net surplus of £18,883 (2017: £371,614).

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 2018

	Notes	Consolidated		Charity	
		2018 Group £	2017 Group £	2018 Charity £	2017 Charity £
<b>FIXED ASSETS</b>					
Tangible assets	14	373,507	398,784	373,221	398,403
Investments	15	-	-	100	100
		<u>373,507</u>	<u>398,784</u>	<u>373,321</u>	<u>398,503</u>
<b>CURRENT ASSETS</b>					
Stock – raw materials		477	1,414	477	1,414
Debtors	16	62,015	73,833	105,679	70,875
Investments	17	351,285	223,292	351,285	223,292
Cash at bank		61,341	122,746	16,412	116,752
		<u>475,118</u>	<u>421,285</u>	<u>473,853</u>	<u>412,333</u>
<b>CREDITORS</b>					
Amounts falling due within one year	18	<u>(307,019)</u>	<u>(305,132)</u>	<u>(306,179)</u>	<u>(288,724)</u>
<b>NET CURRENT ASSETS</b>		<u>168,099</u>	<u>116,153</u>	<u>167,674</u>	<u>123,609</u>
<b>TOTAL ASSETS LESS CURRENT LIABILITIES</b>		<u>168,099</u>	<u>116,153</u>	<u>540,995</u>	<u>522,112</u>
<b>NET ASSETS</b>		<u>541,606</u>	<u>514,937</u>	<u>540,995</u>	<u>522,112</u>
<b>FUNDS</b>					
19					
Unrestricted funds:					
General fund		194,335	136,853	193,724	144,028
Designated fund – leasehold improvements donated*		315,000	332,500	315,000	332,500
		<u>509,335</u>	<u>469,353</u>	<u>508,724</u>	<u>476,528</u>
Restricted funds:					
Restricted fund		<u>32,271</u>	<u>45,584</u>	<u>32,271</u>	<u>45,584</u>
<b>TOTAL FUNDS</b>		<u>541,606</u>	<u>514,937</u>	<u>540,995</u>	<u>522,112</u>

\*The designated fund represents the net book value (after depreciation) of donated assets received in respect of leasehold improvements during the DIYSOS: BBC Children in Need Big Build in 2016. 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 30th November 2018 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 2018

	Notes	2018 £	2017 £
<b>Cash flows from operating activities:</b>			
Cash generated from operations	1	<u>75,689</u>	<u>492,629</u>
<b>Net cash provided by (used in) operating activities</b>		<u>75,689</u>	<u>492,629</u>
<b>Cash flows from investing activities:</b>			
Purchase of tangible fixed assets		(10,025)	(390,479)
Disposal of tangible fixed assets		-	14,817
Interest received		<u>924</u>	<u>900</u>
<b>Net cash provided by (used in) investing activities</b>		<u>(9,101)</u>	<u>(374,762)</u>
<b>Change in cash and cash equivalents in the reporting period</b>		66,588	117,867
<b>Cash and cash equivalents at the beginning of the reporting period</b>		<u>346,038</u>	<u>228,171</u>
<b>Cash and cash equivalents at the end of the reporting period</b>		<u><u>412,626</u></u>	<u><u>346,038</u></u>

# NOTES TO THE CASHFLOW STATEMENT



for the year ended 31st March 2018

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

	2018	2017
	£	£
Net income for the reporting period (as per the statement of financial activities)	26,669	380,485
<b>Adjustments for:</b>		
Depreciation charges	35,302	30,387
(Gain)/losses on investments	-	-
Loss on disposal of fixed assets	-	4,934
Interest received	(924)	(900)
Decrease (Increase) in stocks	937	7,253
(Increase) in debtors	11,818	(4,309)
Increase/(Decrease) in creditors	1,887	74,779
	<u>75,689</u>	<u>492,629</u>
<b>Net cash provided by (used in) operating activities</b>	<b><u>75,689</u></b>	<b><u>492,629</u></b>

# NOTES TO THE FINANCIAL STATEMENTS



for the year ended 31st March 2018

## 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 2018

## 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

	2018	2017
	£	£
Donations	45,455	38,004
Grants	576,129	515,717
Donated services	10,403	40,260
	<hr/>	<hr/>
	631,987	593,981

# NOTES TO THE FINANCIAL STATEMENTS



for the year ended 31st March 2018

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

	2018	2017
	£	£
Beaverbrooks Charitable Trust	25,000	14,583
Big Lottery Fund - Family Focus	134,763	9,225
Big Lottery Fund - Hand in Hand Project	84,466	76,504
Blackpool CCG - Connect 5	3,667	-
Carers Trust - Digital Reach	7,000	-
Carers Trust- My Mental Health	2,500	-
Carers Trust - Take action and support	-	330
Carers Trust - Time for change	13,862	24,855
Children in Need	42,769	30,853
Comic Relief	-	17,552
Community Foundation	-	1,000
DM Thomas Foundation	948	52
Dowager Countess Eleanor Peel Trust	5,940	-
Eric Wright Charitable Trust	5,000	-
Esmee Fairbairn Foundation	20,000	14,501
Games Aid	20,200	61,200
Garfield Weston	8,333	41,667
Goalden Girls	100	190
Group grants	-	635
Henry Smith Charity	32,167	27,583
Individual grants	13,253	19,263
Lloyds Bank Foundation	24,718	14,419
Macmillan	-	500
NHS Transition Fund	25,000	10,000
NIACE	-	600
Other smaller grants	1,341	-
People's Postcode Lottery	4,940	-
Pilgrim Trust	-	21,800
Public Health - MCB	4,295	-
Miles of Smiles	-	4,116
Scottish Power	21,006	20,389
Skills for Care- Assessed and Supported Year	1,000	-
Soroptimist International Blackpool & District	-	7,433
St James' Place Foundation	-	4,886
The Rank Foundation	14,330	330
The Rank Foundation - Rank Aspire Programme	10,019	-
The Rank Foundation - Time to Shine	4,360	13,124
Triangle Trust	-	22,084
Tudor Trust	40,000	40,000
WO Street	-	10,000
Young Carers Respite Activities	5,152	6,043
	<u>576,129</u>	<u>515,717</u>



# NOTES TO THE FINANCIAL STATEMENTS



for the year ended 31st March 2018

## 8. GRANTS PAYABLE – Charity & Group

Grants paid to individuals amount to £14,932 (2017: £19,555).

## 9. SUPPORT COSTS – Group

	Governance costs
Direct charitable activities – Charity	14,617
Raising donations and legacies	(13)
	<u>14,604</u>

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

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

	2018	2017
	£	£
Auditors' remuneration – charity	5,520	4,800
Accountancy fees – subsidiary	840	780
Depreciation – owned assets	17,802	12,887
Depreciation – donated assets	17,500	17,500

## 11. TRUSTEES' REMUNERATION AND BENEFITS

There were no trustees' remuneration or other benefits for the year ended 31 March 2018 nor for the year ended 31 March 2017.

### Trustees' expenses

There were no trustees' expenses paid for the year ended 31 March 2018 nor for the year ended 31 March 2017.

## 12. STAFF COSTS – Charity & Group

	2018	2017
	£	£
Wages and salaries	688,568	616,927
Social security costs	52,620	47,787
Other pension costs	19,142	15,024
	<u>760,330</u>	<u>679,738</u>

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

	2018	2017
Charity	31	28
Subsidiary	2	2
	<u>33</u>	<u>30</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 £180,143 (2017: £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 £324 (2017: £1,490).

# NOTES TO THE FINANCIAL STATEMENTS



for the year ended 31st March 2018

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

	As at 1/4/17 £	Movement £	as at 31/3/18 £
Transition fund	35,000	(25,000)	10,000
Big Lottery Fund - Family Focus	57,828	(8,419)	49,409
Big Lottery Fund - Hand in Hand	21,421	(10,213)	11,208
Blackpool CCG - Connect 5	-	18,333	18,333
Carers Trust - Mental Health Fund	-	419	419
Carers Trust - Take Action and Support	9,560	(9,560)	-
Children in Need	1,743	8,462	10,205
DM Thomas Foundation	948	(948)	-
Eric Wright Charitable Trust	-	15,000	15,000
Esmee Fairbairn Foundation	-	20,000	20,000
Games Aid	34,200	(20,200)	14,000
Garfield Weston	8,333	(8,333)	-
Henry Smith	5,517	(767)	4,750
Lloyds Bank Foundation	9,915	103	10,018
People's Postcode Lottery	-	14,821	14,821
Progress Recruitment	15,000	-	15,000
Scottish Power	15,511	(15,511)	-
The Rank Foundation - Business Development	-	22,500	22,500
The Rank Foundation - Community Action Placement	390	(390)	-
The Rank Foundation - Rank Aspire Programme	-	1,381	1,381
The Rank Foundation - Time to Shine	-	7,349	7,349
The Screwfix Foundation	-	4,999	4,999
Time to Change- Champions Fund	-	200	200
Tudor Trust	20,000	-	20,000
Young Carers Respite Activities	5,392	(5,392)	-
	<u>240,758</u>	<u>8,834</u>	<u>249,592</u>
<b>Trading Company Only</b>			
Transition Fund	15,000	(15,000)	-
	<u>255,758</u>	<u>(6,166)</u>	<u>249,592</u>

# NOTES TO THE FINANCIAL STATEMENTS



for the year ended 31st March 2018

## 14 a) TANGIBLE FIXED ASSETS - Group

	Leasehold Improvements (Donated) £	Improve- ments Property £	Plant to Machinery £	Fixtures and Fittings £	Vehicles £	Totals £
<b>COST</b>						
At 1st April 2017	350,000	508	87,906	15,718	32,335	486,467
Additions	-	-	6,540	3,485	-	10,025
At 31st March 2018	350,000	508	94,446	19,203	32,335	496,492
<b>DEPRECIATION</b>						
At 1st April 2017	17,500	127	51,366	2,228	16,462	87,683
Charge for year	17,500	95	9,691	4,048	3,968	35,302
At 31st March 2018	35,000	222	61,057	6,276	20,430	122,985
<b>NET BOOK VALUE</b>						
At 31st March 2018	315,000	286	33,389	12,927	11,905	373,507
At 31st March 2017	332,500	381	36,540	13,490	15,873	398,784

## 14 b) TANGIBLE FIXED ASSETS - Charity

	Leasehold Improvements (Donated) £	Plant and Machinery £	Fixtures and Fittings £	Motor Vehicle £	Totals £
<b>COST</b>					
At 1st April 2017	350,000	87,906	15,718	32,335	485,959
Additions	-	6,540	3,485	-	10,025
At 31st March 2018	350,000	94,446	19,203	32,335	495,984
<b>DEPRECIATION</b>					
At 1st April 2017	17,500	51,366	2,228	16,462	87,556
Charge for year	17,500	9,691	4,048	3,968	35,207
At 31st March 2018	35,000	61,057	6,276	20,430	122,763
<b>NET BOOK VALUE</b>					
At 31st March 2018	332,500	36,540	12,927	11,905	373,221
At 31st March 2017	332,500	36,540	13,490	15,873	398,403

# NOTES TO THE FINANCIAL STATEMENTS



for the year ended 31st March 2018

## 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 2018 are filed with the Registrar of Companies. A summary of the trading results of Blackpool Carers Centre Trading Ltd are shown below:

	2018 £
Turnover	65,904
Cost of sales	<u>(36,955)</u>
Gross profit	28,949
Establishment costs	(14,564)
Administrative and finance costs	(6,504)
Depreciation	<u>(95)</u>
Net Profit for the year	<u><u>7,786</u></u>

The aggregate of assets, liabilities and reserves is:

	2018 £
Fixed Assets	286
Current Assets	49,564
Current Liabilities	(840)
Long Term Liabilities	<u>(48,299)</u>
Total reserves	<u><u>711</u></u>

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

	Group		Charity	
	2018 £	2017 £	2018 £	2017 £
Trade debtors	30,955	22,508	26,320	22,128
Inter company account	-	-	48,299	14,909
Other debtors	8,887	39,622	8,887	26,291
Prepayments	<u>22,173</u>	<u>11,703</u>	<u>22,173</u>	<u>7,547</u>
	<u><u>62,015</u></u>	<u><u>73,833</u></u>	<u><u>105,679</u></u>	<u><u>70,875</u></u>

# NOTES TO THE FINANCIAL STATEMENTS



for the year ended 31st March 2018

## 17. CURRENT ASSET INVESTMENTS

	Group		Charity	
	2018 £	2017 £	2018 £	2017 £
Unlisted investments – bonds and deposits	351,285	223,292	351,285	223,292

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

	Group		Charity	
	2018 £	2017 £	2018 £	2017 £
Trade creditors	24,127	12,323	24,127	11,789
Social security and other taxes	14,074	12,864	14,074	12,864
Pension contribution creditor	324	1,490	324	1,490
Accruals and deferred income (note 13)	249,592	255,758	249,592	240,758
Accrued expenses	18,902	22,697	18,062	21,823
	<u>307,019</u>	<u>305,132</u>	<u>306,179</u>	<u>288,724</u>

## 19. MOVEMENT IN FUNDS - Charity & Group

	At 1.4.17 £	Net movement in funds £	Transfers between funds £	At 31.3.18 £
<b>Unrestricted funds</b>				
Designated fund - Charity	332,500	-	(17,500)	315,000
General fund - Charity	144,028	(34,493)	84,189	193,724
General fund - Subsidiary	(7,175)	7,786	-	611
	<u>469,353</u>	<u>(26,707)</u>	<u>66,689</u>	<u>509,335</u>
<b>Restricted funds</b>				
Restricted fund - Charity & Group	<u>45,584</u>	<u>53,376</u>	<u>(66,689)</u>	<u>32,271</u>
<b>TOTAL FUNDS</b>	<u>514,937</u>	<u>26,669</u>	<u>-</u>	<u>541,606</u>

Analysis of net assets between funds: Group

	Restricted funds £	Unrestricted funds £	Total 2018 £
Fixed Assets	-	373,507	373,507
Current Assets	32,271	442,847	475,118
Current Liabilities	-	(307,019)	(307,019)
Net Assets	<u>32,271</u>	<u>509,335</u>	<u>541,606</u>

# NOTES TO THE FINANCIAL STATEMENTS



for the year ended 31st March 2018

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

Analysis of net assets between funds: Charity

	Restricted funds £	Unrestricted funds £	Total 2018 £
Fixed Assets and Investments	-	373,321	373,321
Current Assets	32,271	441,582	473,853
Current Liabilities	-	(306,179)	(306,179)
Net Assets	<u>32,271</u>	<u>508,724</u>	<u>540,995</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 £33,390 (2017: £39,278) in relation to the trading subsidiary. The balance owed to the trading subsidiary at the year end, and shown within debtors is £48,299 (2017: £14,909).

## 21. DONATED SERVICES AND FACILITIES

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

	£
Use of facilities at Blackpool Sandcastle Waterpark	5,286
Annual Ball prizes donated	<u>5,117</u>
	<u>10,403</u>

# CONSOLIDATED STATEMENT OF FINANCIAL ACTIVITIES



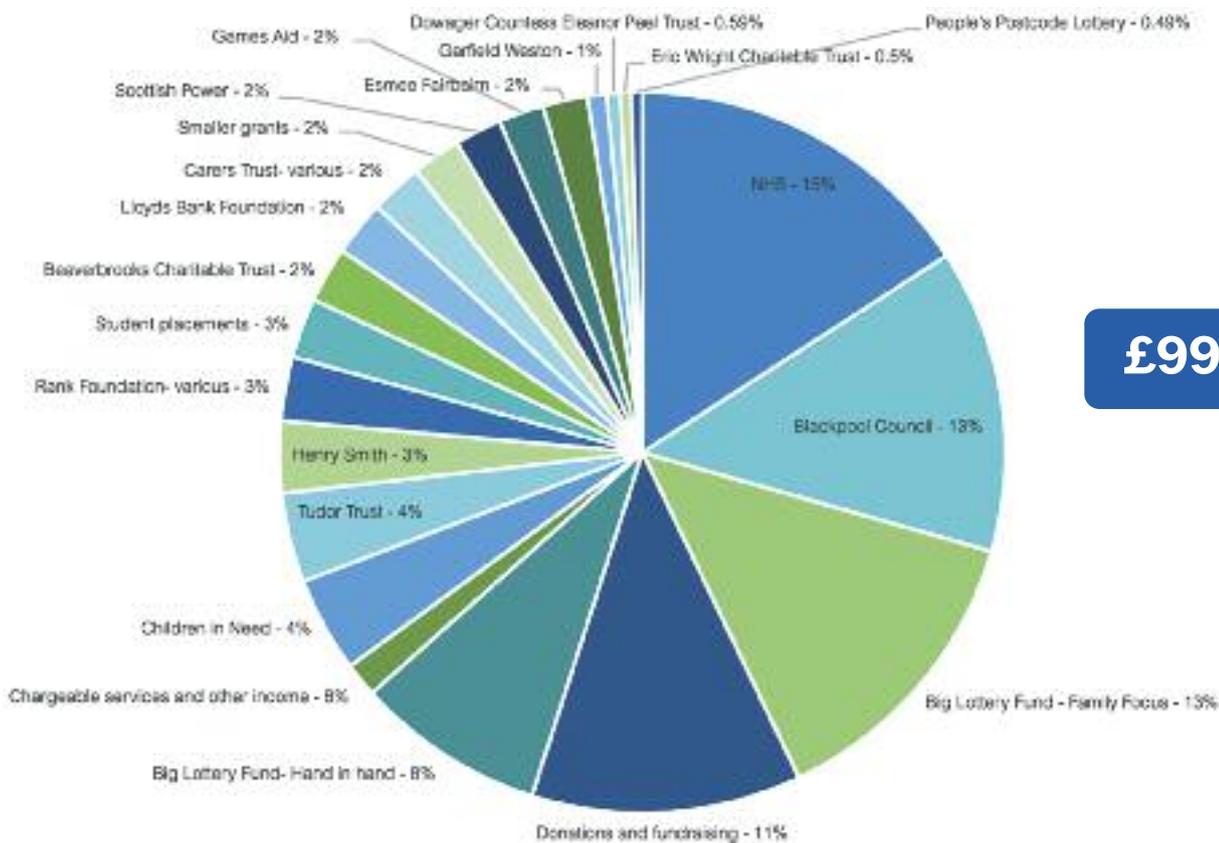
Comparative figures for the year ended 31st March 2017

	Unrestricted funds £	Restricted funds £	Total funds £
<b>INCOME AND ENDOWMENTS FROM</b>			
Donations and legacies	216,563	377,418	593,981
Donated services- fixed assets	350,000	-	350,000
<b>Charitable activities</b>			
Direct charitable activities	322,740	-	322,740
Other trading activities	133,090	-	133,090
Investment income	900	-	900
<b>Total</b>	<u>1,023,293</u>	<u>377,418</u>	<u>1,400,711</u>
<b>EXPENDITURE ON</b>			
Raising funds	85,371	-	85,371
<b>Charitable activities</b>			
Direct charitable activities	576,507	358,348	934,855
<b>Total</b>	<u>661,878</u>	<u>358,348</u>	<u>1,020,226</u>
<b>NET INCOME BEFORE TRANSFERS</b>	361,415	19,070	380,485
Gross transfers between funds	24,779	(24,779)	-
<b>NET INCOME</b>	386,194	(5,709)	380,485
<b>RECONCILIATION OF FUNDS</b>			
Total funds brought forward	83,159	51,293	134,452
<b>TOTAL FUNDS CARRIED FORWARD</b>	<u>469,353</u>	<u>45,584</u>	<u>514,937</u>

# OUR CHARITY INCOME AND EXPENDITURE

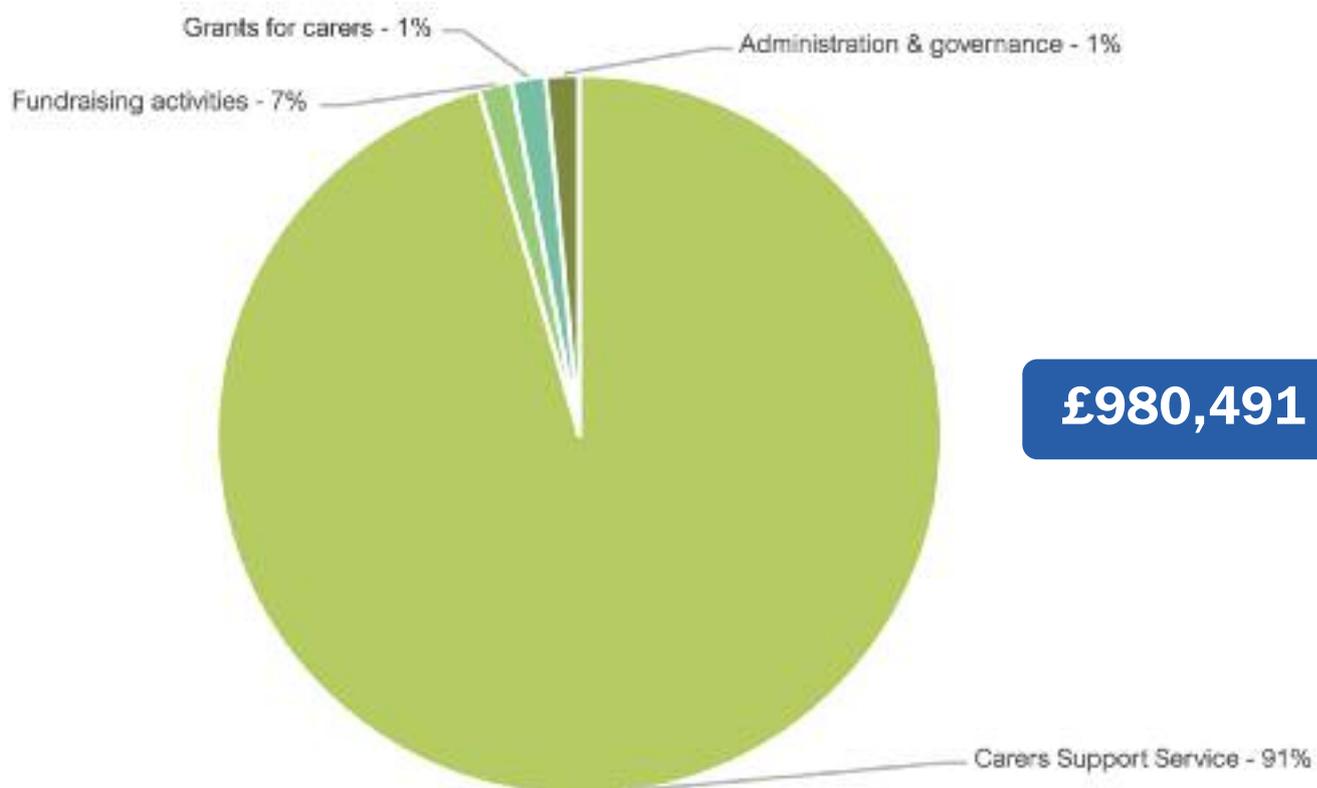


## Income



**£999,374**

## Expenditure



**£980,491**



## 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)



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Blackpool Carers Centre is a registered charity in England and Wales No. 1114558.  
 Registered as a company limited by guarantee in England and Wales No. 5633524.