

# Carers Federation Annual Report

## 2016 – 2017



## Forward

As we reflect on 2016 – 17, we do so with pride and gratitude for the endeavours of everyone associated with Carers Federation. For many years the commitment to delivering quality services has been at the forefront of what we do. The Trustees have sought to support the objective of meeting and, where possible, exceeding people's expectations; an objective that applies across the full range of our services. This commitment came under real scrutiny last year, not least because of the need to deliver support to increasing numbers of people at a time when funding was shrinking.

Regardless of the challenge put in front of staff, their attitude and effort showcased the remarkable combination of talent, passion and commitment to success that we are blessed with across the company

We are proud to present our Annual Report for 2016 - 17 as evidence of our continued adherence to the values at the heart of our work. This Annual Report provides you with a snapshot of some of the work we have undertaken in the last year. We hope you enjoy reading about some of the triumphs and successes and have decided to bring these to you in a new format:

- ❖ **How we help people & the quality of our services**
- ❖ **How we support and develop our staff**
- ❖ **How we innovate and inspire change**
- ❖ **How we benefit society through the partnerships we build**

The year started of course with Dr Julia Tabreham leaving her post as Chief Executive and taking up a role on the Board of the Parliamentary and Health Service Ombudsman. Internal promotions followed with Rob Gardiner becoming CEO and Jayne Bell becoming his deputy.

It is worth noting the array of different services that Carers Federation provided last year and from which the narrative of this report derives:

- ❖ **Support to Adult carers**
- ❖ **Support to Young Carers**
- ❖ **Independent Complaints Advocacy**
- ❖ **Supporting Carer Champions in GP surgeries**
- ❖ **Working with Young People to improve Accessibility to Health**
- ❖ **Supporting prisoners who are acting in a caring role with other prisoners.**
- ❖ **Acting as Host organisation for Healthwatches**
- ❖ **Preparing teenage carers for transition to adulthood**
- ❖ **Training and assessing workers from other providers in the full range of Advocacy Qualifications**

**Trish Cargill** Chair of the Board of trustees

**Rob Gardiner** Chief Executive Officer

## How we help people & the quality of our services

The service requirements of all our clients are of paramount importance to us. We know from the feedback we receive from our service users, that they continue to experience high quality services whether it be accessing Carer support services, Advocacy or Mentoring based support, all of our services are tailored to meet our clients individual needs and are locally sensitive. The choice and flexibility we offer, ensures that people are supported in their busy, and frequently exhausting daily lives.

The provision of our young person and adult support services will, therefore, continue to receive our full attention over the coming years as will our wider delivery of Advocacy, Training and Mentoring services.

Making a difference to the lives of Young carers is something we are particularly proud of here at Carers Federation, over the past year we have continued to look at how we can better organise activities to enable young carers to relax and enjoy time with their peers. This has even included holidays to France, Tennis, Archery and a visit to 'Go Ape' to name but a few!



*(Young Carers enjoying the outdoor).*

Over the past year we have successfully delivered a wide and diverse range of services not only across Nottingham and



*(Young Carers 'Go Ape')*

Nottinghamshire but covering Yorkshire & Humber, the North East and the North West regions. Our highly accomplished NHS Complaints Advocacy service secured the Advocacy Quality Performance Accreditation which demonstrates our ability to deliver a first class Advocacy service.

"Carers Federation Advocacy provides a listener, an advisor, a friendly manner and a knowledgeable and non-directive guidance entirely appropriate to the function it seeks to fulfil"



# healthwatch

2017 also marked the end of our 'Healthwatch' connection as we floated our last remaining Healthwatch organisation. By 31<sup>st</sup> March 2017 we had achieved our original goal of supporting and developing 7 Healthwatch organisations to operate as independent bodies.

The reason we are able to provide such excellent services is because of our incredibly dedicated and committed staff and volunteers, it is because of their expertise, care and experience that we continue to make such a difference to the people we support.

“Thank you for your invaluable service, you have really helped to lighten my load”  
(Carer)

Here are just a few quotes from some of our service users about our staff:

Over the past year we have also been able to invest in many of our staff, some of which have now moved on to fulfil wider ambitions because of the invaluable experience and training they have received at Carers Federation.

“There didn’t seem to be any restriction on how much time and effort went into my case. Sessions were unhurried and well-paced. Help was practical but I wasn’t disempowered. The support provided gave me the enthusiasm and initiative as well as the incentive to take my case to the Ombudsman at a time when I had run out of steam”.(North East Advocacy Service)

“ I have so loved working for the Training team and it is because of this experience I’ve been able to move onto this new role “ (Victoria Davenport former employee)

“We would like to pass on our gratitude and wholehearted thanks for the compassion and care given by the Social Care Advocate”  
(Family Member of Prisoner)

### *And from our volunteers:*

“Can I just say a sincere thanks to everyone and if I do need you again I will for definite contact you. I will pass your details onto my friends too. Great service. Felt confident” (North West Advocacy Service User)

My time spent as a Social Care Advocate (SCA) has not only been challenging at times but very rewarding as well, and if given the opportunity again I wouldn’t hesitate to accept. I would like to thank all SCAs who work on the wing for their help and guidance, Also for putting up with me and yourself, for listening, support and giving me the chance to become an SCA.(Letter from an SCA)



**Some of our young volunteers working on the Carers Federation Future Pulse project rewarded with a certificate for their volunteering from the Lord Mayor of Nottingham.**

## Innovation

The continually stretched public resources has seen further reductions in funding Nationally and locally for a range of health and social care services in 2016/17. Carers Federation has had its fair share of reductions in funding for the services we have delivered.

In response to this our staff and volunteers have had to be more creative and innovative in how we;

- Continue to deliver excellence across all of our services
- Meet or exceed our key performance targets
- Manage an increasing demand for our services with less resources
- Retain key staff and volunteers
- Network and build strong and long lasting partnerships
- Engage with more communities

## *Innovation through our Response to the Care Act 2014*

The Carer Act 2014 became law on 1<sup>st</sup> April 2015, bringing with it new challenges and opportunities. This coincided with increased pressures on Health and Social Care provision and the development of Sustainability and Transformation Plans and saw all our staff rise to the occasion.

Our training department won new business for Advocacy qualifications that incorporated the requirements of the new legislation. By delivering the City & Guilds specialist unit in Care Act advocacy it allows Advocates with the Level 3 Certificate to obtain the Diploma by completing this extra unit.

## *Innovating through technology*

The general direction of travel for services is towards developing greater resilience among individuals their families and communities.

Last April saw us launch our 'new look' social network.

Based on feedback from carers, the 'Facebook' like network is much simpler to use and navigate. Users can message each other; receive news and training items all in a safe environment overseen by Carers Federation staff.



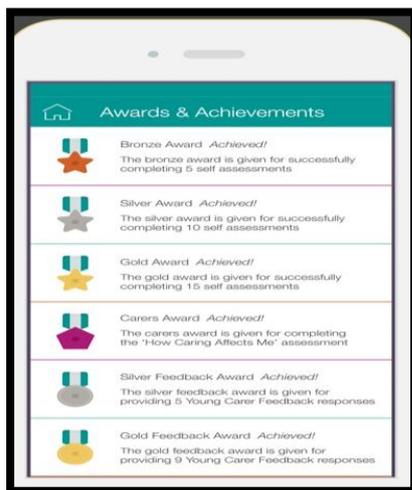
The new features have also continued to encourage and engage Young Carers in using the App.

Having decided to redesign the social network, we decided to improve our award winning App for young carers. Using the £3000 prize money from the East Midlands Health Science Network award we brought together a group of young carers and the App developers to create new features. The group helped develop new features consisting of a variety of medals/awards (bronze, silver and gold including a Carers Award) that Young Carers are able to collect as part of submitting feedback.



This has created a friendly competition between Young Carers which has naturally improved their socialisation skills.

By doing this the Young Carers are becoming more self aware of their own emotional and physical needs but finding solutions to improve what matters to them and their caring role.



### *Innovation through Healthwatch*

From 2013 Carers Federation hosted 7 Healthwatch contracts across the country. Our intention was to create independent self governing social enterprises. We achieved this goal by the end of July 2016 when we set up our final Social Enterprise, Healthwatch Doncaster CIC .

Developing social enterprises was a very new venture for Carers Federation and we needed to use all our creative reserves, knowledge, expertise and innovation to ensure that each Healthwatch was ready to be fully functional and meet the local needs.

### ***Innovation through Independent Complaints Advocacy Services Development***

We have been developing new ways of working across all of our Independent Complaints Advocacy services and our Prison Care Act Advocacy Services, in response to increase in demand and the need for smarter ways of working.

Through innovating how we are promoting and marketing the service we are seeing an average of year on year increase in clients by 17%.

For example; In Yorkshire and Humberside we are piloting outreach activities with the local Citizens Advice in Grimsby which is seeing an increase in new referrals, greater access to signposting and information services and significant reduction in 'Did Not Attend's'.

**"I feel I could not have done this without the help of my advocate who is always on hand. Also I feel I have not been pushed to make any decisions all the facts are given to me and I have made my own choice" (North East Advocacy Service user)**

**"We would like to pass on our gratitude and wholehearted thanks for the compassion and care given by the SCA's" (Family Member of Prisoner)**

### ***Innovation through Carers Standards***



We have been developing our Carers Standard for employers. Inspired by and developed with Cares, to support employers develop a supportive and flexible culture for Carers to;

- Improved productivity / retention /performance and achievement
- Improved attendance / reduced sick leave
- Improved staff/student morale and motivation
- Contribute to an ethos of inclusion and equality of opportunity
- Demonstrate Social Responsibility and a commitment to staff and students
- Increase communication and ability to evidence a culture of understanding

**"I am delighted to be involved in the Carers Federation Quality Standard because it doesn't just support the carers in our workforce; it will help us demonstrate our overall commitment to staff and promote flexible working." (Vincent Bryce, Equality and Diversity Manager, Nottingham City Homes)**

## ***Innovation through Social Care Prison Advocacy***

We have been delivering our innovative Social Care advocacy scheme in HMP Whatton ensuring that prisoners who have a Social Care need due to illness, age, mobility and communication have assistance provided by a peer SCA (Social Care Advocate).

Between 16-25 SCAs are employed at any one time covering all wings of the establishment. Assistance provided varies from month to month dependant on need, some may need short term assistance due to having an operation others long term due to age or illness.

For example; Average monthly assistance provided;

- 44 Meals collected
- 30 Wheelchair pushing
- 34 Cells cleaned
- 14 Assisted paperwork
- 21 Appointment reminders
- 26 Bed changes
- 10 Help with activities
- 17 Encourage personal hygiene
- 3 Aid in getting up
- 7 Preparation of clothes
- 16 Chemical wastes
- 3 Assist to telephone
- 6 Fill out Canteen sheets
- 19 Provided with information
- 29 signposted / Listening ear

## ***Innovation through engagement***

Future Pulse held a celebration event in 2016 and this was attended by representatives from a variety of local health services, NHS England and the NHS Youth Forum. The Mayor of Nottingham awarded young volunteers for their contribution; mystery shopping services, attending events and promoting health through media.

**“What an amazing afternoon! Thank you so very much for inviting us – I’ve come away totally energised and inspired, the young people were amazing and the leadership of yourself & colleagues is outstanding, very well done. You are true role models to the whole of the NHS”**  
(Kim Evans – Nursing Directorate NHS England)

Future Pulse volunteers were invited to attend the NHS Citizenship event in London and have contributed to a report written by NHS England; the case study focused primarily on the voices of the young people, their engagement, and their events and media role.



**(Pulse volunteers meet the CEO of NHS England)**

## ***Innovation through Peer Mentoring***

We have provided on-going bespoke mentoring support, aiming to develop young carers;

- Skills
- Confidence
- Independence
- empowering them to find solutions to problems
- achieve positive outcomes beyond the mentoring relationship.

We have provided activity groups in partnership with our Action for Young Carers service, to;

- encourage greater engagement,
- provide the opportunities to develop peer support networks
- experience new activities
- develop confidence and self-esteem.

It is proven that engaging in mentoring has a positive impact on young carers' feelings around confidence and self-esteem. For many young carers the experience of having someone focusing on them and giving them time to think about themselves and their needs has had a powerful impact on their feeling of self-worth.

Mentoring has supported young carers with practical activities such as;

- writing CV's or personal statements for university
- preparing for college interviews
- choosing between placements/courses
- looking at different career options.

Positive Career Choices Pilot is developing a national resource that will support young carers and young adult carers nationwide to access bespoke careers advice

## ***Innovation through Carers Support***

Families tell us they enjoy our family days as they're an opportunity to visit places they wouldn't normally visit so during the summer we arranged a trip to Skegness! 10 families joined us for the trip and enjoyed paddling in the sea, donkey rides and getting to know each other on the journey.

**"We don't get to the seaside very often, thank you, it's been a lovely day for us all " (Family Member)**



(Families enjoying time out in Skegness)

## ***Partnerships***

At Carers Federation we place a special value on the partnerships we build with other services. People receive support from family members, friends, neighbours and the communities they live in. We can add to the fabric of support through an approach that enables and empowers people by building on their strengths and developing their resilience.

Over 2016/17 our services have continued to develop close partnerships with other local providers – here are some examples of our partnerships in action;

### ***Celebrating Carers Week***

With support from our partners we were able to host a successful Carers Week event at our premises on Pelham Road. The excellent response from partners, carers, staff and volunteers enriched our activities throughout the day. We had a fantastic diverse range of information and advice stands for carers which included;

- Telecare,
- Power of Attorney,
- Pohwer,
- NCHA Respite Service,
- Radford Care Centre,
- Action for Young Carers,
- Transitions Service,
- Counselling Service.

In addition to information and advice Local businesses and charities offered a range of complimentary therapies for attendees such as;

- Back massages,
- mini manicures
- hand massages by LUSH

The event was a great success with 100% of attendees saying they would come to a Carers Federation event again and recommend the service.



(Carers Week - Networking in Carers Federation Gardens)

### ***Partners in Prisons***

Our partnership with HMP Whatton has seen the prison continue to fund the delivery of our Social Care advocacy scheme. Ensuring that prisoners who have a Social Care need due to illness, age, mobility and communication have assistance provided by a peer SCA (Social Care Advocate).

Positive working relationships have been forged over the last year with the prison management and staff, prison health providers and the Local Authority Social workers. These relationships have been critical in adding structure to the referral process and highlighting those in potential need of assistance. This has enabled the project to give clear instructions to the SCA on what is needed per individual supporting empowerment and independence.

**CARERS FEDERATION LTD**

**INCOME AND EXPENDITURE ACCOUNT**

**YEAR ENDED 31 MARCH 2017**

	<b>2017</b>	<b>2016</b>
	<b>£</b>	<b>£</b>
<b>Income</b>		
Grants received and other income	1,568,293	2,150,391
Interest received	6,481	17,613
<b>Total</b>	<b>1,574,774</b>	<b>2,168,004</b>
 <b>Expenditure - Staff costs</b>		
Salaries & pensions	1,349,491	1,999,103
Travel costs	31,298	56,432
Training & development	3,420	6,319
Temporary workers	5,682	28,509
Recruitment costs	1,638	1,267
<b>Total</b>	<b>1,391,529</b>	<b>2,091,630</b>
 <b>Premises costs</b>		
Rent, heat, light & other services	43,152	115,603
Repairs, renewals and property improvements	16,360	12,649
Insurance	16,927	18,924
Cleaning & sundries	23,208	43,535
<b>Total</b>	<b>99,647</b>	<b>190,711</b>
 <b>Administrative costs</b>		
Telephone	33,344	45,559
Advertising	9,459	23,152
Equipment hire	754	2,605
Printing, postage & stationery	40,095	52,174
Volunteer expenses	1,283	2,029
Board meeting costs	2,108	1,451
Bank interest & charges	716	1,046
Depreciation	20,114	29,777
Library equipment	53	32
Legal and professional	122,150	122,590
Subscriptions	4,824	4,072
Computer maintenance	97,415	101,289
Pension interest	105,000	114,000
Bad debts	(93)	(778)
<b>Total</b>	<b>437,222</b>	<b>498,998</b>
<b>Total expenditure</b>	<b>1,928,398</b>	<b>2,781,339</b>
 <b>(Deficit) of income over expenditure</b>	 <b>(353,624)</b>	 <b>(613,335)</b>



(Carers Federation AGM 2016)

## OUR PARTNERS AND SUPPORTERS

We couldn't do what we do without the support of our funders, and we would like to thank them for their continued support over 2016/17 and into 2017/18;

- Nottingham City Council
- Nottingham County Council
- Nottingham City Clinical Commissioning Group
- Gateshead Council
- Rushcliffe CCG
- Doncaster MBC
- Nottinghamshire West CCG
- Liverpool Council
- HMP Whatton
- Children in need
- North East Lincolnshire Council
- East Riding Of Yorkshire Council
- Nottinghamshire North and East CCG



**NHS**  
Nottingham North and East  
Clinical Commissioning Group



**NHS**  
Nottingham West  
Clinical Commissioning Group



**NHS**  
Rushcliffe  
Clinical Commissioning Group



**NHS**  
Nottingham City  
Clinical Commissioning Group



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