

Annual Report 2017 - 2018



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Forward



On behalf of Carers Federation we would like to extend a warm welcome to readers of our 2017 – 2018 Annual Report

During 2017 – 2018, despite the economic climate, the Carers Federation continued to deliver high quality innovative services to our clients.

An organisation depends upon its staff and we would like to take this opportunity to thank them for all their continuing hard work, dedication and commitment in delivering our services.

We would like to acknowledge our membership and the invaluable input of our service users into services.

We would also like to thank our Board of Trustees for their commitment and support in undertaking their corporate governance duties.

In the face of adverse conditions Carers Federation rose to the challenge during 2017/18 and continued to deliver quality services for a wide range of stakeholders.

Achievements and performance

The focus of our work remains the continued delivery of services in line with our customers needs:

We further developed our Carers Champions project in Rushcliffe, Gedling and Broxtowe resulting in significantly increased numbers of carers being identified.

Our Action for Young Carers service (AYC) increased the range of its school work in Nottingham City and County by targeting certain senior schools and identifying greater numbers of young carers.

They also engaged in new pilot work in primary schools in the Broxtowe area and provided activities for young carers living in Rushcliffe, Broxtowe, Gedling and Hucknall.

AYC also worked closely with Carers Federation Transitions Project to prepare young carers as they mature and prepare for adulthood

The Independent Complaints Advocacy (ICA) service continues to perform strongly both in the numbers of people it supports with their complaints about NHS treatment and care but also in the satisfaction ratings it achieves. 2017 – 2018 saw ICA attain Quality Performance Mark accreditation, a nationally recognised standard for advocacy services.

Additionally during 2017/18 we have also been looking at the development of our own funding initiatives and services.

This includes:

- ② The Carers Federation Quality Standard in Carer Support (QSCS) which continues to gain momentum and has received impressive feedback from both colleges and employers .
- ② The Carers Counselling Service which provides one to one support for Carers
- ② Development of our Virtual Learning Platform
- ② Expansion of our Training Portfolio

Trish Cargill: Chair of the Board of trustees

Rob Gardiner: Chief Executive Officer



Nottinghamshire South CCG Carer Projects

In partnership with NHS Rushcliffe, Nottingham West and Nottingham North and East CCGs we work to support medical practices and their carer champions to embed awareness of the needs of carers, awareness of self-care and proactively make contact with carers to signpost to appropriate services. In doing so we aim to support optimum social, emotional, mental and physical health and wellbeing. To effectively achieve the project aims we:

- ❑ Collaborate with the designated GP practice champions for carers and self-care to provide regular educational and on-going awareness training for all practices about the needs of carers
- ❑ Work with local community services, and link with the multidisciplinary teams, to support the self-care of patients and their carers.

This has resulted in:

- ❑ Fortnightly carer drop-in clinics in every Rushcliffe practice for unpaid carers where they can receive information and support.
- ❑ Bi monthly support groups for adult carers. One in Eastwood and one in Beeston. These support groups offer peer support, education on local services and training for carers.
- ❑ Working across secondary schools to support school staff to identify and support their young carers with the aim to improve the healthy and wellbeing of young carers(in Nottingham North and East CCG Only)

Achievements:

Carers Card Referral Scheme

The card scheme sets out a clear and timely pathway from identification to support for unpaid carers within a medical practice setting and helps clarify the role of carer champion.

The scheme can be adopted by any medical practice, creating a uniform approach to supporting carers and offering a simplified single process for identification, referral and 'consent to share' for carers registered in the practice.

The primary goal is to create a consistent pathway for carers to access information and support within a medical practice setting. By adopting the card system, staff will find the referrals easier to administer and simple to monitor.

Carer Champion Guidelines

The Carer Champion Good Practice Guidance has been developed following requests for clearer guidelines on the role and responsibilities of a carer. It is a document that will be used countywide but also written so that although the main target audience is practice staff and carer champions, it can be used more widely.

Our Carer Awareness Training for GP staff includes:

- ❑ Developing an understanding of the definition of a carer
- ❑ Looking at what the practice is currently doing to support carers
- ❑ Identifying areas where the practice can improve their support with adult and young carers

Carers Conference 2017

Carers Federation hosted a Carers Rights Conference on 23rd November 2017. The day provided a valuable opportunity for professionals to learn from carers and colleagues about the local carers' agenda and key issues they currently face. The day was very well attended and the speakers were inspirational, and we were really impressed with the great work being undertaken to improve the lives of carers in Nottingham and Nottinghamshire. Please use the link below to see the Conference Report <https://www.carersfederation.co.uk/wp-content/uploads/2018/01/Carers-Conference-2017-Report.pdf>

Our Partners:

NHS
Nottingham North and East
Clinical Commissioning Group

NHS
Nottingham West
Clinical Commissioning Group

NHS
Rushcliffe
Clinical Commissioning Group

Nottinghamshire Carers Hub have helped make the carers referral card a success by being the main agency to receive referrals and by monitoring the source for us..



Carers Federation have teamed up with the Carers Road Shows to develop the flyer below which has helped raise awareness of carers rights within their GP surgeries and by encouraging carers to register with their GP as having caring responsibilities

Calling all carers!

Tell your GP practice that you look after someone

There are many benefits to letting your GP practice know that you are a carer. Including:

- Signposting you to useful information and support
- Providing you with health checks and flu vaccinations
- Providing appointments at convenient times
- Involving you in planning the care of the person you look after

To register as a carer at your GP practice please complete the fields below.

Your Name
Your DOB
Your Address
GP Practice Name
GP Practice address/ area
Please sign Date

Please note: Completing this form does not automatically entitle you to have access to the medical records of the person you are caring for.

Check your surgery policy regarding this.

You can hand this in to your doctors surgery or hand it back to the person who gave it to you and they will forward it to your doctor's surgery.

CARERS FEDERATION LIMITED

34 of the 46 member practices in Nottinghamshire South have received clinical and non clinical **Carer Awareness Training** and have adopted the **Carers Card Scheme**

In 2017 – 18 Carers Federation has delivered **207** drop-in clinics for carer in Nottinghamshire South providing information and support to **344** carers

Using the new **Carers Card Scheme**, Carer Champions and practice staff have made 61 immediate referrals into Nottinghamshire Carer Hub

All Nottinghamshire South GP practices have at least one Carer Champion in post

Action for Young Carers service (AYC)

The Carers Federation, Action for Young Carers service (AYC) was re-commissioned by the Nottingham City Council and NHS Nottingham City Clinical Commissioning Group in April 2017. The aim is to provide and deliver a robust support service for Young Carers either living within the Nottingham City area or registered with a City GP.

The AYC service is a small service which consists of 2 full time support workers, an education/activity worker and an admin worker.

All individual workers within the team bring with them a wealth of knowledge around working with children and young people. The team are extremely proactive and have been creative in the way they work with families to ensure positive outcomes.

The Action for Young Carers service provides a variety of support to unpaid young carers aged between 5-18yrs; young carers often provide emotional practical and physical support to a family member/friend who has an illness or long term condition.

To ensure the young carer and their families are offered the most appropriate support often in partnership with a variety of services, Action for Young Carers will complete a “whole family assessment”. This approach means that the cared for needs and any other family members needs are taken into consideration.

Through the assessment, young carers will be offered a package of support for example: access to young carer groups and activities, allocation of a support worker who will work with the young carer to identify types of support required to reduce their caring role, improve education, and to on build confidence/ self esteem and prevent or reduce isolation.

Over 200 YC's now have a Young Carer ID card which is recognised in schools, young carers can use the ID card to receive discounts or free entry into a number of venues across Nottingham see website for more details www.aycnotttingham.co.uk

To help ensure improved ongoing support post 18 yrs,, we facilitate and provide information and guidance on transition through to appropriate adult services (Carers Federation Transition Project and signposting to the Carers Hub).

Action for Young Carers also provided a pilot project delivering groups and activities to Young Carers living within the Rushcliffe, Broxtowe and Gedling area of Nottinghamshire.



Key Work Plans

Plans were implemented to raise awareness and identify hidden young carers within the school environment. For this reason during 2017/18 AYC has built on the historic education work delivered in schools.

Schools were approached and appropriate staff identified as young carer champions within each school.

Awareness training was provided focusing on:

- ❑ the impact on young people of the caring role
- ❑ safeguarding
- ❑ age appropriate/level of caring responsibilities
- ❑ assessment (Young Carer Statutory Assessment)
- ❑ assessment processes

Assemblies have been delivered to each year group by the AYC team. Through this work barriers have been broken down and the fear of stigma and isolation reduced for many young carers.

Through the above work a number of schools have set up their own young carer groups with the ongoing support of the AYC team.

The ongoing school work has highlighted the challenges that young carers face with their own mental health and personal care. Schools that have accessed the training now have the tools and the confidence to approach and support Young Carers to improve their health and well being.

The Results

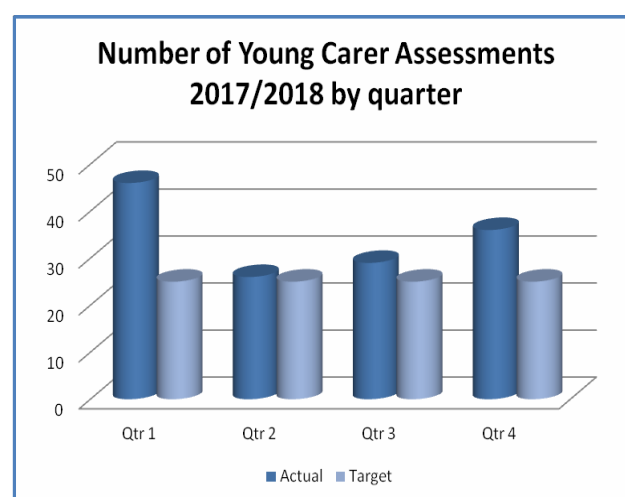
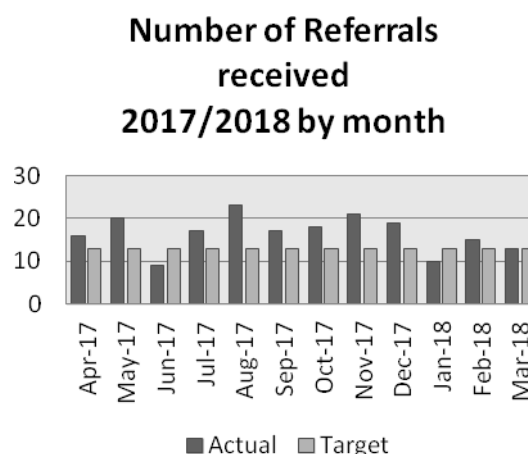
- ❑ The forecast of engaging with 10% of city primary schools was exceeded by 42%.
- ❑ Of the 18 secondary schools in the city, the target of engaging with a 1/3rd was exceeded. In total over 60% of secondary schools engaged with the service and started to identify hidden young carers within their schools.

As a result of the success of City YC's awareness training package, this was also adopted and delivered in schools across three boroughs e.g. Broxtowe, Gedling and Rushcliffe all of which are funded by the three South Nottinghamshire CCGs.



During 2017/18 – Action for Young Carers have delivered young carer awareness training in all Secondary schools within the Nottingham North and East (NNE) and Nottingham West (NW) area of Nottinghamshire. AYC also delivered a pilot young carers awareness training package to all Primary schools within the Nottingham West area. Both the Primary and Secondary school work was funded by both NNE and NW CCG'S.

A conference in November was facilitated by the Carers Federation to highlight work already undertaken within schools, to identify the ongoing needs of young carers and to highlight the support provided through partnership working. As part of the conference a Q&A was supported by commissioners, adult and children social care, services were also asked to place pledges for improvements going forward.



Working in Partnership

During 2017/8 the AYC service has worked with the following partner agencies to increase awareness of Young Carers and bridge the gap on hidden Young Carers:

- Adult social care
- Children's social care
- Target support services
- Health services – including hospitals/GP's and City Care
- Nottingham Trent University
- Variety of schools in Nottingham both primary/secondary
- Home Education Team
- Education Welfare Officers
- NSPCC (National Society Prevention of Cruelty to Children)



- YMCA
- Various sports and leisure centres
- CAMHS (Child Adolescent Mental Health Services)
- Voluntary services
- Rotary Club
- New Appeals

What our service users said;

“I would like to share that through joint work with AYC we have achieved some really positive outcomes for a young person. This young girl was in year 11 and was looking like she wouldn’t sit her exams. Since working with AYC this pupil sat her exams and achieved all of her GCSE’s. The family had very little funds to pay for her to attend prom so AYC sourced the funding for her dress and we arranged hair and make-up, she attended prom and had a great time. Thank you for the work you do, without it this pupil may not have sat her exams and achieved what she has, thank you”

School Feedback Oct 2017

“I wanted to share that we had some amazing feedback about AYC, from a mum who was talking while her daughter was filming. She explained that she would do anything to support the Carers Federation, because when her family were desperate and no one would help - AYC support ensured they were safe and looked after, helped them to secure safe accommodation and get back on track. She felt that without you she fears for what would have happened”

Parent Feedback Oct 2017

“AYC helps give me confidence away from my family and lets me be an individual not a carer. Being part of the service has shown me that other people/children are in the same situation as me”

Young carers feedback age 15yrs

Question from AYC questionnaire Feb 2018:

What does it mean to you to be able to come along to a Young Carers group, and how was it helpful?

“Because when you help the person your taking care of you don’t really get noticed and this groups helps me get noticed”

Response from Young Carer aged 11yrs



And just for fun.....



Canoeing and Kayaking on the River Trent



Indoor Wall In door Wall Climbing



Weaselling in Higgorcor, Burbage Valley.



The Deli-cious Food Emporium, Lister Gate Nottingham



The Young Carers Transitions Project has been funded by Children in Need since 2014 to provide mentoring support and group activities to young carers aged 15-19.

The Project Coordinator manages a diverse team of volunteers with an extensive range of skills, experience, and knowledge. Volunteer training, support, and development maintain a flexible team of mentors and group support volunteers who provide effective and engaging support for young carers.

Responsive mentoring support is tailored to meet the individual needs of young carers, and can be supplemented by additional specialist mentoring support or e-mentoring provision.

We also provide advocacy, referral, and signposting, supporting young carers and their families to address wider issues that impact on the young carer's well-being, aspirations, and achievements and to reduce the impact of their caring role.

We are able to offer a wide range of group activities through our partnership working with Action for Young Carers, including sport activities, creative sessions, and skills development sessions, as well as visits to local young people's services and University of Nottingham Young Carers Taster Days,

Access to internal and external volunteering opportunities have provided further opportunities for young carers' personal development and social engagement.

Key Achievements

Mentoring support provided young carers with a safe and non-judgmental space to focus on their own needs and set personal goals. This has included exploring education and career pathways, improving health and well-being, and developing independence and life skills. Developing more effective ways of managing their feelings enabled young carers to broaden personal aspirations, build self-belief, and improve social engagement. These outcomes provide the young carers with a strong foundation to achieve and flourish as they transition into adulthood.

Several young carers engaged in volunteer opportunities within the Carers Federation or externally, participated in National Citizenship Service, or put themselves forward for college opportunities such as class rep where they engaged with a range of new people. Notable among these personal development opportunities were –

- Young Carers Champions ongoing engagement in developing “positive career choices” resources in partnership with the Learning and Work Institute including a National Launch Pack.



- Future Pulse volunteers, in partnership with Carers Federation Pioneer Project, looking at improving communications and accessibility for young people in health care settings and creating a short film which they presented at the Nottinghamshire Health IT Summit
- Young carers independently accessing other identified volunteering opportunities, particularly MH:2k which aims to improve young peoples' experience of mental health services.

As well as improving self-esteem and confidence, these experiences developed skills for future education and employment, including team-working, presentation skills, project planning, action planning, creative thinking and problem-solving, commitment and peer support.

Our partners

We have established strong partnerships with local colleges to enable effective and timely intervention for students with caring responsibilities.

Through our ongoing involvement with the Institute of Learning and Work we have developed a nationally available resource pack to support young carers looking at their education, training, and employment choices and opportunities.

This has lead on to an opportunity for closer partnership work to pilot the Carers Federation Quality Standard in Carers Support. The standard aims to increase awareness of the barriers young carers face in accessing and maintaining educational placements, and supporting colleges to implement processes and procedures to improve retention and achievement.

This pilot will add to the evidence-base around young carers' and young adult carers' needs in order that they can achieve and thrive in education. The Learning and Work Institute will report on the impact of the Quality Standard at national and policy level in the near future. At a delivery level, engagement with this pilot has embedded a culture of understanding and implementation of systems that support young carers within six colleges across the country with the potential that this may be implemented on a wider national scale.

The stats

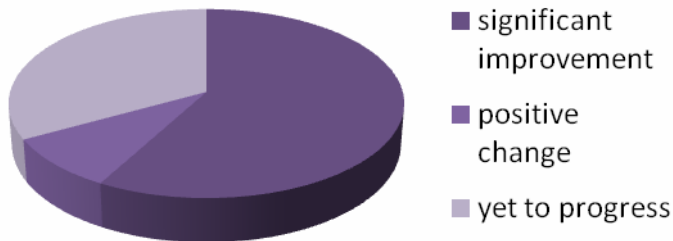
Young carers often experience low confidence and self-esteem which can impact on all other areas of their lives. 75% of young carers accessing mentoring support indicate a significant improvement in general confidence and self-esteem, with 92% feeling more positive about engaging with new people and activities.

Self-esteem and confidence also impacts young carers belief in what they can achieve for themselves and how they feel about their future. 58% of young carers accessing mentoring support have shown increased aspirations and confidence that they can achieve their goals.

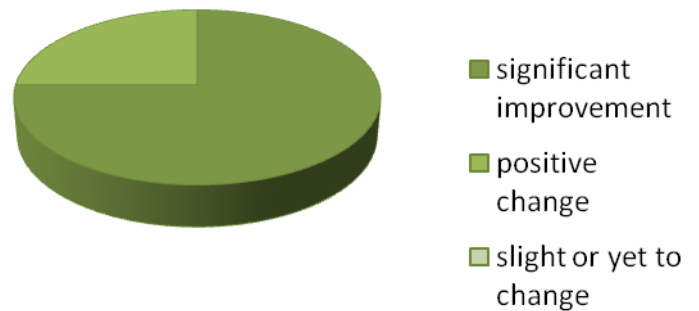
Improved confidence, engaging in groups and activities, and feeling supported by a trusted mentor also reduces young carers' feelings of isolation, with 67% reporting improvement.



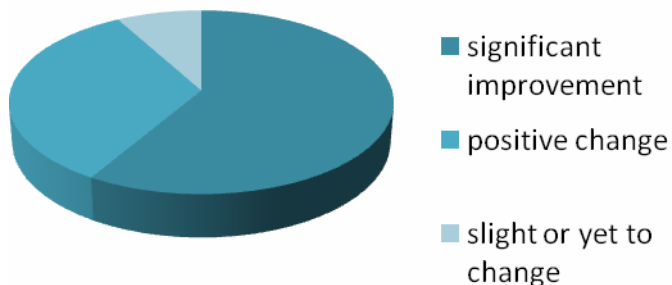
reduced isolation



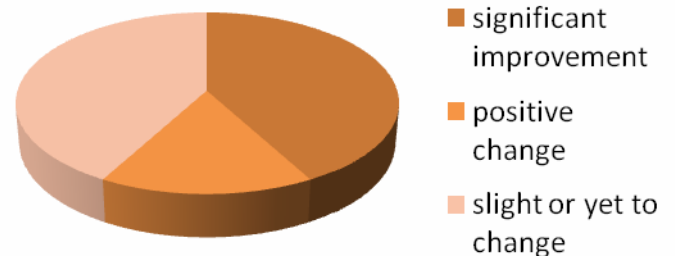
confidence and self-esteem



engaging in new activities



aspiration and future opportunities



What our young people said;

“It has built my confidence and self-esteem tremendously”

“ Decisions I have been unsure about (my mentor) helped me with – that has made me more confident”

“It has done wonders and has helped me out of something I never thought I would come out of”

“Before I was quiet, kept to myself. Now I go out and can talk to anyone without thinking about it”

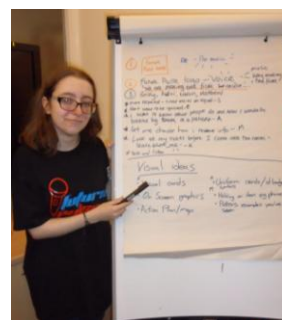
“(My mentor) encouraged me to go for things maybe I thought I couldn’t do”

“It has really helped me to branch out and it could help others do the same”

“ (My mentor) helped me push myself to get back on track”



Carers Champions run a consultation event for Positive Career Choices Resources



Future Pulse volunteer develops ideas for their DVD





Community Engagement - Improving Access to Health for children, young people and young adults

Future Pulse became part of the 'Integrated Care Pioneer Programme' in 2017 funded by NHS England. Project activity focused on improving access to health for under 25's across the city with a particular focus on accessibility for young people and young adults who may have more specific communication needs.

Future Pulse volunteers continued to engage in meaningful activities that provided a platform for them to have their say about their experiences. We also worked closely with health services to identify what was working well and what some of the barriers were.

Key Achievements and Activity

NHS COMMS

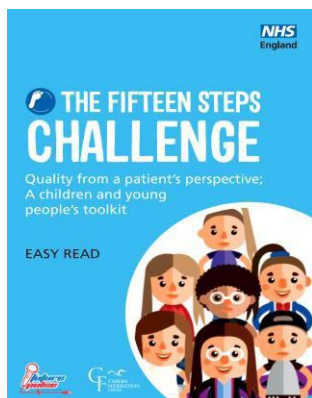
Future Pulse developed a short film called 'NHS COMMS' view this at:

<https://www.youtube.com/watch?v=k4CgqPSrOgl&t=4s>



Future Pulse answered questions from commissioners, council and NHS Staff at the Connected Nottinghamshire IT Summit. View the report at:

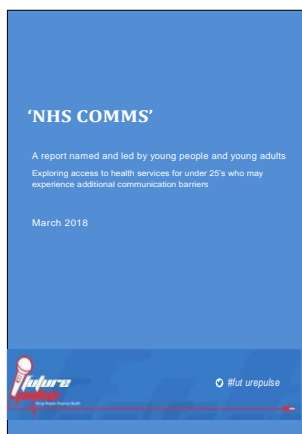
<http://www.connectednottinghamshire.nhs.uk/news/communications/>



Future Pulse co-branded the new '15 Steps Challenge' and developed an easy read version with NHS England. View this at:

<https://www.england.nhs.uk/participation/resources/15-steps-challenge/>

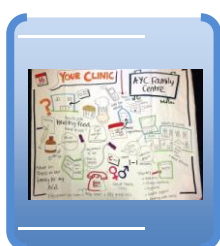




Future Pulse compiled a report with a focus on the use of AAT within health services you can view this here:

<https://www.carersfederation.co.uk/services/future-pulse-access-to-health-for-children-and-young-people/>

The report includes Carers Federation recommendations.



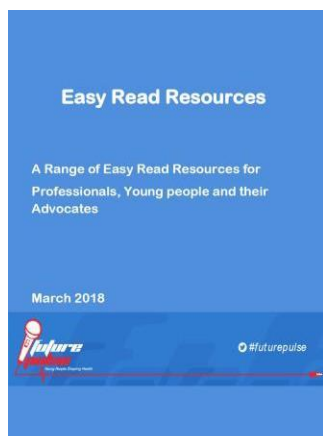
Two waves of detailed consultations with GP surgeries to ensure we asked questions in response to the issues and concern raised by young people and parent/carers.



App and AAC in Health Settings – consultations, research and proposals for applications



Supported volunteering and engagement with a core group of volunteers



‘Easy Read Resource Directory’ developed in response to requests from services. You can find this within the report at page 47



We hope that all our findings and the recommendations we have made over the year will contribute both locally and on a national level; helping to improve communication between health services, young people and young adults.

Working in Partnership

We would like to thank all the young people, young adults, parent carers, health services, community groups and organisations that have contributed to our research and initiatives over the year. Some of our partners over the year have been:

NHS England

Connected Nottinghamshire

Easy on the i

Jigsaw

Rainbows Parent Carer Forum

VPoint

Intu Victoria Centre

The Theatre Royal, Nottingham

Speech and Language Therapy, Nottinghamshire Healthcare NHS Trust

‘..The whole thing was very inspirational’

Comments regarding Future Pulse volunteers attendance at Connected Nottinghamshire

‘I wish everything in the world was more like that’

A young person commenting on one of the Future Pulse easy read forms

‘Amazing young people and families of Future Pulse show what matters to them really powerful messages’

Twitter comments about the NHS COMMS film



Independent Complaints Advocacy

Carers Federation Independent NHS Complaints Advocacy Services (ICA) is funded by Local Authorities to deliver support to any member of the public who wishes to make a complaint about their NHS care and treatment or on behalf of someone who has been affected.

During 2017/18 Carers Federation delivered NHS ICA across the following regions:

- ❑ Yorkshire & Humberside
- ❑ Greater Manchester
- ❑ Cheshire & Merseyside
- ❑ North East

The ICA team pride themselves on their in depth knowledge and between them have over 60 years experience delivering NHS complaints Advocacy for the Carers Federation. All the Team are either qualified and hold the National Advocacy Qualification Level 3 or in the case of the two newest members in the process of completing it.

The nature of the ICA service involves establishing the substance of a complaint, guidance through the NHS complaints process.

Our teams have established outreach sessions across all Local Authorities in which the service operates. A free phone telephone arrangement is in place and referrals can be made in writing, electronically by text and most recently for deaf Clients through a What's App.

Our clients are supported in any meetings with NHS organisations and this extends all the way through the NHS Complaints process up to and including the Parliamentary and Health Services Ombudsman

Carers Federation holds the Quality Performance Mark for Advocacy- the North East NHS ICA service is one of only 3 Advocacy providers in the North East that have attained this. In 2017 the Service also became a member of the Durham Advice Network and has been awarded 4 ticks the top ranking based on the information and advice given.

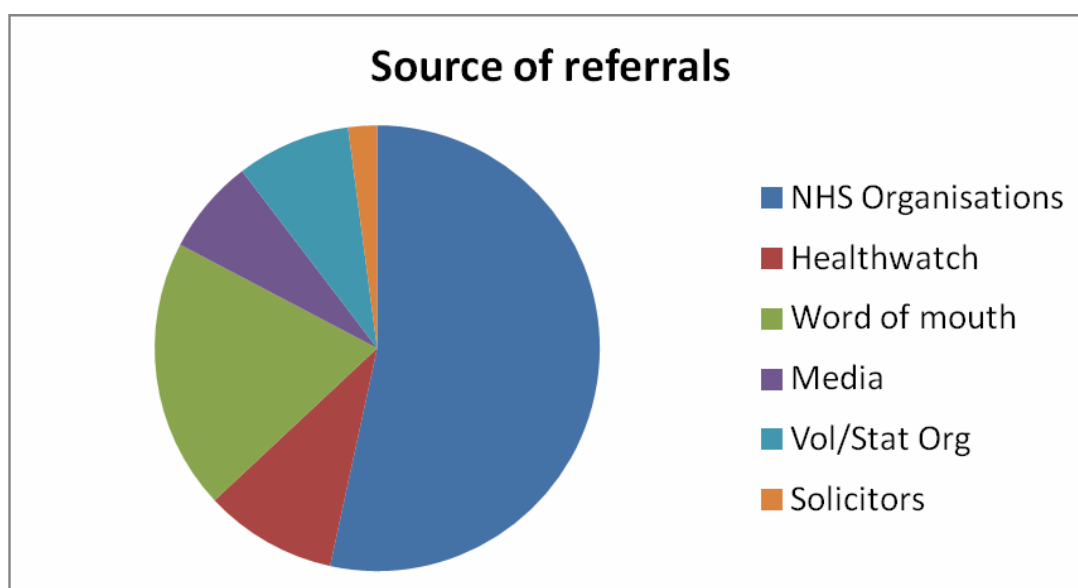
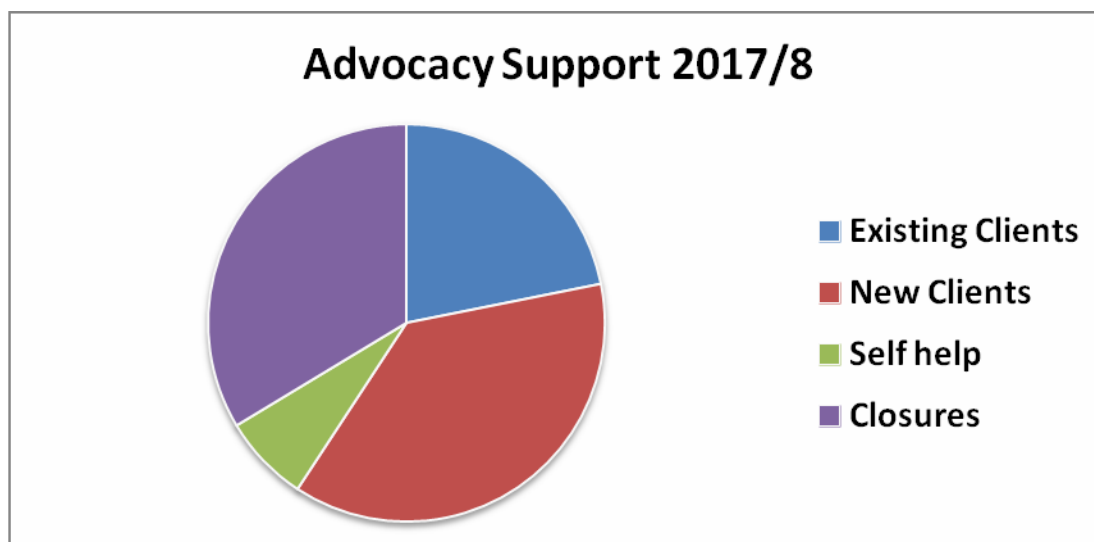


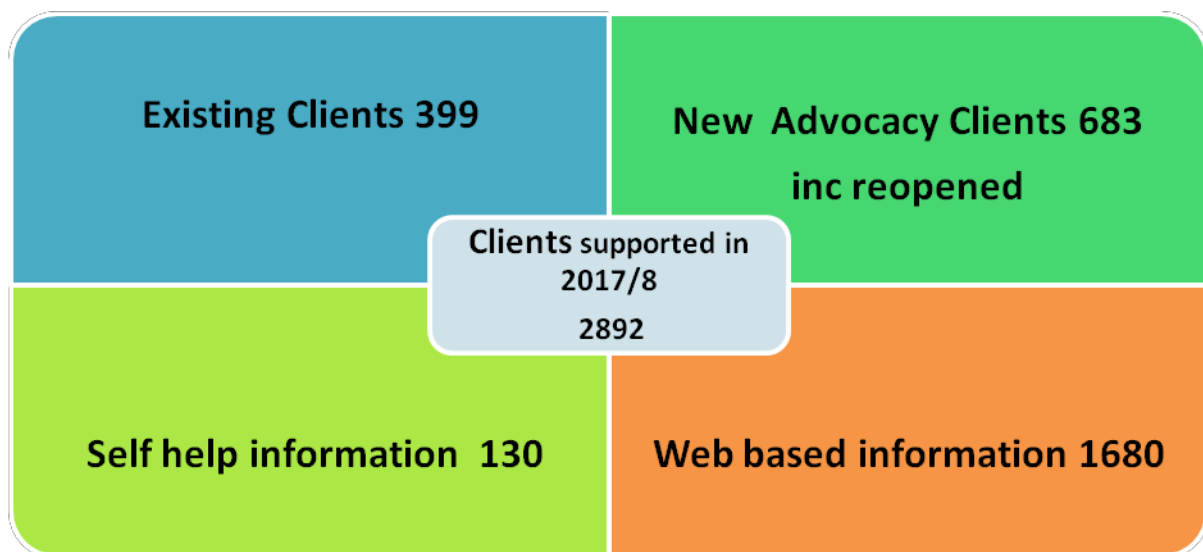
On going development

The service constantly looks for new initiatives and has a rolling programme of reviewing accessible Outreach Locations, developing a regular programme of attending Voluntary sector meetings in each Local Authority where we operate and Marketing and engagement is focussed and this has resulted in work with all Local Healthwatch organisations.

Some Key milestones from the North East

- Over 6300 hours support to Clients from Advocates - 25% year on year increase
- Client numbers at year end 17% increase
- Total Clients dealt with over 1080 for full support





What our clients said

“I am glad that there is a service like ICA around as some people would not be able to follow the complaints process without support. The support with letter writing is invaluable”

“ICA was very professional. I was happily surprised at how much support and information ICA provided to me. I was kept up to date and well informed all the way through the process”

And finally a claim to fame for our North East Team.....

A client was so please with the support received by our team that she gave us a mention in her book: **Lines from an Unfinished Love Song – a journey in poetry by Gail Curry**

In the introduction the Client specifically mentions the support of North East NHS Independent Complaints Advocacy in assisting with formal complaints including this quotation:-

I have three pieces of advice for anyone finding themselves in a similar position: 1) Get an Advocate 2) Get an Advocate. 3) Get an Advocate



The HMP Whatton Social Care Advocacy Project has been running since 2014, initially funded by a years grant from what was known as NOMS (National Offender Management Services), it has since been funded by the Prison Governor.


The project supports prisoners to assist other prisoners who may have a Social Care need that impacts on their everyday living due to illness, disability, age and communication. We recruit, train, supervise and manage the scheme within the prison regime ensuring assistance is provided to those in need, through empowering and enabling individuals to remain as independent as possible.

Key Achievements

The implementation of a Social Care Delivery Group with key partners over the last year has given a more joined up approach of working, allowing all relevant departments to be aware of individuals with health and social care and ensure they are adequately supported. It is an opportunity to discuss cases and make referrals for assessment.

Partners

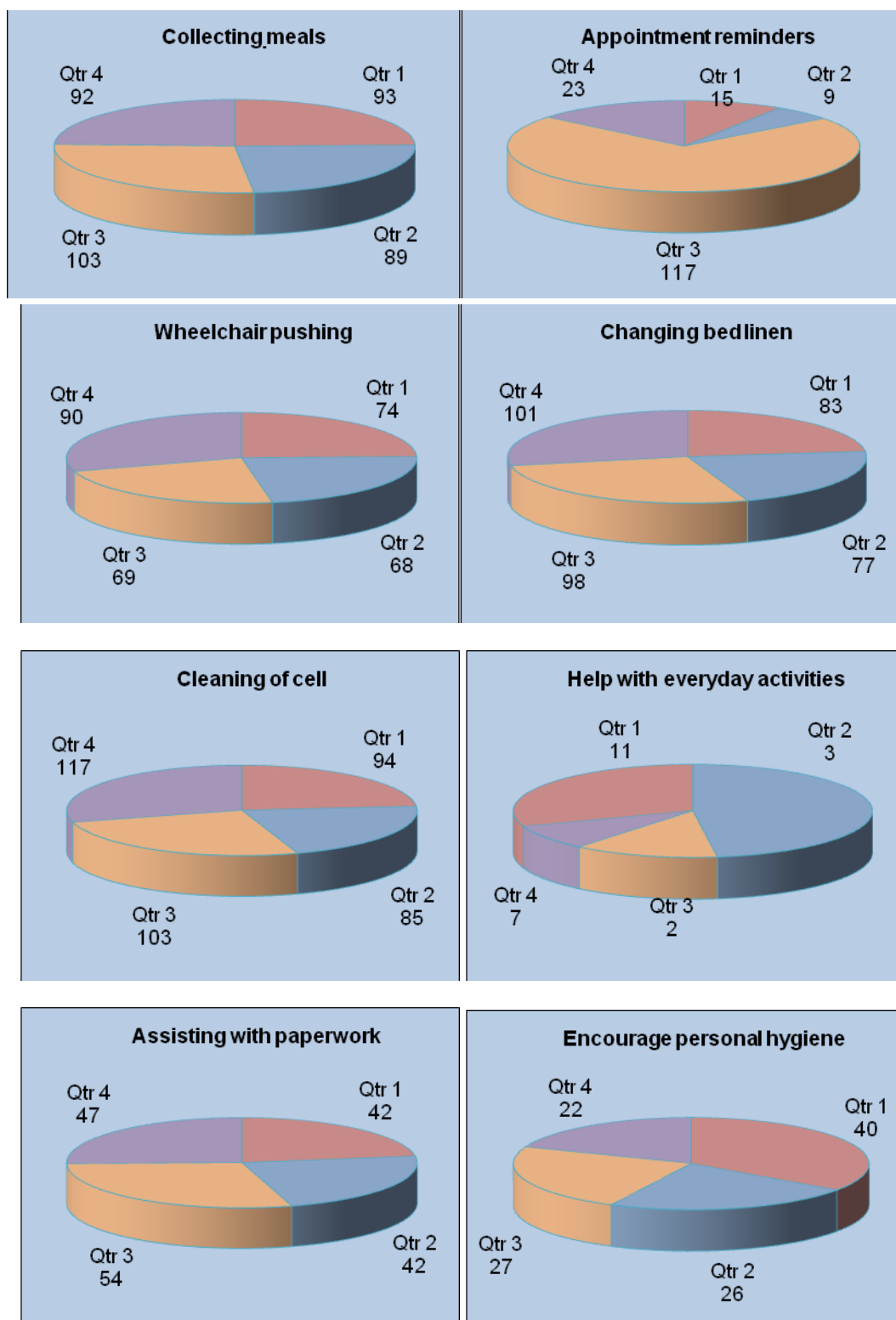
Running the project could not have been as successful without the support of prison staff and the positive working relationships that have been formed with the Local Authority Social Care Team and Prison Health. The joined up approach has allowed us to share information identifying individuals who may need assistance from the project or referrals to occupational therapy or the Local Authority for an assessment and get access to the aids and adaptations they need.

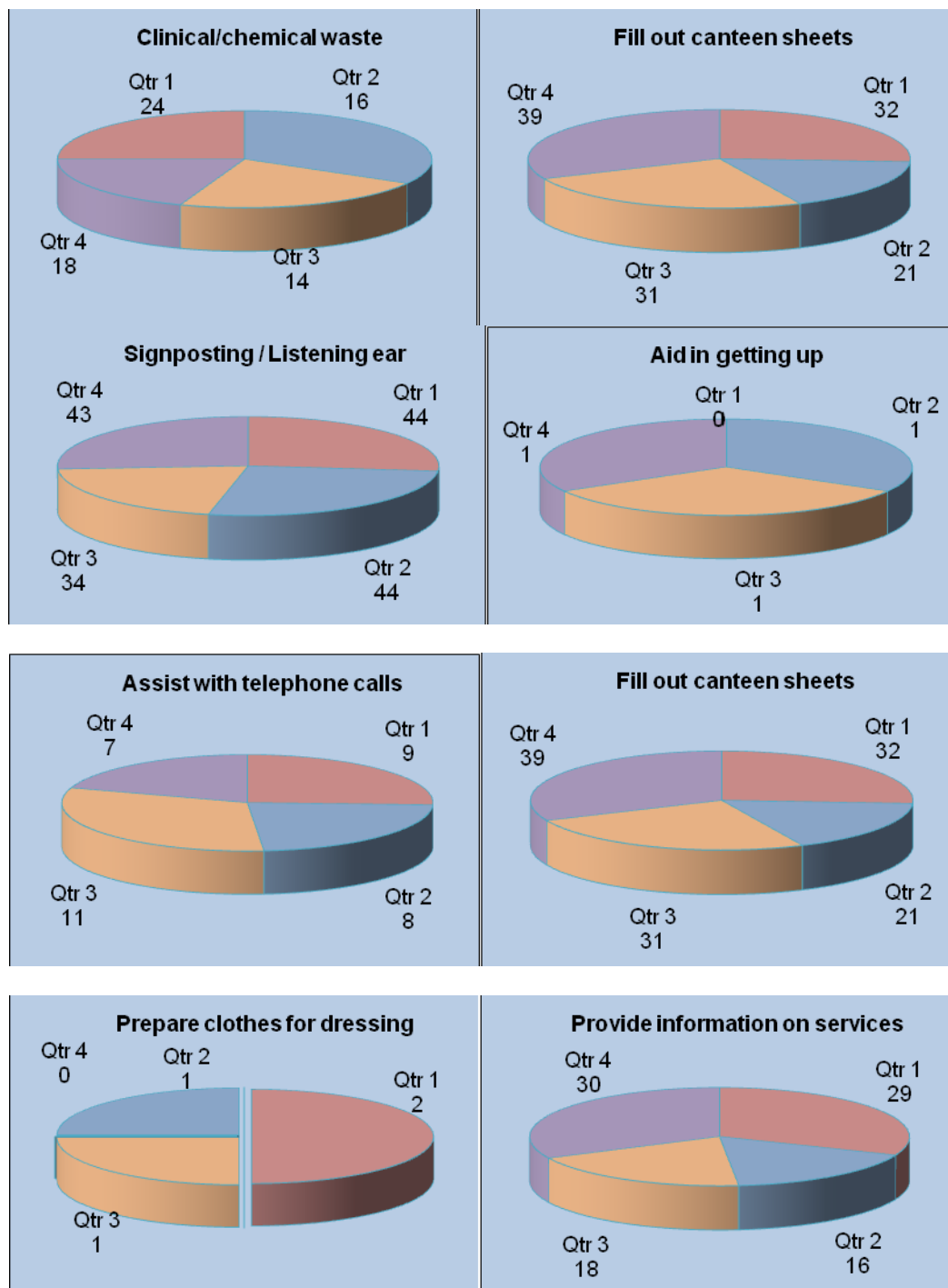


*It has allowed me the opportunity to **develop my people skills, both verbal and nonverbal to those we assist and other team members***

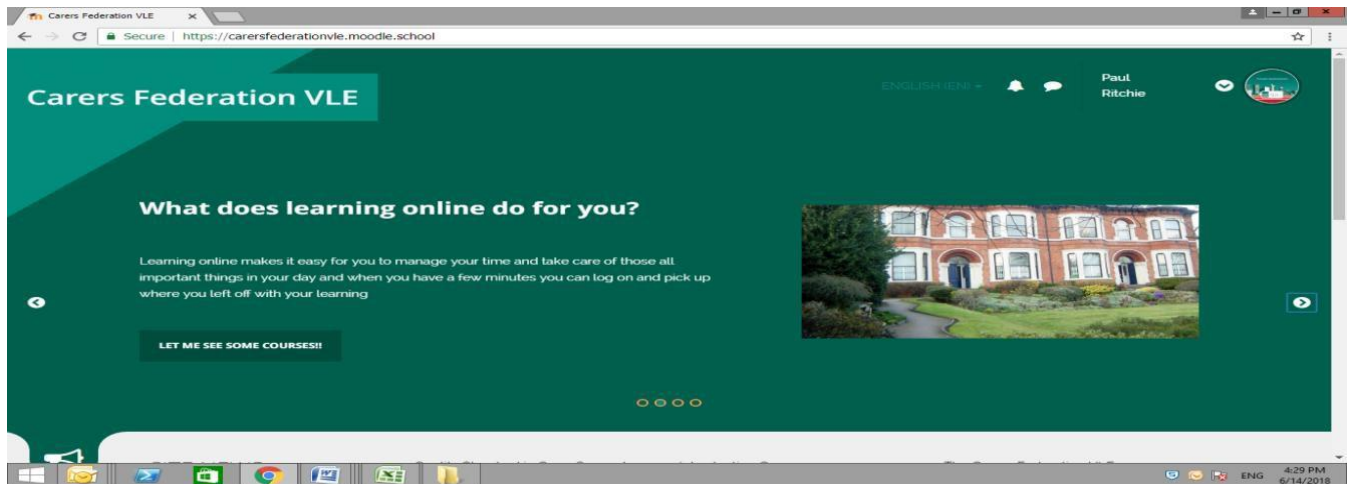
Becoming an S.C.A has increased my confidence and communication skills

An average of 47 individuals are assisted each month by the SCAs, with the following conducted.





Virtual Learning Environment (VLE)



Carers Federation are investing in new technologies to improve and increase our training portfolio and make learning much more flexible and manageable for the learner. The NEW Carers Federation Virtual Learning Environment (VLE) is due to go live in the Summer 2018.

The VLE is a unique and secure learning platform powered by Moodle and owned/run by Carers Federation. Its an interactive, online learning tool which allows us to deliver flexible learning options from full on line learning activities to a mix of online and classroom based activities. Through this platform we can deliver a range of long term and short courses.

The platform is;

- Secure - access through individual password protected accounts
- Supportive - Tutor/learner online interaction for questions and support
- Involved - Learner forums for peer support and discussion groups
- Interactive - On line assessment, marking, reviews and feedback
- Resourceful – Learner can access additional learning resources, external links (such as informative YouTube resources)
- Flexible - Access to learning 24/7
- Mobile - a VLE App for smart phone and tablet use



Benefits of the VLE

Learners can access learning activities at a time and at a pace that suits their lifestyle

We can set up a mix of online/classroom based learning activities

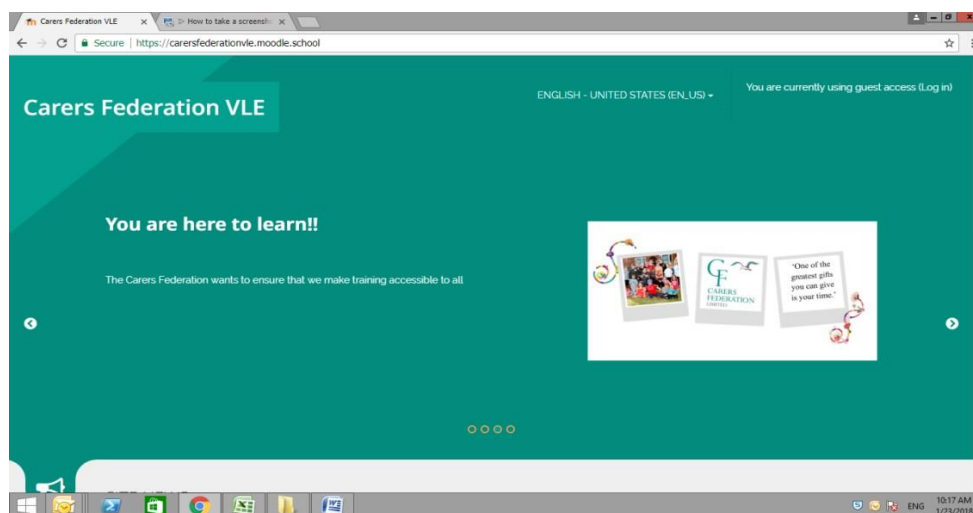
We can complete online assessments, mark work, feedback and support interaction between student and tutor all online.

Learners can set up support forums and educational discussion groups

We can design and develop short and long term bespoke training programmes

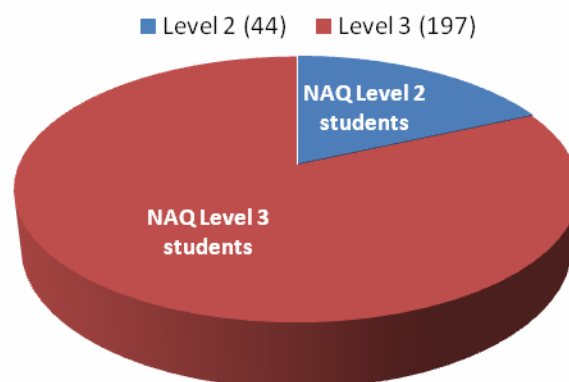
Link into our City and Guilds portfolio of training courses

We can set up access for learner to access additional external learning resources on the site e.g. external research web sites, information web sites, research papers, educational YouTube programmes

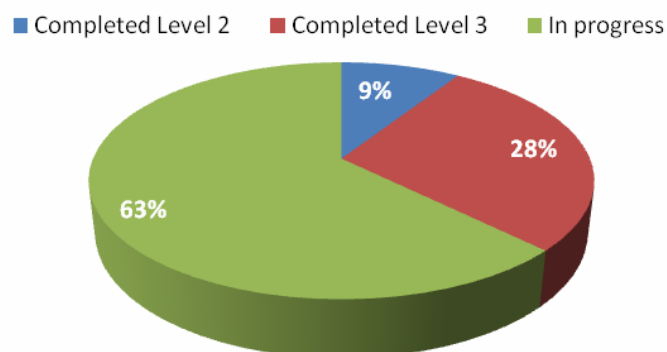


Carers Federation has developed an excellent reputation for training in the field of independent advocacy through our sister trading company, and 2017/18 has proven to be its most successful year yet. In the face of challenging times for independent advocacy services, our training department has delivered valued and effective support to those advocates who undertake the Award, Certificate or Diploma in Independent Advocacy, enabling them to become qualified through our well established City & Guilds Centre. Our expertise and professionalism has become recognised across advocacy services in the North and Midlands particularly, and we can confidently claim to be one of the leading providers of independent advocacy training in the country.

NAQ Students 2017/18



Student Progress



On the horizon:

Our reputation goes from strength to strength and this has been shown through services returning to use our training again and again for their new advocates. We continually seek to improve the quality of our training and meet the needs of our candidates.

It is a challenging time for advocacy, but we continue to meet the needs of our clients through our understanding of the sector and our flexibility with our candidates. There may be further changes in legislation affecting the provision of independent advocacy over the next 12-18 months and our training team hope to be at the forefront of educating advocates as these changes are implemented.

We also hope to increase the number of candidates undertaking the Level 2 Award through moving our distance learning option on to Carers Federation's new VLE.

Testimonials:

We recently added some testimonials to the website:

"Excellent. I thoroughly enjoyed the course and the observation."

"Thank you to my assessor for his patience and encouragement to make sure I completed this qualification. I'm truly grateful."

"I really felt the way the course was delivered was the best way it could be, in light of the amount of evidence that is required. Thank you for all your support and constructive feedback."

"My assessor has been great and very supportive throughout. Thank you for everything."

"I struggled with motivation to complete the written work but was encouraged and supported to do so. My assessor was very patient and supportive."

"Thought the training/support and guidance received throughout was excellent ... thank you."

"Good course, would recommend others to use Carers Federation for courses."



The service is funded by the Carers Federation and offers individual counselling to support Carers with difficulties such as anxiety, low mood, and coping with difficulties that may arise due to the role of being a Carer.

We can also signpost Carers to support groups and relevant services within the city.

All clients are offered an initial assessment session by the Counselling Service Manager who will consider their suitability for the service. If our service is unsuitable, information and advice will be provided about other relevant services. Following the assessment, individual counselling, of up to 24 sessions, is offered by the team of volunteer counsellors, who are students in the second or third year of their training. They receive regular supervision to support them in this role.

The Carers Federation Counselling Service: The facts and figures

Over the year to date, the service has received 52 referrals. These have all been for Carers or the Cared for within the Community.

All referrals are offered an assessment. The majority of referrals, 84% have attended such an assessment. This may be a reflection of the fact that the majority of referrals are self-referrals into the service. GP services may recommend the service to clients .

One issue that was prevalent during the first three month of this period was clients mistakenly accessing the service when their needs were more about practical support for their caring role. During the assessment they were signposted to other more relevant services. In addition other users have been signposted elsewhere in instances where their issues were beyond the scope of the service.

Presenting Issues The service provides a safe environment and an assurance of confidentiality, which gives clients the opportunity to talk through and reflect upon difficulties which Carers and the Cared for can all experience from time to time in life.



The issues worked with have included:

- ❑ feeling unhappy, lonely, anxious or depressed
- ❑ lacking in self confidence
- ❑ feeling in need of understanding or support
- ❑ finding it difficult to relate to others
- ❑ facing a personal crisis such as bereavement or relationship break-up
- ❑ undergoing major changes in life such as redundancy or retirement

Placements for Volunteer Counsellors

Each year we offer placements to a number of volunteer counsellors, who are in the later stages of their professional counselling and psychotherapy training. Their work is carefully supervised and undertaken within guidelines recommended for professional counselling placements.

Clients allocated to volunteers are carefully selected through an assessment process carried out by the service manager. All volunteers work between about 5 hours per week.

We currently have 8 active volunteers working across the week, offering counselling sessions.

Work with Young People

Over time we have developed some longstanding and meaningful relationships with local Schools, delivering counselling sessions to young carers. Through developing trusting relationships, we can begin the process of understanding together- helping the young person to manage difficulties and change, find solutions that make sense in their world and to draw on the strengths and resources around them.

Feedback from Clients

“I felt heard. I felt listened to. I felt human again. I can’t thank my counsellor enough. She has saved me. I don’t know what I would have done without the counselling”

Adult Carer

“I can tell my mum how I am feeling now, I didn’t speak before”

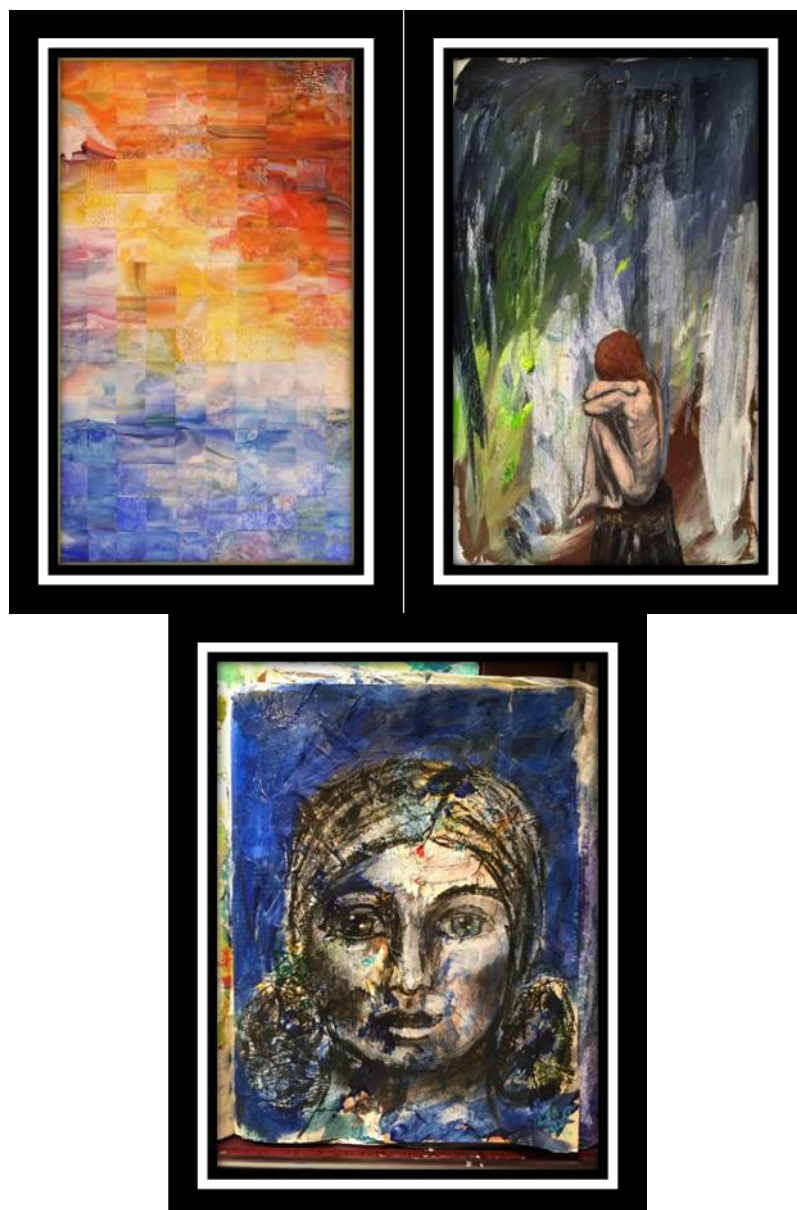
Young Carer, aged 9yrs



“Being a Carer is tough. Having the space to explore the impact on me and to allow myself to feel lots of difficult emotions has made me be a better carer and improved my relationships with my family. I can’t thank the Carers Federation enough”

Adult Carer

Below is some artwork from our clients which represents creative work completed during sessions as part of their therapy.





Quality Standard in Carer Support

The Carers Federation Quality Standard in Carer Support provides accreditation for employers and education providers to improve their support systems for students or employees with caring roles. The accreditation process enables organisations to work towards the Standard developing their good practice and organisation wide policy and guidelines. Achieving the Standard helps organisations to build awareness of carers and evidence a culture of understanding that ensures that carers have better experiences and are better supported to stay in employment or study.

This year we have worked in partnership with the Institute of Learning and Work to deliver a national pilot of the Quality Standard in Carer Support working with 6 colleges nationally. This work has evidenced the broad benefits of working towards and achieving the Standard ranging from carer identification, increased retention levels, staff training and providing information, signposting and referral to specialist support.



The Quality Standard in Carer Support consists of 8 achievable quality criteria. The criteria have been developed by carers and once implemented should become embedded in everyday working practice, policy and procedure.



Feedback from our Partners

"We are proud to care for all students and particularly for those, who as Carers might just need that extra guidance, support, or a listening ear. Thanks again so much, we've enjoyed the journey, and this validates our efforts and importantly intent for our young people."

"We are delighted to be awarded the Quality Standard in Carer Support Accreditation, It will provide further impetus to keep moving forward and improving our services for Young Adult Carers"



If you are interested in applying for the Quality Standard in Carer Support or would like any further information please contact: qscs@carersfederation.co.uk if you have any questions.



CARER FEDERATION LTD
INCOME AND EXPENDITURE ACCOUNT
YEAR ENDED 31 MARCH 2018

| | 2018 £ | 2017 £ As restated |
|---|-------------------------|---|
| Income | | |
| Grants received and other income | 1,060,615 | 1,568,293 |
| Interest received | 562 | 6,481 |
| | 1,061,177 | 1,574,774 |
| Expenditure – Staff costs | | |
| Salaries & pensions | 1,050,961 | 1,349,491 |
| Travel costs | 19,671 | 31,298 |
| Training & development | 2,375 | 3,420 |
| Temporary workers | 5,304 | 5,682 |
| Recruitment costs | 432 | 1,638 |
| | 1,078,743 | 1,391,529 |
| Premises costs | | |
| Rent, heat, light & other services | 29,593 | 43,152 |
| Repairs, renewals and property improvements | 10,411 | 16,360 |
| Insurance | 11,315 | 16,927 |
| Cleaning & sundries | 30,500 | 23,208 |
| | 81,819 | 99,647 |
| Administrative costs | | |
| Telephone | 33,244 | 33,344 |
| Advertising | 1,627 | 9,459 |
| Equipment hire | 676 | 754 |
| Printing, postage & stationery | 21,852 | 40,095 |
| Volunteer expenses | 1,092 | 1,283 |
| Board meeting costs | 1,404 | 2,108 |
| Bank interest & charges | 772 | 716 |
| Depreciation | 18,093 | 30,073 |
| Library equipment | - | 53 |
| Legal and professional | 48,600 | 122,150 |
| Subscriptions | 4,742 | 4,824 |
| Computer maintenance | 73,294 | 97,415 |
| Pension interest | 144,000 | 105,000 |
| Bad debts | - | (93) |
| Fixed asset impairment reversal | (89,836) | - |
| Investment impairment | 27,118 | - |
| | 286,678 | 447,181 |
| Total expenditure | 1,447,240 | 1,938,357 |
| Deficit of income over expenditure | (386,063) | (363,583) |



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 2017/18;

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



Registered in England as Carers Federation Ltd
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Registered number 3123142
Registered charity number 1050779

