

Impact & Added Value Report



2016

Welcome

Welcome to a snapshot of our work and impact.

A year with more change, including my becoming Chair. We have grown again, diversified both income and support and strengthened internally and through partnerships.

We recognise that thousands more family and friends will take on increasingly complex caring roles locally, often to their own detriment - financially and in physical and mental health. Yet the wider public and employers remain unaware and so miss chances to be helped and to help themselves and each other. We're ambitious to work with more of you, to help end this. Please make a pledge to do something - we want to hear from you.

Linda Collumbell, Chair of Trustees



Our Year

I'm not prone to hyperbole, but 2015-16 was a spectacular year for us and I'm confident 2016-17 will be too. That reflects no complacency, but the dedication and skills of hundreds of fantastic staff and volunteers that I'm proud to call friends and colleagues.

We are responding to a "prevention" strategy to recognise and help people who care earlier by creating Caring Communities, putting older and younger carers on everyone's radar and doing more to evidence the value and impact of what we do. The alternative is that more people face "catastrophic care costs" and catastrophic lives, with further deep cuts in social care reducing state support and respite. With the support of our main funders (on page 20), we have extended our range of support and mobilised quickly to preserve quality care and carer breaks in Norfolk.

Giving carers and caring a higher public profile and understanding continued with a very successful *Pride in Our Carers Awards* in June 2016.

The evidence that caring is harmful is now overwhelming and we want to raise more grant and public funding to help those most affected. To this end, our new mission is very focussed: we are here to **Improve lives and prevent, reduce or delay the harmful impact of caring.**

Helen Brown, Chief Executive



Help us help more carers! Call 0345 241 0954 to donate

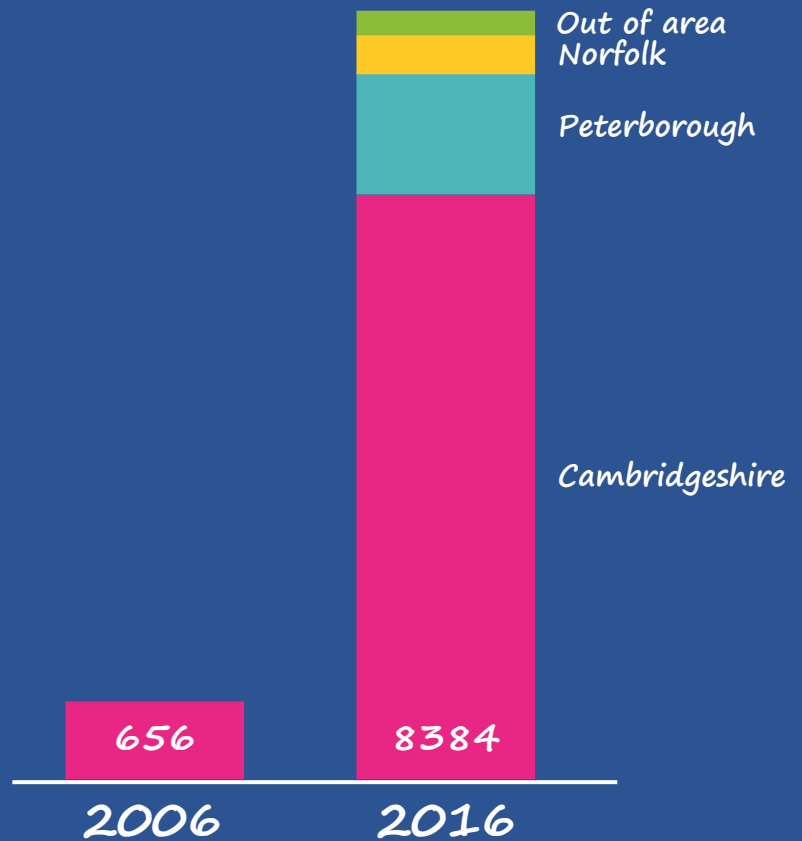
About Us

Although most of our income comes from contracts we still need to raise £200k per annum to deliver all our services.



Number of carers supported

What a difference a decade makes!



238

Carer Support
Workers and Office
Staff

77

Volunteers

100%

of staff are proud to work
for us!

In October 2015, with just 6 weeks notice, we safely transferred the care of 317 carers and maintained employment for 69 people after Crossroads Care East Anglia in Norfolk ceased trading.

Our new Mission

Improve lives *and* prevent, reduce or delay the harmful impact of caring

Key

Adult carers

Young carers

83% adults report poorer mental/physical health

1 in 5 carers give up work to care

Employment/
Education

2 times more likely not to be in
Work, Education or Training

49% struggling financially

Finances

Average family
income lower

How you feel

Proud
Expert
Loving
Dutiful
Needed
Inspirational
Passionate
Responsible

Scared
Worried
Overwhelmed
Tired
Confused
Angry
Guilty
Isolated

Social isolation common

Time for
yourself

1 in 12 care for more
than 15 hours pw

Impacts
of
Caring

Health

1.5 times more likely to
have long-term illness

If it isn't you now, it's likely to be

The caring role

1 in 8 are under 10 years old

54% expect quality of
life to worsen

Managing at
home

Responsibilities
inappropriate for
children

How many unpaid, informal carers in the future?

Number of health and social care employees, volunteers and carers

NOW

1.4m

NHS paid
workforce

1.6m

Social care
paid
workforce

3m

Volunteers

5m

Unpaid carers

© Kingsfund website

Estimated 9 million
carers by 2040

A third of carers are
aged 75-84 and this
will grow

60% of carers don't
live with the person
they care for

How we do this



Partnership Working

We are supporting Cambridgeshire and Peterborough Community organisations to play a greater role in health and wellbeing and so help carers and people with care needs through more integrated support.

Health & Wellbeing Network
0300 666 0142

Mission

"To improve Health and Wellbeing across Cambridgeshire through a more integrated Community Sector Network."

Vision

"To improve the quality of life for the people of Peterborough by bringing together the wide diversity and expertise of the voluntary, community and social enterprise sector."

PP Peterborough Plus

Our display at a symposium in of Health and Cabinet Office for

Harnessing Social Action in Health Symposium



CabinetOffice
Office for Civil Society

THE 3RD SECTOR CARE
AWARDS 2015
WINNER

Creating Caring Communities Together



AIM? To reduce Carer breakdown by improving and increasing Carer identification in Cambridgeshire and Peterborough.

HOW? Raise awareness of Carers and their needs
Create a network of Carers Friends and Champions*
Help link Carers to existing services/support and prevent crisis.



Successful in increasing:*

Carers identified - 1366

Referrals - 675

Carers Friends and Volunteers - 698



Addenbrooke's Hospital

Increased Carer referrals and MDT attendance contributes to better discharge planning.

Cambridgeshire and Peterborough NHS Foundation Trust

Supported the roll out of their Triangle of Care through delivering Carer training using e-learning module.

Care Network Cambridgeshire's Navigator scheme

Increased referrals from 118 to 452 (2014 v 2015).

* To Feb 2016

Case Studies

- ✓ Targeted information and support reached isolated and hard to reach Carers.
- ✓ Carers felt better informed, more in control and remained in employment.
- ✓ Carers who become volunteers reported it improved their confidence, self esteem, wellbeing, reduced isolation and gave them a sense of feeling part of something.
- ✓ A family case study with unrecognised young and young adult carers, from an adult referral.
- ✓ Demonstrated how regular breaks can alleviate isolation and reduce Carer stress and strain.

* We engaged with people warm to social action, through their profession or volunteering elsewhere.

One of the key successes of the project has been to focus on where we are helping to meet other organisations' aims and objectives too.



© Carers Trust Cambridgeshire, 2016

Whitehall by the Department Civil Society and Innovation

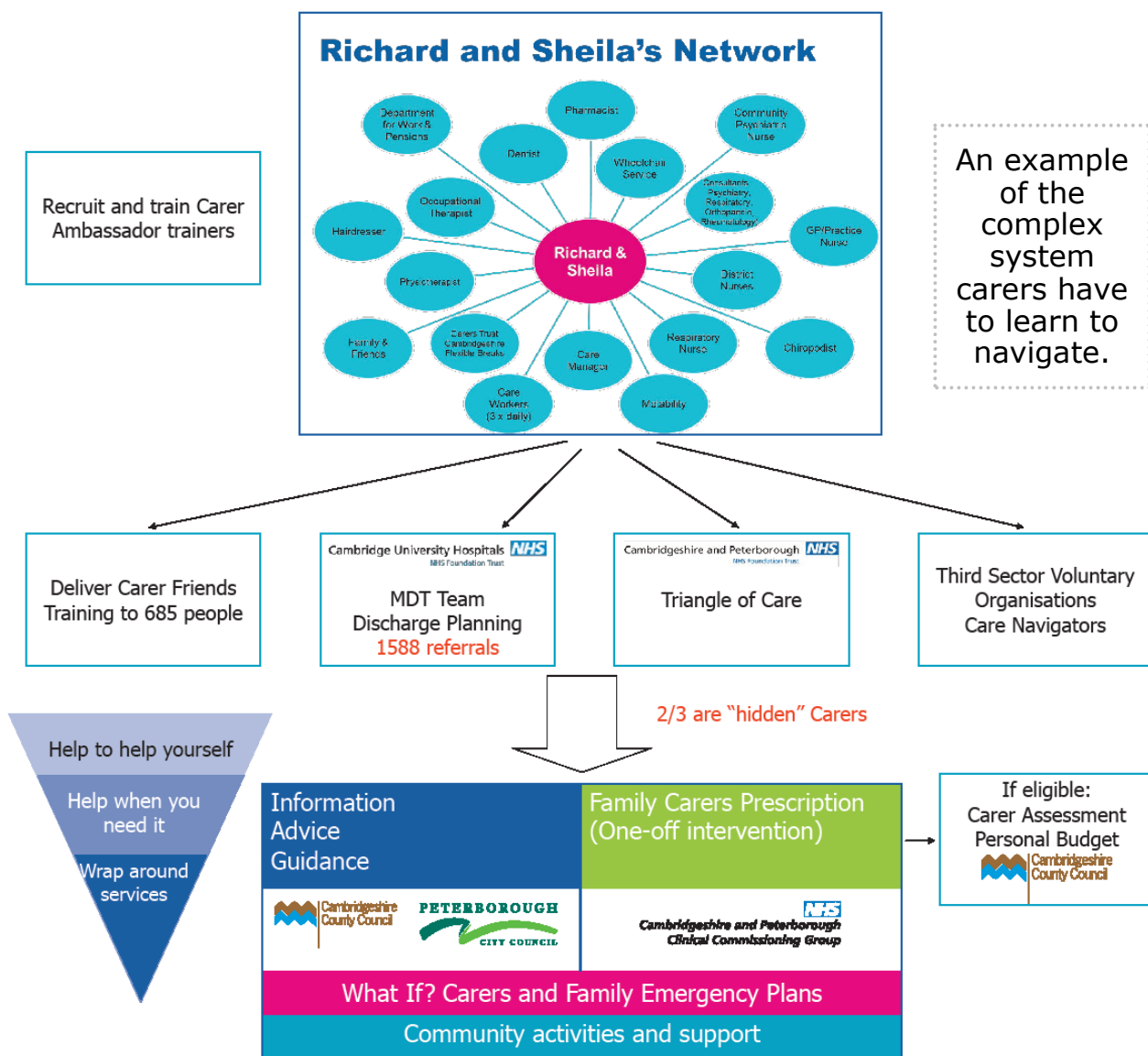
Harnessing Social Action in Health Symposium



CabinetOffice
Office for Civil Society

THE 3RD SECTOR CARE AWARDS 2015 WINNER

Creating Caring Communities Together



© Carers Trust Cambridgeshire, 2016

NICE Guidance Case Study

It took a long time for Colin to realise the responsibility he was taking on caring for his wife. He was never told he was a Carer. He now volunteers as an Ambassador to improve identification and support for other Carers.

Care Act Case Study

Emma had a Carers Assessment to free up time to spend with her children.

"Carers Trust Cambridgeshire HAVE SAVED my marriage and my sanity!!!"

Employment Case Study

Philip, caring for his mother with dementia, has benefitted from a range of support which has enabled him to be better informed, more in control and remain in employment.



Customer Relations Team

“It has given me peace of mind just to be recognised as a carer... it is good to feel valued and supported.”

All carers are recognised, valued, informed and involved

The best part of being in the Customer Relations Team is helping so many different people.

We can talk to someone who has never heard of us before, to someone who is a regular client who wishes to change their appointment, or to a professional from health or social care who requires advice or would like to make a referral.

Being a family carer can be an emotional rollercoaster and we deal with many people who are at crisis point.

It can be a very emotional experience, and we can leave at the end of the day totally drained, but knowing that we have helped people keeps everything in perspective.

74 enquiries per day,
lasting from
**5 to 50
minutes***

Everyone
is offered a choice of
telephone, online or
face-to-face help

68%

of calls are dealt with by
providing the carer with
information and guidance*

94%

would recommend us to a
friend or family member

* Relates to just Cambridgeshire & Peterborough

91%

of carers feel valued as a carer by us

2,333

carers were new to us

791

young carers and young adult carers supported

6,051

carers returned for information or support



"I am writing to say thank you for the help and encouragement I have received from your organisation. My husband and I have been dealt a life changing experience; I broke my hip in a fall and recently my husband was diagnosed with terminal cancer.

A very dear friend told me about your organisation. I have been kept informed and given guidance on things I would not have known about. One never expects things like this to happen.

A lady called Nicola rang to see if there was any further help you could give and put us on to the Acorn group in Ramsey, who are so welcoming and friendly, and we have just had a day out with them, the first of many we hope. She also talked me through the 'What If?' Plan,

and we are now registered. The books she sent have been most helpful, with Attendance Allowance and much more.

I have had a follow up call from Carol and Nicola, and told Carol how happy we are with all of you in your organisation. I just wish there was more help where I live.

"Of course we are just one of many who need help, but feel that we are lucky to have found you."

Please convey our thanks to all your team and may you continue in your good work."

*Pauline Price,
who cares for her husband Bernard*



Enable carers to remain physically and mentally well and to fulfil their potential through education, employment and volunteering

When a loved one is admitted to hospital, family carers have to put their trust in medical professionals.

Our staff at One Place in Addenbrooke's Hospital aim to help reduce any stress and anxiety this may cause.

Family carers may have to deal with life changing situations. Their whole world may be turned upside down by a diagnosis. Equipping carers, family and friends with information about support and services available through us and other organisations, can make a difference.

1,026

Family Carers Prescriptions issued by GP surgeries in 2015-16

498

statutory Carer's Assessments and Support Plans completed

82%

of carers supported realised that their own mental health and wellbeing was a priority

599

carers directly referred (to receive additional support from others)

698

professionals and volunteers
participated in
Carers Friends training

42

transition plans completed
to help young people under
the age of 18

48%

of Family Carers
Prescriptions avoided
hospital admission

72

adults and young adult
carers were supported to
remain in employment



Chloe supports her mum, who has mental health and other issues. She had not seen her dad for 18 months. He had been involved in a car accident six years ago and required full time care in a residential home in Leeds. This had resulted in Chloe being very isolated as she was supporting her mum. She had no other connection with her family and no way of getting to see her dad – she was really anxious about this as she didn't know how he was progressing or if anyone was looking after him properly.

Danielle Cousins of the Young Carers Team at Carers Trust Peterborough suggested Chloe complete a Family Carers Prescription (FCP) and during half-term, so to avoid disrupting schooling, Danielle took Chloe to visit her dad.

Chloe also saw her grandmother who gave her some birthday money for the following week and also offered to send her some money for a train ticket.

It was an emotional day and many tears were shed, not just by Chloe. The FCP service allowed Chloe some peace of mind as well as the chance to spend some time with her father whom she missed desperately.

“Thank you for making this day possible, I didn't think I would get to see my dad again.”

Family Carers Prescriptions are offered to adult carers, young carers and young adult carers throughout Cambridgeshire and Peterborough.



Saturday Club for children with autistic spectrum conditions

“Mum was very impressed and cannot believe the detail in her care plan.”

Provide personalised support, both for carers and people with care needs, enabling them to have a family and community life

A ‘one size fits all’ approach does not necessarily work for everyone.

Not everybody requires someone to care for their family member or friend, they might need something very different.

Carers Support Officers engage with the carer and the person they care for.

We look at the carer as an individual and the impact of caring, to ensure they get the support they require; and we signpost to other agencies and organisations.

By treating everyone as individuals and not comparing them to others they get the support they need. This approach makes carers feel listened to and supported.

53,611

carers breaks in
Cambridgeshire, Peterborough
and Norfolk (since October)

82%

of carers enjoyed a life
alongside their caring role as a
result of our support

5,000

hours of care provided
to children with Special
Educational Needs

222

events for young carers and
young adult carers

85%

of carers felt more confident as a result of our support

57

young carers received 1:1 support outside groups

102

emergencies responded to

317

carers in Norfolk joined us in October when their provider ceased trading



We received a referral for a carer who was under extreme stress and was struggling to cope with her husband's behaviour changes, relating to his condition.

The carer had not had any time to herself at all and was becoming increasingly isolated and was under a great deal of stress.

We visited the carer to provide advice, support and guidance. A Carer's Assessment was completed and her direct payment was used to pay for a break. We also recommended the carer sought a Family Carers Prescription. They refused this at first, but the Carers Support Officer worked with them to build a trusting relationship and to find a common interest.

The husband agreed to go to Duxford, supported by a Care Worker which he thoroughly enjoyed. His wife was given regular updates throughout the day and she had a well-earned break from her caring responsibilities for a whole day.

"I feel so much better as things have calmed down at home and the support has been brilliant."

We subsequently referred the couple to the Alzheimer's Society for ongoing support and the Older People's Community Health Team. The family have also gone on to privately purchase care from us. We are accomplished at being the first external help people use.



Elizabeth Truss MP at Swaffham office opening



Be the best we can be: participate, innovate and communicate

Norfolk Young Carers Forum held a Young Carers Question Time at UEA.

Young carers posed questions to various VIPs including an MP, a GP, the deputy dean of students at UEA and the Chair of the Children's Committee at Norfolk County Council.

Young carers also shared stories of how they struggled with mental health issues, how they found it difficult to get to school when they did not have sufficient money for bus fares and how difficult it was to get professionals to understand and engage - especially when young carers and young adult carers can lack confidence to speak up.

94%

of staff believe what they do makes a difference

1,594

carers were signposted to 122 other organisations

8,000

Carers Magazines distributed every quarter in Cambridgeshire

"Do we look like we care?"
Young Carers worked with NHS England to produce a film to inform health professionals
<http://bit.ly/2be2as9>

NHS
England

“Helen was really motivated with the right leadership approach to get things done in the right way, and the role she plays at Carers Trust Cambridgeshire is integral and is crucial to its many achievements”

THE 3RD SECTOR CARE AWARDS 2015
WINNER

“People were treated by kind and respectful staff who they liked.

People were supported to reduce the risk of social isolation. They were helped to go shopping or take part in recreational activities that were important to them.”

Inspected and rated

Good

CareQuality Commission

In Cambridgeshire and Peterborough

“I also spoke to the carers after the site visit and was so impressed with the way the organisation has involved them in the decision making and consultation.”

carerstrust
centre of excellence



Carers Information Day

In May 2015, we held a countywide **Carers Information Day**. We invited carers of adults, parent carers, young adult carers and Third Sector representatives. We discussed what impact The Care Act (which had just been introduced) would have on them, their lives and their finances. We also discussed what barriers carers faced, what improvements carers felt could be made and also what would make life easier for them.

All of these were reported back to the relevant authorities with the aim of including them in Cambridgeshire County Council's Carers Strategy, to inform our Strategy for the next four years and to also inform government policy. The feedback formed the basis of the Evidence for Supporting Carers event and our plans for carers support.

Evidence for Supporting Carers

In September 2015, we held the **Evidence for Supporting Carers** event where we presented the evidence on the importance of supporting carers with the type of support they need, rather than the type of support others think they want. We also informed carers of the type of support and advice which is already available to help them as well as the services which would be created as a result of the consultations.

Jen Kenward, Patient Experience Lead from NHS England and Amy Baldwin, Carer Lead at the Department of Health (DH) came to listen and talk about the NHS and DH commitment to carers.

Our guest speaker that day was Dr Jane Hawking who spoke about her experiences of caring for her former husband, Dr Stephen Hawking.



A family who we support in the home and at young carers groups

“I am in desperate need to learn to drive and I cannot express how grateful I am to you for allowing me the opportunity to begin my lessons.”

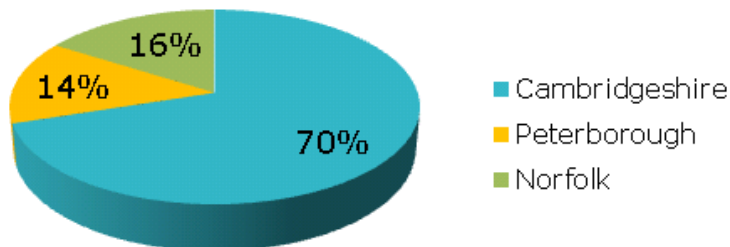
Thank you to all our supporters

We couldn't do what we do without the funds donated by our supporters.

We are grateful to all the individuals and organisations that support us.

As part of our ongoing commitment to Data Protection, Information Governance and in light of recent stories in the press about Charity governance, we no longer publish individual's names. Every donor is thanked when we receive their donation.

Total Income split by Area



97p

of every pound donated is spent on charitable activities

£2,000 supported 26 families

through the Family Fun Day Fund

Zero

“chuggers” employed by us

We don't pay third parties to fundraise from the public for us

£37,000

from donations and legacies

What your donation goes towards

£15 gives a young carer a few carefree hours by giving them the opportunity to take part in a range of activities from arts and crafts to sport.

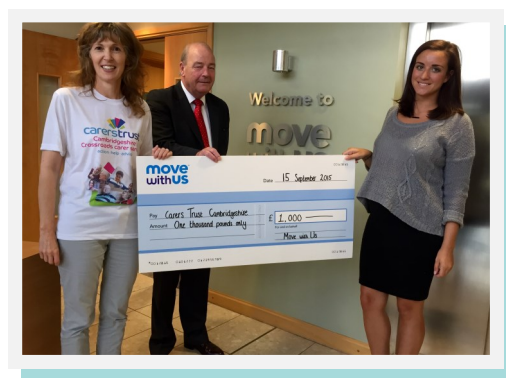
£25 allows our specialist care workers to provide an hour of palliative care and help the whole family interact as normally as possible in a difficult situation - often social services will not be able to respond quickly enough in these situations.

£50 gives a family carer who cares for someone with Dementia, a vital break from caring for an afternoon and a chance to just be themselves.

£100 pays for a family to have a fun day out (see page 18).

£2,000 supports a group of Young Adult Carers through education or into employment for one year.

However much you choose to donate you can be assured it makes a difference to the lives of carers and people with care needs living in Cambridgeshire, Peterborough and Norfolk.

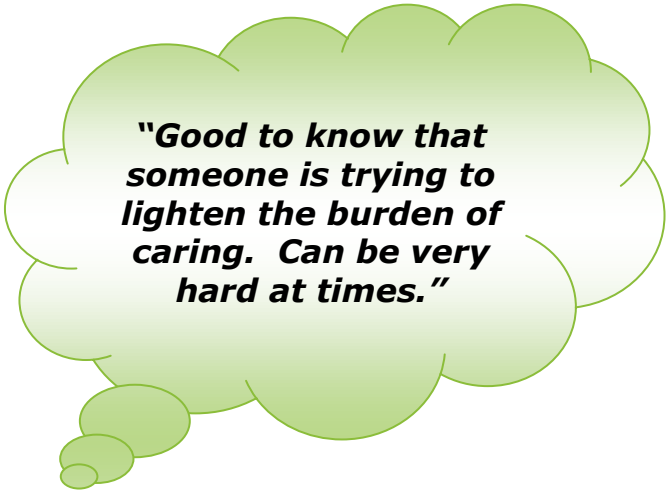


Financial Statements


Reserves are needed to cover unplanned changes in funding and other expenditure. The levels of reserves are in line with our Reserves Policy and are reviewed annually.

	Mar-13	Mar-14	Mar-15	Mar-16 *
Income	£ 2,233,971	£ 2,463,128	£ 2,812,602	£ 3,733,639
Expenses	£ 2,323,298	£ 2,450,396	£ 2,789,767	£ 3,637,530
Net movement in funds	-£ 89,327	£ 12,732	£ 22,835	£ 96,109
Unrestricted funds	£ 570,501	£ 587,209	£ 573,539	£ 692,256
Restricted funds	£ 24,058	£ 20,083	£ 56,588	£ 33,979
Total charity funds	£ 594,559	£ 607,292	£ 630,127	£ 726,236

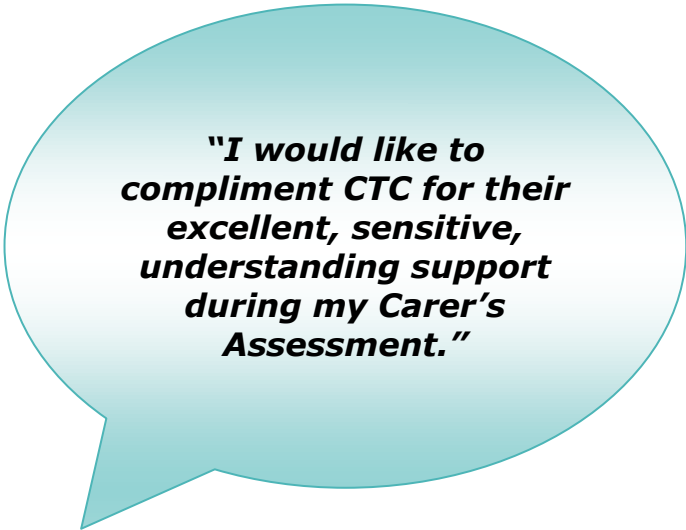
* includes half-year of Norfolk operations after Crossroads Care East Anglia ceased trading
Carers Trust Cambridgeshire Impact & Added Value Report 2016



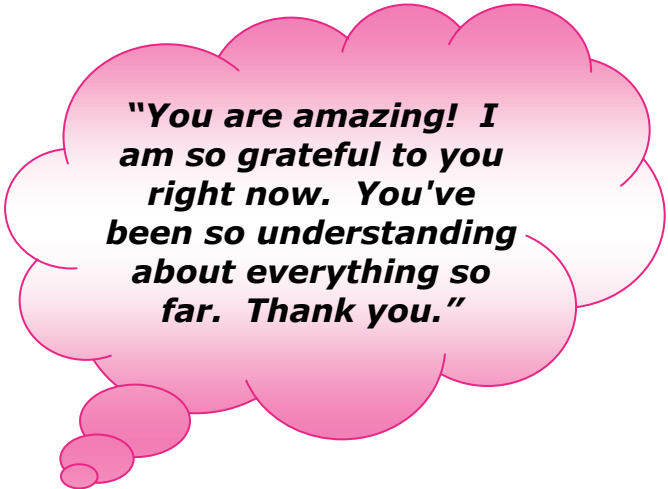
"Good to know that someone is trying to lighten the burden of caring. Can be very hard at times."



"Blended very well with the family and made us feel as though she was part of the family."



"I would like to compliment CTC for their excellent, sensitive, understanding support during my Carer's Assessment."



"You are amazing! I am so grateful to you right now. You've been so understanding about everything so far. Thank you."

We received funding from Carers Trust which enabled us to establish the **Family Fun Day Fund** which gave families up to £100 to spend a day together which they often don't get a chance to do.

On average families asked for £80 each. They went to the beach, out to theme parks or even just out for a meal which for one family was a rare occurrence that they were able to eat together.

"We went for a meal as a family and ate together - we don't have a table so this is very rare."

The Young Carers team were touched by hearing this and bought them a table so the family could often eat together.

Your donations will help us to continue with this Fund, helping more families.

A chance comment about hating Christmas prompted an outpouring of generosity from staff, trustees and local retailers. One of the young carers we support had not received any presents the year before, we heard. We made a call out to staff and volunteers for donations of items for hampers. Overall we delivered 20 hampers. It was overwhelming to deliver so many amazing baskets of goodies to our well-deserved families and young people.

"The highlight of our Christmas was receiving a hamper from Carers Trust Cambridgeshire, the first ever! My son and daughter had little things included just for them. It was so thoughtful."

Thank you to the organisations who have donated to us!

Almary Green
Bluntisham Baptist Church
N W Brown Insurance Brokers Ltd
Buckden and District Churches Together
Buckles Solicitors LLP
Cambridge Evening News
Cambridge Students' RAG Appeal
Castletowns Womens Guild
Cawston Lunch Club
Carers Trust Cambridgeshire YC team
City & University Of Cambridge Masonic Charitable Trust
Clayburn Court Care Home
T.L. Cobbold Funeral Directors
Cornelius Group
Cromwell Community College
Earl Fitzwilliam Charitable Trust
Fireworks In Hemingford
Great Shelford Day Club
Haddenham Steam Rally
Howden Joinery Ltd
Huntingdon & District Round Table 410
Harris + Hoole, Huntingdon
Huntingdon Town Council
LDH House, La Doria
Maxine Lester
John Lewis

Luminus Group Limited
Move with Us
North Norfolk Beach Runners
Norwich and Peterborough Building Society
Oddfellows Society
Passport Office Peterborough
Pinpoint
Pye Foundation
Ramsey Methodist Church
Rotary Club of Huntingdon
Rotary Club of Peterborough Ortons
Rotary Club of Ramsey
Rotary Club of St Neots St Mary's
Sainsbury's - March
Salvation Army - Peterborough
St Ives Rotary Club
St Neots Rotary Club
Stapleford Womens Institute
Stone Cross Lodge of Freemasons
The Ardwick Trust
The Mary Strand Trust
The Much Loved Charitable Trust
The Penfold Trust
Trinity College
Waitrose
Wisbech & Walsoken Sick Poor Charity

How you can support us

If you would like to support our work in Cambridgeshire, Peterborough and Norfolk you can help in various ways.

- Go to our website to make a **single** or **regular donation** www.carerstrustcambridgeshire.org/help-us-help-others/donate
- **Leave a legacy** or gift in your Will
- **Collection tins** are available for individuals or businesses who would like to collect for us
- **Donate raffle prizes** that we can use at events or for our Annual Online Auction
- Participate in a **sponsored event** in aid of us
- **Organise a fundraising event** for us, e.g. Race Night, Film Night, Come Dine with Me, etc.
- Could your employer adopt us as their **Charity of the Year**? You could organise fun events with colleagues for great team-building.

Call us for more information - 01480 499090.



NHS
Cambridgeshire and Peterborough
Clinical Commissioning Group



Head Office
Carers Trust Cambridgeshire
4 Meadow Park
Meadow Lane
St Ives
Cambridgeshire
PE27 4LG

Tel: 0345 241 0954 / 01480 499090
Email: care@carerstrustcambridgeshire.org
Web: www.carerstrustcambridgeshire.org



/CarersTrustCambridgeshire



@CarersTrustCambs

Carers Trust Peterborough
Thorpe Hall
Thorpe Road
Longthorpe
Peterborough
PE3 6LW

01733 645234
carers@carerstrustpeterborough.org
[/CarersTrustPboro](#)
[@CarersTrustPbor](#)

Carers Trust Norfolk
Ketteringham Hall
Church Road
Ketteringham
Wymondham
Norfolk
NR18 9RS

01953 878143
caring@carerstrustnorfolk.org
[/CarersTrustNorfolk](#)
[@CarersTrustNflk](#)

Carers Trust Norfolk
29G Turbine Way
Swaffham
Norfolk
PE37 7XD

01553 750014
caring@carerstrustnorfolk.org
[/CarersTrustNorfolk](#)
[@CarersTrustNflk](#)