

Carers' Centre

Activity report 2019/20



A Network Partner of
CARERS TRUST



Registered with
**FUNDRAISING
REGULATOR**

In the process
of reapplying



Our vision

A community where carers of today and tomorrow are fully recognised, valued, 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

“The Carers’ Centre are brilliant. You’ve always helped us whenever we’ve had any questions.”



Forward

David Trumper, Chief Executive

It has been a positive year and I would like to start by saying thank you to all of our funders, supporters, partners, staff and volunteers for their ongoing commitment to carers.

In April, we launched our improved Support Line, staffed by a team of experienced Support Officers, providing trusted information, advice and support to all those with questions about caring.

With continued funding from the National Lottery Building Connections Fund, we introduced a further ten neighbourhood Carer Cafés across Bath and North East Somerset. In August we welcomed Baroness Barran, Parliamentary Under-Secretary of State for Civil Society and Loneliness and showcased how this programme is connecting over 300 local carers and helping to reduce isolation and loneliness.

Thanks to funding from National Lottery Reaching Communities we were able to provide a programme of over 60 different activities and events with over 900 adult carer attendances.

Our Young Carers Service saw a month on month increase in referrals for children with caring responsibilities and provided 440 opportunities for them to take a break.

Our goal of creating a carer-friendly community took a big step forward in September when we secured a grant from the National Lottery Digital Fund. Over the next three years we will be researching and developing new ways for our community to better support unpaid carers.

The Coronavirus Pandemic, which started at the end of the financial year, presents an ongoing challenge for the delivery of support through what is an extraordinarily challenging time for those with caring responsibilities. I am proud of how the Carers' Centre team, our funders and partner organisations have responded to support our community.

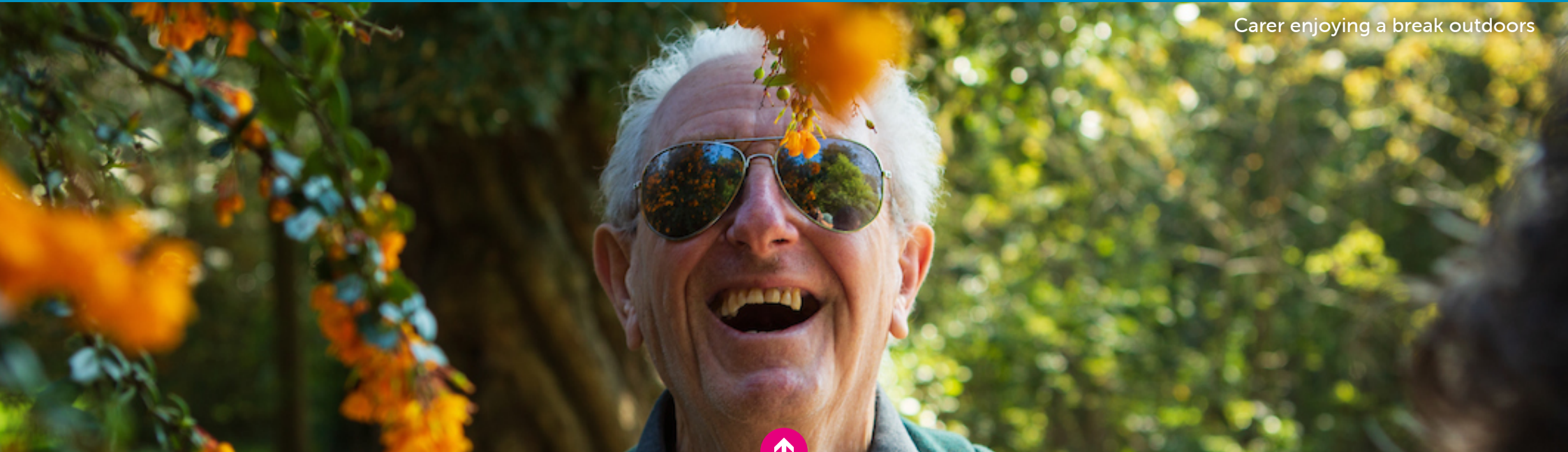
Alison Harries, Chair of the Board of Trustees

This year has been busy for the Board ensuring that we stay in shape to serve the Charity well. The Board has taken some significant decisions to ensure we have the right people doing the right things to achieve our strategic goals. We formally adopted the NCVO Ethical Principles to guide us in everything we do.

As we prepare this report against the backdrop of the Coronavirus Pandemic, I am able to say with pride and gratitude that the whole team has responded incredibly well to keep on doing the very best we can for our carers. We will continue to work hard to see us to the other side of this, as we know unpaid carers will need more support than ever.

I would like to sincerely thank all those who have contributed this year; our funders, partners, staff, volunteers and the carers themselves who help us to understand what they need.





Supporting carers to stay well

Caring for someone can be rewarding but it can also feel relentless. It can be hard to think about your own health and wellbeing when you are busy responding to the needs of others.

That's why the Carers' Centre provides a programme of group wellbeing activities to encourage carers to take the space to breathe, recharge and stay well. All in the company of others who understand.

“It was such a lovely time to bond with the group and with our family. It gave us something to look forward to and enjoy!! Thank you so much.”

This year we provided:

- 60 different wellbeing activities
- 1161 free places for adult carers
- One-to-one counselling to 45 adult carers
- 4 family days

Supporting carers to stay in control

Caring can not only be exhausting, it can also be confusing. Navigating a complex health and social care system, negotiating flexible working with an employer and worrying about the future are just some of the issues carers face every day.

That's why the Carers' Centre provides access to free, impartial and trusted information, advice and guidance. We listen and help carers understand what they need to do now, next and for the future.

"Just talking to you made me feel better. I now have the prospect of opportunities it's now up to me to take action. So much better than the feeling of helplessness I had before our conversation."

This year:

- 619 carers accessed our free telephone Support Line.
- A further 491 carers accessed support face-to-face or through group work.
- 186 carers identified and provided support at the Royal United Hospital.
- Provided regular newsletters and e-shots to 3823 registered carers.

Find out more about our Support Line [here](#).



Carers enjoying an activity at a Carers' Café in Westfield



Supporting carers to stay connected

Carers are much more likely to report that they feel lonely compared with those without caring responsibilities. It is all too easy to become isolated from family and friends and disconnected from our local community.

That's why the Carers' Centre runs local pop-up neighbourhood Carer Cafes across Bath and North East Somerset.

Thanks to our partners: Bath Mind, St John's Foundation and Avon and Wiltshire Mental Health Partnership.

Find out more about our Carer Cafes [here](#).

"I would like to thank you all, staff and dementia café devotees, for all the love and support you have shown us."

This year:

- We added ten new neighbourhood Carer Cafés.
- 177 carers attended Carer Cafes on 615 occasions.

Young Carers


Being a young carer often means taking on more responsibility than other children or young people. It can have a big impact on everything from keeping up with homework, being able to see friends and or even just getting a good night's sleep.

That's why the Carers' Centre provides a space for these amazing young people to have fun and make friends with other young carers.

"I didn't think it was going to help as I thought I would just get more stressed but you really have helped by talking. Thank you so much."



This year:

- We supported 506 young carers
-  ried out 136 Needs Assessments
- Provided 1805 activity places





I chose this dress because I thought it was quite sparkly.

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Parent Carers

We have continued to support B&A Parent Carers' Voice which ensures parent carers are involved in decisions made by Children's Services which affect their disabled children.



Creating a carer-friendly community

Three in five of us will care for someone during our lifetime. The other two in five will most likely need care at some stage. Caring affects all of us.

That's why the Carers' Centre want to create a carer-friendly community here in Bath and North East Somerset – where caring is recognised, valued and supported by all.



This year:

- 100 volunteers gave up their time to help make our work possible.
- We signposted carers to support from over 70 different local organisations.
- 32 businesses have signed up to our Carer Card Discount scheme.
- 1012 Carer Cards issued.



Volunteers taking care of the Centre's garden

Here for carers

The number of people providing unpaid care is growing every year against a backdrop of reducing formal care provision. The situation for many carers is getting harder.

That's why the Carers' Centre, with the support of the National Lottery Digital Fund, are embarking on a project to better understand the support carers need and want from their local communities and how those communities can better respond to ensure carers are fully recognised, valued and supported.

You can follow our journey [here](#).



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Financial activities

	Unrestricted funds 2020 (£)	Restricted funds 2020 (£)	Total funds 2019 (£)	Total funds 2019 (£)
INCOME AND ENDOWMENTS FROM				
Donations and legacies	63,931	-	63,931	45,765
Charitable activities				
Wellbeing	119,363	138,290	257,653	369,184
Connection	101,426	41,503	142,929	112,590
Control	201,852	8,754	210,606	191,509
Friendly	75,694	95,039	170,733	148,157
Other trading activities	15,512	-	15,512	24,617
Investment income	2,612	-	2,612	2,345
Total	580,390	283,586	863,976	894,167
EXPENDITURE ON				
Raising funds	25,382	-	25,382	17,286
Charitable activities				
Wellbeing	100,870	126,523	227,393	331,917
Connection	91,174	48,512	139,686	110,564
Control	234,177	5,755	239,932	225,720
Friendly	83,921	38,865	122,786	135,386
Governance costs	-	-	-	4,888
Support costs	-	-	-	-
Total	535,524	219,655	755,179	825,761
Net (losses)/gains on investments	(4,894)	-	(4,894)	151
NET INCOME	39,972	63,931	103,903	68,557
Transfers between funds	8,909	(8,909)	-	-
Net movement in funds	48,881	55,022	103,903	68,557
RECONCILIATION OF FUNDS				
Total funds brought forward	322,939	90,434	413,373	344,816
TOTAL FUNDS CARRIED FORWARD	371,820	145,456	517,276	413,373

Balance Sheet

	£	2020 £	£	2019 £
FIXED ASSETS				
Tangible assets		405,947		418,109
Investments		81,484		86,378
		<u>487,431</u>		<u>504,487</u>
CURRENT ASSETS				
Debtors	33,440		66,720	
Cash at bank and in hand	279,408		124,779	
	<u>312,848</u>		<u>191,499</u>	
CREDITORS: Amounts falling due within one year	(127,883)		(97,259)	
NET CURRENT ASSETS		<u>184,965</u>		<u>94,240</u>
TOTAL ASSETS LESS CURRENT LIABILITIES		672,396		598,727
CREDITORS: Amounts falling due after more than one year		(155,120)		(185,354)
NET ASSETS		<u><u>517,276</u></u>		<u><u>413,373</u></u>
FUNDS				
Unrestricted funds		371,820		322,939
Restricted funds		145,456		90,434
TOTAL FUNDS		<u><u>517,276</u></u>		<u><u>413,373</u></u>

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



Join us on our website or social media:



@CarersCentre1



@banescarerscentre



bitly/banescce-youtube



blog.banescarerscentre.org.uk

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.

Empowering

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

Supportive

We provide encouragement and help to all we work with.

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.



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The Woodlands, Bath, BA2 9ES

Bath & North East Somerset Carers' Centre is registered in England and Wales No. 3289938. Charity No. 1050080.