

# Activity report

2020/21

# Our vision

A community where carers of today and tomorrow are fully recognised, valued and supported, and have what they need to stay well, in control and feel connected.

# Our mission

To provide trusted information, advice and support to carers of all ages enabling them to maintain or improve their health and wellbeing as well as take control of their caring role and stay connected with others. In addition, we work with our wider community to improve recognition and support for unpaid carers.

# Our goals



Keeping  
carers well



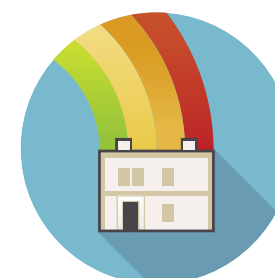
Keeping  
carers feeling  
in control



Keeping carers  
connected

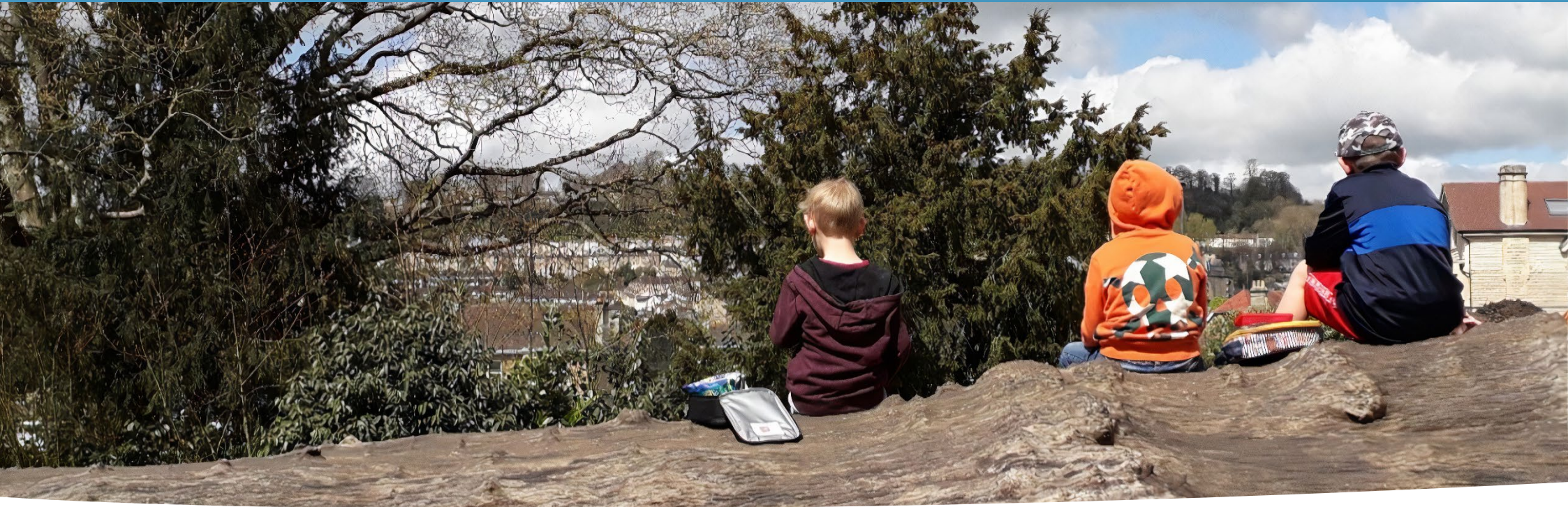


Creating a  
carer-friendly  
community



Being here  
for carers





# Our values

## Honest

We are truthful and sincere in all we do for carers.

## Fair

We treat everyone we work with equally and with respect.

## Supportive

We provide encouragement and help to all we work with.

## Empowering

We make carers stronger and more confident, especially in controlling their life and claiming their rights.

## Innovative

We seek to find new and creative ways to achieve our mission.

## Sustainable

We work to ensure we will always be here to support carers, by considering financial, social and environmental concerns in our decision-making.

# Forward



**David Trumper**  
Chief Executive Officer

This year, we have faced challenges like never before.

I feel extremely proud of the dedicated staff and volunteers at The Carers' Centre for their innovation and achievements during this time. We have supported more than double the number of unpaid carers that we helped in the previous year.

The pandemic has had a devastating impact on unpaid carers, and has exposed the level of unpaid care that often takes place behind closed doors. Many have had to care for longer with less support. Many have become carers for the first time. As a community we owe a huge debt to everyone, young and old, who has cared for a loved one, friend or neighbour through such difficult times.

The team have explored new ways to reach and support unpaid carers throughout Bath and North East Somerset. We developed engaging online and telephone alternatives to our face-to-face services, and have spoken to over 3000 individual unpaid carers. Throughout this process we have put carers' voices at the heart of our service development, with many new insights to carry forward for the years to come. We aim to offer a blend of face-to-face, online and telephone services to continue reaching unpaid carers, where they are.

We worked closely with our community partners through the Community Wellbeing Hub and with Virgin Care, Bath and North East Somerset Council and the Clinical Commissioning Group to ensure that the needs of unpaid carers were recognised. We were encouraged by the decision to include all local adult unpaid carers in the priority groups for Covid-19 vaccinations.

My thanks go to trustees, staff, volunteers, funders and to our community partners across Bath and North East Somerset for helping to ensure we could, at the very least, be at the end of the phone when unpaid carers have needed us the most.

## This year we supported:

**2,788** adult carers

**535** young carers and their families

With **4,827** support interactions in total

## Impact of the coronavirus pandemic

- 4 in 5 unpaid carers (81%) provided more care than before the pandemic.
- More than three quarters (78%) of carers reported that the needs of the person they care for increased.
- More than half (58%) of carers reported seeing their physical health impacted by caring through the pandemic, while 64% said their mental health had worsened

Source: Carers UK





## Alison Harries

Chair, Board of Trustees

They say that we live our lives forward, but make sense of it looking backwards.

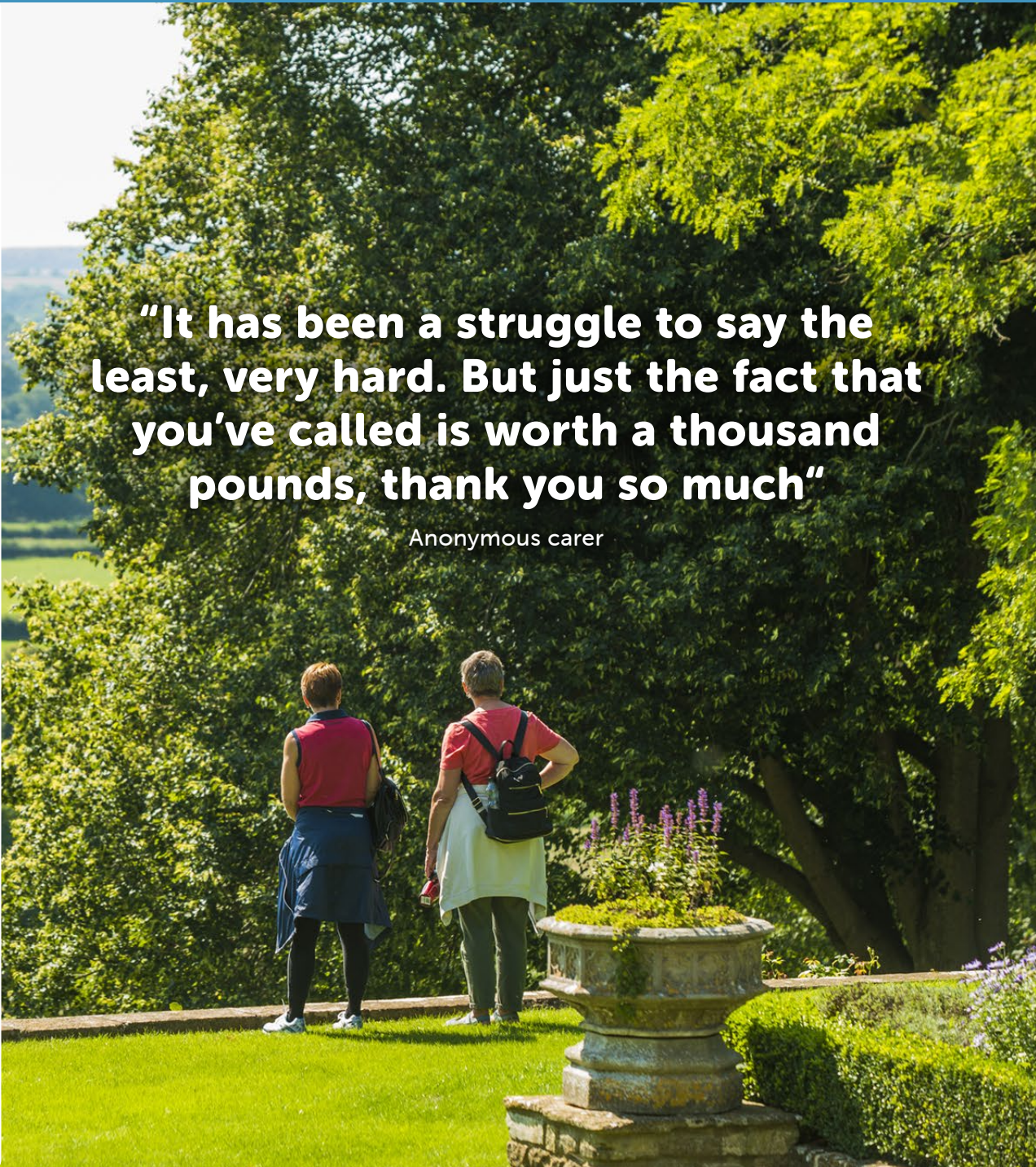
I concluded my report in March 2020 with reference to the coronavirus pandemic and looking at the likelihood that unpaid carers would need more support than ever. Sadly, this could not have been truer, as the figures now tell us.

Unpaid carers carry an enormous load and the pandemic experience only increases our resolve to make a positive difference to their lives.

It is with enormous thanks to our CEO, staff, trustees and volunteers for their dedication and resilience during what has been a difficult year for everyone. I am proud that The Carers' Centre has responded to the crisis with agility and commitment.

I would especially like to thank our trustees for keeping up to speed with ever evolving governance arrangements and a particular thank you must go to those volunteers who played such a key role in making our online services such a success.

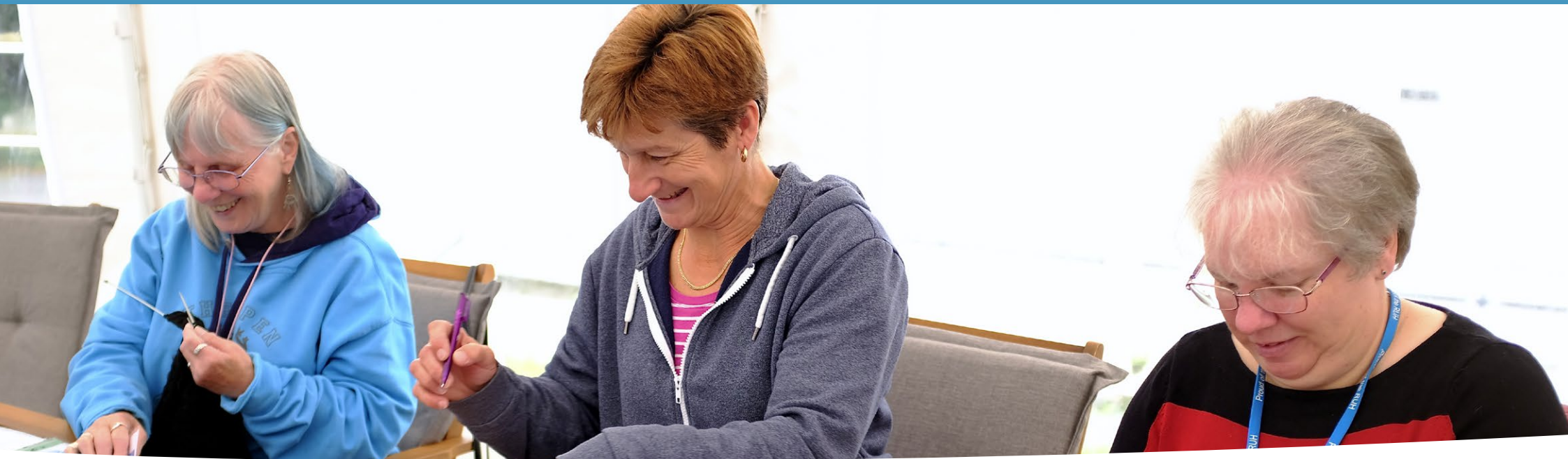
We are extremely proud of gaining our Trusted Charity accreditation in October 2020, demonstrating our charity's commitment to offering quality services to carers.

A photograph of two people standing on a grassy path, looking towards a large, leafy tree. The person on the left is wearing a red top and dark trousers, and the person on the right is wearing a red top and light-colored trousers. They are both carrying backpacks. In the foreground, there is a large, ornate stone planter filled with green plants and purple flowers. The background shows a lush green landscape with more trees and a clear sky.

**"It has been a struggle to say the least, very hard. But just the fact that you've called is worth a thousand pounds, thank you so much"**

Anonymous carer





# Supporting carers to stay well

With three lockdowns, shielding and ongoing restrictions it's not surprising that over half of unpaid carers reported that their mental and physical health was getting worse.

From our conversations with over 3,000 carers, we heard how important it was to get a break from their caring role, and to connect with others that understand the challenges they face.

During the year, there were 642 attendances at online activities

95% of carers reported enjoying the session they attended, and that it helped them take a meaningful break from their caring role

To help provide people with a break at home during the lockdowns we delivered 448 activity kits

**"We were delighted to receive a puzzle book, it was a lovely surprise! It keeps our minds occupied as we have not been out since last March and my husband is disabled"**

Anonymous carer

# Supporting carers to stay connected

We continued to run our programme Carer Cafés online, and even delivered them over the phone. We provided 331 places through our telephone cafés, and a lifeline for unpaid carers at risk of isolation.



# Carol's story

"It's lovely to just enjoy an hour, where your mind is taken away."

Carol cares for her husband 24/7, unable to leave him for very long she shares how she found solace in trying something new at The Carers' Centre..

Even when there isn't a national lockdown to consider, Carol often spends her days indoors. Carol's husband has Alzheimer's disease. She can find it hard to leave him on his own, as he can go outside and become lost. She looks after him around the clock, prioritising his health and safety.

"We're together 24/7 and that works best."

When the opportunity to take part in the pilot for a phone café came up, she "took a leap of faith" to try something new. Carol felt nervous at first and was unsure she even qualified to access the service.

**"I have found  
it supportive,  
illuminating and  
it makes me smile"**

"I felt is this really the right place to be?  
Do I qualify as a carer?"

Many people that care for loved ones find it hard to identify as a 'carer'. Sometimes they feel the term doesn't reflect the relationship they have with their family member, and that it can suggest a service that you pay for. Though it may not be a term we like to embrace, it can be key to accessing various types of support. Carol overcame her nerves and shares how glad she was.

"I have found it supportive, illuminating and it makes me smile."

She enjoys speaking with others that are in a similar position and that understand. Carol told us that she often uses video calling to speak with friends and family that live far away, but prefers using a phone with others that she doesn't know.

"No one knows, I could be sitting on a throne and wearing a crown or in bed in my pyjamas!"

Carol found herself distracted on video calls by people's surroundings. She enjoys that speaking on the phone can spark your imagination and

allows you to be taken somewhere else. She also likes that everyone is given a chance to speak and that she can hear everyone clearly.

"When we were younger, we met in person then went home and got straight back on the phone to carry on talking – it was an extension of ourselves."

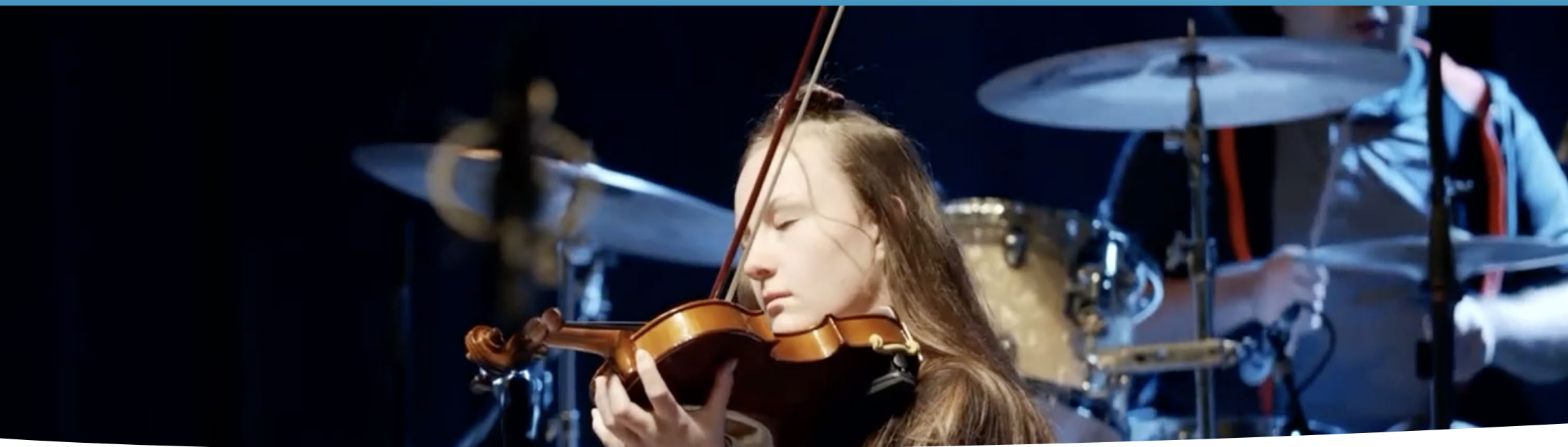
When you join a phone café the conversation changes each time. The organisers help you feel comfortable and ask a few questions in the beginning to break the ice and get you started, but the conversation naturally builds up.

"It's lovely to just enjoy an hour, where your mind is taken away."

Carol wants others like her to know that she understands the hesitation to try something different, but once you take that step it can make such a difference. The phone cafés aim to connect you with others that understand and allow you to take a break, when you otherwise may not be able to leave.

[→ Find out more about our Carer Cafés](#)





# Young Carers

The pandemic has had a dramatic impact on the lives of young carers, with many left feeling anxious about supporting and protecting their family members.

They have seen their caring load increase and their usual routines of school and friendship groups disrupted. Practical barriers such as not being allowed into grocery shops or being able to access public transport have all added to their burden.

We offered a fantastic selection of over 40 activities online and face-to-face (wherever possible). The team made wellbeing calls to 535 families to provide reassurance, information and advice. We also provided wellbeing booklets to over 500 young carers.

Despite the pandemic, we were thrilled to work with Bath Philharmonia to provide young carers with over 30 hours of creative music-making, resulting in The Lockdown Show. A performance exploring their thoughts, feelings and lives before, during and after lockdown.

[→ See the show here](#)

**“Amazing thank you so much. Just what children need at the moment ❤️”**

Anonymous parent





# Creating a carer-friendly community

The number of people providing unpaid care has increased dramatically as a result of the pandemic.

Yet as we clapped for key workers, there was very little mention of the millions of people providing care to loved ones behind closed doors.

It is vital that we create a carer-friendly community to ensure unpaid carers are visible and valued in Bath and North East Somerset.

This year, thanks to funding from The National Lottery Digital Fund, we have been conducting research with unpaid carers and the wider community to understand how we can best develop social infrastructure, supported by and connected through a platform of digital services, products and content.

We want to demonstrate how carer support organisations can shift from solely providing direct services for carers, to unlocking, supporting and strengthening informal support systems that exist around carers in their community.

[→ Follow our journey](#)



# Financial activities

	Unrestricted funds (£)	Restricted funds (£)	Total funds (£)	Total funds (£)
<b>INCOME AND ENDOWMENTS FROM</b>				
Donations and legacies	45,202	5,000	50,202	63,931
<b>Charitable activities</b>				
Wellbeing	126,324	82,156	208,480	257,653
Connection	101,059	47,825	148,884	142,929
Control	202,118	82,966	285,084	210,606
Friendly	75,794	86,581	162,375	170,733
Other trading activities	8,817	-	8,817	15,512
Investment income	2,228	-	2,228	2,612
<b>Total</b>	561,542	304,528	866,070	863,976
<b>EXPENDITURE ON</b>				
Raising funds	15,115	-	15,115	25,382
<b>Charitable activities</b>				
Wellbeing	97,724	75,698	173,422	227,393
Connection	96,926	35,574	132,500	139,686
Control	188,206	62,739	250,945	239,932
Friendly	42,773	55,451	98,224	122,786
<b>Total</b>	440,744	229,462	670,206	755,179
Net gains/(losses) on investments	4,029	(17,223)	(13,194)	(4,894)
<b>NET INCOME</b>	124,827	57,843	182,670	103,903
<b>Transfers between funds</b>	23,791	(23,791)	-	-
<b>Net movement in funds</b>	148,618	34,052	182,670	103,903
<b>RECONCILIATION OF FUNDS</b>				
<b>Total funds brought forward</b>	371,820	145,456	517,276	413,373
<b>TOTAL FUNDS CARRIED FORWARD</b>	520,438	179,508	699,946	517,276

# Balance Sheet

	2021 £	2020 £
<b>FIXED ASSETS</b>		
Tangible assets	398,902	405,947
Investments	68,290	81,484
	467,192	487,431
<b>CURRENT ASSETS</b>		
Debtors	14,603	33,440
Cash at bank and in hand	401,187	279,408
	415,790	312,848
<b>CREDITORS</b>		
Amounts falling due within one year	(59,382)	(127,883)
<b>NET CURRENT ASSETS</b>	356,408	184,965
<b>TOTAL ASSETS LESS CURRENT LIABILITIES</b>	823,600	672,396
<b>CREDITORS</b>		
Amounts falling due after more than one year	(123,654)	(155,120)
<b>NET ASSETS</b>	699,946	517,276
<b>FUNDS</b>		
Unrestricted funds	520,438	371,820
Restricted funds	179,508	145,456
<b>TOTAL FUNDS</b>	699,946	517,276



Thank you to all of the carers, funders, donors, staff, volunteers and trustees for their hard work and support over the past 12 months.

### Supported by our main funders:



Bath & North East  
Somerset Council



A full list of our funders can be found in our Annual Report and accounts.

### Never miss an update!



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Linked In



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banescarerscentre.org.uk



Bath and North East Somerset

The Woodlands, Lower Bristol Road, Bath, BA2 9ES

☎ 0800 0388 885   ✉ [info@banescarerscentre.org.uk](mailto:info@banescarerscentre.org.uk)   ➡ [banescarerscentre.org.uk](http://banescarerscentre.org.uk)