

2022/23



ANNUAL REPORT

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INTRODUCTION

Welcome to our Annual Report for the year 2022 – 2023.

We hope you enjoy reading about some of the great things that Carers Federation have been doing over the last year and you are able to see the positive impact our services are making to those who have accessed our wide and varied range of services throughout the year.

Our reputation for excellence continues as we receive wonderful feedback from our service users and stakeholders alike. This will become more evident later in our report as you read through each of our services' activities and achievements and hear just what people think about us!

Our commitment to quality and integrity in the delivery of all our services, as always remains a priority for the whole team here at Carers Federation, and is a testament to our 'one team' approach across the whole organisation regardless of service or location.

Everything we do in the delivery of our services is centred around staying true to our core values and achieving our Vision and Mission.

Our Vision: Everyone we serve receives individually tailored care, support, or training.

Our Mission: To become a centre of excellence in provision of care, support and training in the UK.

Our Services

Our report provides an overview of each service that we deliver giving a true sense of the variety and range of activities the charity is involved in.

This includes the very important work we do with:

- Young Carers and their families in Nottingham
- The continued support for people in the North East who use our Independent Complaints Advocacy Service
- Delivery of Social Care Advocate Scheme in Whatton prison, Nottingham
- Delivery of our City & Guilds accredited training across the UK
- The Carers Federation Quality Standard in Carer Support (QSCS)

FOUNDATIONS FOR THE FUTURE

In response to what has been another very challenging year financially, 2022-2023 has been about taking stock and ensuring the foundations of Carers Federation remain strong to support the continued delivery of our services.

This has seen the development of a robust Income Generation strategy to take the organisation forward and address the financial challenges posed by the changing commissioning landscape and increasingly limited opportunities to generate new income streams which enable us to add value to our services and enhance our service users experience.

The strategy has been developed to build on existing work streams so as not to lose any organisational knowledge or expertise, and further identifies clear direction for new initiatives in response to the changing needs of all our stakeholders.

Ultimately our aim here at Carers Federation is to build a secure and sustainable future for the organisation and continue to serve the communities which have come to rely on us.

Acknowledgments

As always, a special acknowledgment to our Board of Trustees for their continued support, commitment, and leadership to Carers Federation.

Acknowledgement to our team of committed, knowledgeable, innovative, flexible and simply fantastic staff and volunteers who all continue to go above and beyond all expectations in their day-to-day roles ensuring the success of Carers Federation.

And finally, we must mention New Year's Honours joy for our Chair Trish Cargill who was awarded the British Empire Medal for her services to NHS patients (the British Empire Medal is awarded for a 'hands-on' service to the local community).

ACTION FOR YOUNG CARERS



The Carers Federation, Action for Young Carers (AYC) service was commissioned by the Local Authority and Nottingham City Clinical Commissioning team in April 2017. Its aim is to provide and deliver a robust support service for Young Carers age 5–18yrs living within the Nottingham City area or registered with a City GP.

Action for Young Carers has continued to ensure the initial assessments, that are carried out for every Young Carer referred to the service, are focused on a whole family approach (also identified as a statutory assessment). By working in this way, support workers are quickly able to identify the needs of the Young Carer and the person cared for and therefore able to identify the most appropriate services to support the family.

ACTION FOR YOUNG CARERS

I WOULD LIKE TO SAY HOW MUCH WE BOTH APPRECIATE THE SUPPORT WE HAVE BEEN GETTING AND STILL RECEIVE FROM THE TEAM, IT'S REALLY HELPED MY DAUGHTER TO HAVE SOME 'HER' TIME WHICH IS WHAT SHE NEEDS. ALSO THE SUPPORT I HAVE HAD IS BRILLIANT AND IT'S BEEN A MUCH FASTER PROCESS WITH YOUNG CARERS SUPPORT THEN IT HAS BEEN WITH OTHER SUPPORT SYSTEMS. ALL I CAN SAY IS YOUNG CARERS IS A REALLY GOOD SUPPORTIVE TEAM AND REALLY WORK HARD TO WORK WITH US SINGLE PARENTS AS WELL AS FAMILIES AND I CAN'T WAIT TO EXPLORE MORE WITH THEM ON MY DAUGHTERS BEHALF ALSO.

PARENT & YOUNG CARER AGED 8YRS

ACTION FOR YOUNG CARERS

Following on from the pandemic, this year AYC has been able to get back into the swing of things by delivering face to face assessments, outdoor activities and a variety of groups held at Christopher Cargill House, the Carers Federation building. This has made a big difference to Young Carers and their families as they have been able to join us at events such as the annual Broadway Christmas cinema trip and pantomime at Nottingham Playhouse. For those families who are still unsure about accessing face to face activities AYC have continued to ensure they are able to join in online activities e.g., cooking and crafts.

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**LOVELY PEOPLE
ORGANISING THE TRIP,
FRIENDLY AND HELPFUL
AND LOTS TO DO.
THANK YOU SO MUCH”.**

PARENT OF YOUNG CARER

ACTION FOR YOUNG CARERS

AYC has also delivered outdoor activities in partnership with Portland College at Woodlands Adventure Zone. 42 Young Carers attended and got involved with rock climbing, den building, zip wiring and team building activities. In addition, AYC took Young Carers on narrow boat activities and bike riding at Sherwood pines. Carers Week this year focused on wellbeing and mental health and included a Young Carers cake baking competition with all entrants winning a £10 voucher.

“THANK YOU SO MUCH FOR ORGANISING TODAY’S TRIP. WE HAD A REALLY BRILLIANT TIME. I ABSOLUTELY LOVED THE FAIR SO THANK YOU TO STAFF FOR HELPING SO I DIDN’T FEEL AS NERVOUS AS I NORMALLY DO”

PARENT OF YOUNG CARER

ACTION FOR YOUNG CARERS

Families in hardship have continued to receive food hampers, food vouchers and/or referrals to food banks and in addition AYC staff have supported families in budget management, to help with shopping and overall finances. AYC run cooking courses for Young Carers and families at Christopher Cargill house, where all meals prepped and cooked are within an affordable budget of £7-£10 per family meal.

AYC has raised an additional £21,000 funding this year to enhance the fantastic work that is already taking place. These funds have paid for extra activities for individual Young Carers and their families to attend as transport costs and refreshments have been covered with these additional funds. One pot of funding enabled 25 parents and carers to access safeguarding training on the Carers Federation Virtual Learning Environment, increasing confidence and awareness.

AYC had our first face to face Education network meeting in February 2022. These meetings have been online since the COVID pandemic, so it was great to have six schools attend in person and discuss and plan partnerships and actions to better support Young Carers in schools. This is now a half yearly meeting and includes representatives from Health and Social Care.

There has been some fantastic partnership working with various services such as: Health, Education, Social Care, Department of Work and Pensions (DWP) and voluntary sector services.



ACTION FOR YOUNG CARERS

We would especially like to thank:

- Masonic fund for Young Carers to access cooking lessons and to open up the Carer's Federation Café.
- Hearts Church for continuing to support Young Carers and their families by donating picnic food & activity hampers during the summer, contributions of selection boxes at Christmas and pamper bags for parents on Mother's Day
- Sewa day for Donating 150 'shoe box' Christmas presents for Young Carers
- Gem radio station (cash for kids) for raising the profile of Young Carers and donating some fantastic Christmas presents to over 150 young carers.
- New appeals for donating £2000 towards the cost of travel and school uniforms for those families in the most hardship.
- Canal & River Trust for providing free outdoor activities on the canal boats, paddle boarding and cycling
- Basket brigade for donating Christmas food hampers to 30 young carers
- On going support from anonymous donors

327

YOUNG
CARERS
HAVE BEEN
SUPPORTED
DURING
2022-23

162

NEW YOUNG
CARER
REFERRALS
INTO THE
SERVICE

138

YOUNG
CARERS
ASSESSMENTS
COMPLETED

244

YOUNG
CARERS
ATTENDING
ACTIVITIES

THE NOTTINGHAM WORKS FOR YOU (NW4Y)

The Nottingham works for you (NW4Y) scheme at the Carers Federation is part of the Nottingham Works Partnership. The aim is to provide support to young people, aged 16 – 24 who live in Nottingham City, to access and succeed in education, training, and employment. The funding comes from Nottingham City Council and the European Social Fund.

The Carers Federation NW4Y support differs from other Nottingham Works Partners in that it provides support specifically to Young Carers and young parents. This includes considering the needs of the whole family and the impact of the young person's caring role on their life. We are also contracted to undertake Statutory Carers Assessments.

The aims of NW4Y are to help break down barriers for Young Carers and young parents in helping them access and engage with education, training, or employment. A dedicated support worker completes an assessment with the young person and supports them to make an Action Plan. Practical support includes updating and writing CVs, job searches and applications, preparing for interviews and support to apply for training and courses. The support worker will discuss the caring role of the young person and refer on to relevant agencies and, if appropriate, complete a Statutory Carers Assessment. The team works closely with the Action for Young Carers Team within the Carers Federation which ensures continuity of care and a whole family support approach.

The Carers Federation NW4Y scheme has seen some great partnership working with the DWP, Nottingham Jobs and health services including the local social prescribing teams, all of which has been positive and is gradually making more people aware of unpaid carers.



DANNY'S STORY

Danny is a young Adult Carer, aged twenty. He has been caring for his father for the past eight years after a Multiple Sclerosis (MS) diagnosis. Danny has been caring for his father from the age of twelve, and has been involved with Action for young Carers and NW4Y. He has been involved with both services for around four years. During this time Danny has managed to return to college after a serious injury and has completed and passed an access course in nursing. Despite Danny's caring role he has completed his studies with a distinction grade, showing incredible resilience.

He has also recently started raising money via GoFundMe, in a bid to improve his dad's health and independence. The funds are for specialist spine appointments and improving accessibility around the house.

During the last year Danny has supported other Young Carers by raising funds and identifying free activities for both Young Carers and their families to attend. He has continued to support his family and the service with his strength and wisdom. We're very proud of his achievements and would like to wish him all the best with his fundraising efforts and his burgeoning career in healthcare.

This is the link to Danny's GoFundMe page: <https://gofund.me/7eb42c25>

To date, 46 unpaid carers have signed onto the programme and 28 of those carers have gone into Employment or further education.

DRIVING CHANGE QUALITY STANDARD IN CARER SUPPORT



The Carers Federation Quality Standard in Carer Support (QSCS) has gone from strength to strength this year. The QSCS is an accreditation process for organisations to raise awareness, remove barriers, develop policies and procedures, and improve access and support for carers in education, employment, and healthcare settings.

The Carers Federation, working in partnership with the Learning and Work Institute (L&WI), delivered the final months of a three-year Driving Change project, funded by the National Lottery Community Fund this year. This project enabled the Carers Federation to work with over 40 colleges to help them improve access and support for carers in education, enabling them to continue with their studies and improve their life opportunities.



Emma Watson and Naomi Sykes at the National Association for Managers of Student Services Annual (NAMSS) Conference in Liverpool in March 2023

“THE QUALITY STANDARD IN CARER SUPPORT GAVE US THE OPPORTUNITY TO REFLECT AND REVIEW ON OUR CURRENT PRACTICES AND RECEIVE EXTERNAL FEEDBACK ON OUR PROCESSES AND PRACTICE, AS WELL AS OPPORTUNITY TO SHARE BEST PRACTICE WITH OTHER ORGANISATIONS. I WOULD WHOLEHEARTEDLY RECOMMEND THE PROCESS TO OTHER ORGANISATIONS.

SUNDERLAND COLLEGE



DRIVING CHANGE QSCS

This year has marked an important development as it has seen the start of organisations buying into, quite literally, the idea of undertaking the QSCS accreditation outside of funded projects. The QSCS has been further developed and polished this last year and a full range of QSCS accreditation and reaccreditations in education, employment, and healthcare settings was made ready for the market.

To date 8 colleges are undertaking reaccreditation and 6 schools are undertaking the QSCS through this route as interest continues to build. In addition, the Carers Federation, have worked with three Spire Hospitals to complete the You're Welcome self-assessment which aims to set standards to ensure that Health Services are more easily accessible and child and young people friendly.


The Carers Federation were delighted to be invited to attend the National Association for Managers of Student Services Annual (NAMSS) Conference in Liverpool in March 2023 and we were even more thrilled to be asked to deliver a workshop as part of the workshop programme at the event. This was a great opportunity to spend time engaging with attendees and informing them about better Supporting Young Adult Carers in College.

The next year is looking bright for further partnerships with organisations to deliver the QSCS both through funded and non-funded pathways.

TRAINING

This year has been a time of re-evaluation and development for the Training Department, while continuing to deliver high quality training to new and existing candidates.

Our staff have completed qualifications in Assessing Vocational Achievement and Internal Quality Assurance, ensuring the quality of our service continues to improve. The Carers Federation successfully passed a City and Guilds Audit ensuring processes and procedures remain robust, and we continue to be commended for the quality of our assessments which learner feedback also reflects.



“
**THE ASSESSORS WERE
CLEARLY VERY WELL
VERSED IN THE SUBJECT
MATTER AND WERE
CONFIDENT IN THEIR
ROLES.**

LEVEL 4 CANDIDATE

TRAINING

The Carers Federation has continued to offer a quality, professional, caring, and successful suite of training; City and Guild registered, bespoke and on our Virtual Learning Environment. In addition to supporting existing candidates in their 24/18/12 months learning journey (Level 4/Level 3/Level 2 in Independent Advocacy) this year has seen 64 new Level 2 learners, 29 Level 4, 26 safeguarding courses, 4 mentoring courses and a mixture of single unit courses (Level 4 in Independent Advocacy).

This year also saw the successful delivery of case study discussions and bespoke workshops, tailor made by our experienced assessors, to complement existing learning and at the request of stakeholders. Approximately 50 learners have accessed workshops both on TEAMS, and in person, on subjects such as Continuing Health Care, the Independent Mental Capacity Advocacy (IMCA), and the Care Act. Feedback on these have been very positive.

As the external advocacy and voluntary sector continues to present challenges for delivering training, at Carers Federation we continue with our passion and enthusiasm to deliver quality training and ensure we support our candidates to achieve. Thank you to our training team for all their hard work and commitment throughout another lively year.


I THOUGHT THE TRAINING PROVIDED A REALLY COMPREHENSIVE OVERVIEW OF THE IMCA ROLE. IT WAS VERY INFORMATIVE AND I ENJOYED THE ACTIVITIES IN GROUPS. I GOT A LOT OUT OF THE DAY; I THOUGHT IT WAS VERY WELL PRESENTED AND DELIVERED.

(IMCA WORKSHOP)

NHS COMPLAINTS ADVOCACY

Our NHS complaints advocacy team delivered 6060 hours of support across 8 Local authorities to over 1100 people who accessed the service. This was set against ongoing challenges within the NHS.

Feedback collected from a broad range of people at the conclusion of their complaints averaged 97% satisfaction with both their advocate and the service and is reflected in the unsolicited comments below:-



“
I WOULD LIKE TO THANK YOU FOR ALL YOUR HELP AND SUPPORT AT A VERY DIFFICULT TIME, I DON'T KNOW WHAT I WOULD HAVE DONE WITHOUT THE HELP. IT'S VERY REASSURING KNOWING THE SUPPORT IS THERE FOR PEOPLE AT DIFFICULT AND SAD TIMES

SERVICE USER

NHS COMPLAINTS ADVOCACY

Additionally the team carried out a comprehensive survey of stakeholders/possible stakeholders –receiving responses such as:

Healthwatch: “I have always found ICA to be very responsive when I refer someone to the service.”

Voluntary sector: “As a signposting organisation it is reassuring to be able to signpost to a trusted organisation to support people with their complaint.”

Hospital Trust Patient Experience Manager: “Advocates are invaluable in providing clear, concise complaint letters. The working relationship they build with the complainants over time shows there is a large degree of trust and confidence between them to go through a response with a complainant and come back to the Trust for clarity, if needed, without necessarily going through the second stage of the complaints process.”

SOCIAL CARE ADVOCACY (SCA) SERVICE IN HMP WHATTON

The Carers Federation deliver the Social Care Advocacy (SCA) service in HMP Whatton. Prisoners assist fellow prisoners with everyday needs brought on by age, disabilities, health needs, mental health, and learning difficulties. They help to clean cells, change bed linen, collect meals, remind individuals to attend appointments and take medication. The Carers Federation work in partnership with Local Authority Social Care, prison health and Occupational Therapy to deliver a model of reablement and empowerment, encouraging individuals to remain as independent as possible for the future and for release back into the community.



“I JUST WANTED TO SAY THANK YOU FOR ALL YOUR HELP AND SUPPORT OVER THE LAST 2.5 YEARS. ALSO THANK YOU FOR THE OPPORTUNITY YOU GAVE ME FOR BEING AN SCA. IT HELPED ME IN MORE WAYS THAN YOU CAN IMAGINE, ESPECIALLY WITH MY CONFIDENCE AND LEARNING TO TALK TO PEOPLE INSTEAD OF HIDING AWAY”

LETTER RECEIVED FROM RELEASED SCA

SOCIAL CARE ADVOCACY (SCA) SERVICE IN HMP WHATTON

2022 was the last year of a two-year contract, being our ninth year of continuous delivery within the establishment. A new prison Governor in post meant adapting certain working practices to align with the new regime, which the SCAs embraced and managed in a positive way. The Carers Federation continue to build relationships and work closely with Health Care and the Local Authority Social Care team, ensuring that we are targeting, and working with, those prisoners with the most needs.

The Carers Federation were delighted to be awarded the contract for a further year, this time with an additional training element where prisoners can undertake City and Guilds Level 2 in Independent Advocacy, delivered by the Carers Federation training department.

To date the programme has recruited and trained over 100 social care advocates, who provide social care for approx. 60–70 prisoners each. month

“FOR THOSE PEOPLE LIKE MYSELF WHO WERE PREPARED TO PUT IN TIME AND ENERGY IN RESEARCHING AND STUDYING ALL THE LEARNING MATERIAL AVAILABLE TO US. WE ARE NOW IN A POSITION TO FULLY APPRECIATE WHAT SUCH AN IMPORTANT ROLE ADVOCATES PLAY AND MAYBE WE CAN PROGRESS FROM THIS QUALIFICATION AND EVENTUALLY BECOME THAT PERSON OF INTEGRITY WHO SUPPORTS OTHERS.

PRISONER STUDYING LEVEL 2