



# Impact report 2022/23





# Contents

Welcome to the 2022/23 Caring Together impact report	4
Who we are and what we do	6
Freddie's story	7
Carer voice	8
How we make a difference	10
Reducing isolation and loneliness	12
Reducing health inequalities	14
Increasing resilience and ability to care for longer	16
Increasing choice and control	18
Supporting carers earlier	20
Our people	22
Your donations in action	23
Looking to the future	26
Susan's story	27
Accounts	28
Our trustees	30
Our senior leadership team	31

# Welcome to the 2022/23 Caring Together impact report

The environment we are working in has shifted extraordinarily in recent years with the needs of unpaid carers more acute than ever before. A lot has changed including the impact of Brexit, the coronavirus pandemic, unparalleled pressures on our health and social care system and the very real cost of living burdens.

These have all hit unpaid carers of all ages hard.

In June 2022 we launched our 'Carer's speak out' campaign, asking unpaid carers to share their experiences with us. They told us that caring is a source of constant stress and trauma, it's tough and so tiring, relentless with some sharing that they felt like they were losing their own life as caring needs grow.

In January 2023 the data on health, disability and unpaid care from the 2021 Census was released. There are over 150,000 self-declared unpaid carers aged five years and over across Cambridgeshire, Peterborough and Norfolk. Over 45,000 are providing over 50 hours of unpaid care each week. This equates to an economic contribution of £4.8bn each year. The national figure is £162bn, roughly equivalent to annual NHS spending.

People who look after a family member or friend are critical to the health and social care system. This 'system' is in crisis, with examples of failure being reported on a daily basis as we speak to unpaid carers. The urgency of finding a solution to this crisis includes needing to ensure unpaid carers are recognised, valued and supported.

At Caring Together we play an essential part in addressing this situation in our area, but we cannot do this alone. During the year we have been proactive in supporting national campaigns, raising awareness of the issues that unpaid carers face and delivered a range of services that really make a difference.

We were delighted to support the Carers UK campaign for carer's leave. This is now legislation which entitles every working carer to five days of unpaid leave annually to help them with their caring role. We hope that employers will go one step further and make this paid leave as we do at Caring Together.

For the first time there is now a young carer indicator that schools have to include in their school census returns. This means that schools will need to find ways of identifying young carers who face increased pressures and often carry an immense amount of responsibility. Young carers will then be able to access the support they need earlier to help them balance their learning and their caring role. This is essential as we know young carers leave school with grades at least two levels lower than their peers.

We are delighted to have forged the Voluntary Sector Alliance with Care Network Cambridgeshire and Age UK Cambridgeshire and Peterborough to support the integrated care system in improving the coordination and effectiveness of hospital discharges.

We are often told by unpaid carers that they continue to be left out of discharge decisions, or don't feel supported when the person they care for arrives home, often without warning. This alliance, commissioned by the Integrated Care Board from April 2023, aims to deliver a wraparound holistic support service to ensure that patients are discharged safely and with the right support in place when they get home.

During the year we have completed phase one of our digital transformation plan adding a new human resources system to our portfolio. We have completed the final actions relating to our trustee board review, ensuring our governance is effective and robust. We have also started to measure our carbon footprint with a view to reporting on our progress from next year as to how we will become carbon neutral. We remain financially strong with a focus on income generation and cost control. We ended 2022/23 with a deficit as a result of expending restricted reserves as planned from income received in 2021/22. Unrestricted reserves have increased as a result of our financial performance.

However, there is still so much more to do. We have launched a new strategy with a new vision which we believe articulates the urgency of need for help for unpaid carers. 'No carer in crisis, isolated or struggling alone' becomes our new purpose with everything we do focussed on preventing unpaid carers from reaching this point and getting help and support sooner.

It has been another year of hearing from those who use our services, how amazing our team are. Often going above and beyond the call of duty to ensure unpaid carers are supported. Both our paid employees and growing number of volunteers are much admired and valued. We continue to be immensely grateful for all they do.

We couldn't do what we do without the incredible generosity of our supporters and funders. Thank you so much for everything you have contributed to our work this year. We simply couldn't do what we need to do without it.



**Stuart Evans**  
Chair of trustees



**Miriam Martin**  
Chief executive

# Who we are and what we do

**We are a charity supporting unpaid carers of all ages across Cambridgeshire, Peterborough and Norfolk.**

## What is an unpaid carer?

An unpaid carer is anyone, including children and adults, who looks after a family member, partner or friend who needs help because of their illness, disability, a mental health problem or an addiction, and would struggle to cope without their support.

In the 2021 census 150,015 individuals identified themselves as unpaid carers in the areas we work with over 45,000 of them caring for more than 50 hours per week.

We celebrated our 40th anniversary in 2022. Over this past 40 years we have dedicated ourselves to doing all we can to ensure unpaid carers can access the care and support they have needed to make their caring role easier.

Whilst we are proud of all we have achieved, being an unpaid carer remains extremely challenging so we are:



Providing practical support for carers to make their caring role more manageable and less stressful.



Raising awareness of the issues unpaid carers face and campaigning locally.



Fundraising so we can provide ongoing support to unpaid carers of all ages, and help more people.



A Network Partner of Carers Trust and a member of Carers UK. Our homecare services are currently rated 'Good' by the Care Quality Commission (CQC) and our fundraising activities are regulated by the Fundraising Regulator.



Employing around 130 members of staff, with 70 of those being members of our homecare team. This equates to 111 full-time equivalents.



Supported by over 60 volunteers who carry out a variety of important roles.



# Freddie's story

Although Freddie is just 13 years old, he is a carer for his mum, Emma, and his four younger sisters.

Emma is disabled due to Functional Neurological Disorder. She uses a wheelchair and is in chronic pain much of the time. Her condition also causes sudden weakness in her limbs which means that trying to cook can be very dangerous. She could easily lose her grip on a full kettle or hot pan.

Although Freddie's dad would love to do more at home, he has to work long hours as a security guard to try to make ends meet. When Emma became ill she was forced to give up work.

If Freddie's dad wasn't working the family would be plunged into poverty.

## Freddie bears a heavy burden of responsibility on his young shoulders.

He always makes sure there is an evening meal prepared for his sisters – Jasmine, aged 11, Amy, nine and twins Maisie and Megan aged eight. Freddie also makes breakfast for his sisters and makes their sandwiches for lunchtime. He tidies the kitchen after he's finished cooking and has even been asking his cookery teacher at school about food hygiene so he can make sure he prepares food safely.

Children like Freddie can't come home and watch TV, play computer games, meet their friends or even do their homework. There are family members who need them.

“

You just need to know how grateful we are and that it does really help. My children look forward to the groups and activities and it's the highlight of their week. They look forward to it and they ask when the next one's on. I just want you all to know how much I appreciate it. It puts tears in my eyes because I know you're there looking out for my children.

”



## Carer voice

**For the needs of unpaid carers to be understood and taken into account it is essential the voices of carers are heard.**

**We worked to give carers opportunities to speak out and have their say on issues that affect them – at times these were where the needs or impacts on carers might not otherwise be recognised.**

### Carers speak out

During Carers Week in June 2022, we launched our Carers speak out webpage which gave unpaid carers an opportunity to tell us and others about the issues which affect them. The comments we received showed how many carers are at breaking point.

Ahead of Carers Rights Day in November 2022, we published a report highlighting the stark challenges faced by unpaid carers of all ages.

The report made recommendations as to what needs to happen at both a local and national level to improve carers' lives.

It was shared with local MPs, Government ministers, local authorities and others.

While in theory carers do have a number of rights, these are often not the reality of what they experience.

We called for urgent action to be taken both locally and nationally to address the key challenges carers face.

The report highlighted four key messages that came through very clearly from carers:

1. Caring continues to have a hugely detrimental impact on the health, wellbeing and lives of unpaid carers of all ages.
2. Carers feel that they are not recognised, nor is the vital role that they play in supporting the person/people they care for.
3. Carers need there to be better communication from and with professionals supporting the person they care for.
4. Carers and the people they care for are not getting the support that they desperately need.

Our Carers speak out webpage remains open, giving carers and former carers a place to talk about the difficulties they face (or faced in the past) and say what needs to change.

### Carer council

Our Carer council meets quarterly to make an essential contribution to the work of Caring Together.

In 2022/23 the council helped us shape the engagement and communications for Carers speak out with the council chair, Steve Acklam writing the foreword.



The council helped us create our new strategy and vision, contributed to our digital development work, fundraising activities, consultations and surveys and the relaunch of our Caring magazine.

## Voices at local and national level

We worked to make carers aware of opportunities to speak out on issues at local and national level.

- We made carers aware of the Carer's Leave Bill which was introduced by Wendy Chamberlain MP, the Liberal Democrat MP for North East Fife, and encouraged people to contact their MPs asking them to support the Bill before each of its readings in the House of Commons. This has now passed through Parliament and received Royal Assent to become the Carers Leave Act 2023.
- With Cambridgeshire County Council and Peterborough City Council refreshing the county's all-age carers strategy, which looks at what support unpaid carers need, we kept unpaid carers informed of the opportunities to give their views. We also worked with Cambridgeshire County Council, Peterborough City Council and other partners to ask parent carers to complete a survey on the support available to parent carers across the county and how it could be improved.
- As part of Carers Week 2022 a number of charities joined their voices to call for the UK Government to publish a recovery and respite plan for unpaid carers.

We let carers know about this and how they could write to their MP to ask them to support this call.

- Other national consultations we encouraged carers to give their views on included the Children's Commissioner for England's Family Review, – The House of Lords Adult Social Care Committee Inquiry and the new national mental health and wellbeing plan consultation.
- The Greater Cambridge Partnership proposals for a Sustainable Travel Zone in and around Cambridge included a daily congestion charge to cover an area including the Addenbrooke's and Papworth hospital sites, with the plans also very relevant to anyone who would need to travel in the zone to provide support to a family member or friend. It was important to make unpaid carers aware of the consultation and the potential impact on them.
- Norfolk Young Carers Forum continued to play a role in ensuring young carers' voices are heard in Norfolk. There were six forum sessions with an additional three held online, with a trip to London and other activities also held for members.

We also facilitated carers speaking to the media throughout the year as we raised awareness of a range of issues affecting carers.

# How we make a difference

**WE WORK TO PREVENT CARERS REACHING CRISIS POINT, BEING ISOLATED OR STRUGGLING ALONE THROUGH THE FOLLOWING ACTIVITIES**



**Providing breaks from caring**



**Planning ahead, and responding to emergency situations**



**Carer learning, and equipping carers with skills and knowledge**

## HOW WE DO THIS

- Homecare.
- Carers hubs across Cambridgeshire and Peterborough.
- Day centres.
- Events and trips for adult carers, parent carers and young carers.

- Emergency plan should a carer be unable to carry out their normal caring role, ensuring the person being cared for is looked after.
- Support with planning for emergencies.
- Homecare.

- Opportunities to learn skills, providing information and advice.
- Support with hospital discharge.
- Carers hubs.
- Online information and learning.



**Information and advice**



**Someone to talk to**



**Using carer voice to raise awareness and influence the work of others**

- Customer services and helpline/advice line teams.
- Carers hubs.
- Hospital discharge.
- Online resources including our website, Caring magazine, email newsletters and social media.
- Caring magazine.

- Helpline/advice line teams.
- Carers hubs, groups and trips for carers.
- Counselling service.
- Connecting carers befriending project.
- Bereavement support when caring ends.

- Awareness work.
- Telling carers stories through our magazine, website and media opportunities.
- Working with schools, employers, health organisations and community groups to raise awareness of unpaid carers.
- Carer Friendly Tick Award.

## Our impact - How we are...

### reducing isolation and loneliness

Isolation and loneliness are significant issues for unpaid carers of all ages. Our support in giving people someone to talk to and be with are essential.

For many unpaid carers their first contact with us has a huge significance. Until that moment, many have been isolated and struggling alone. Having someone to talk to, and opportunities to meet us and other carers at hubs, groups, trips and activities can address that sense of isolation and loneliness.

There were 27,000 calls to our Cambridgeshire and Norfolk advice services and 816 online chat sessions.

Our support reflects that isolation and loneliness affects all ages of unpaid carer. More than a quarter of carers (29%\*) have said they 'often' or 'always' feel lonely and 33% of young carers or young adult carers 'always' or 'usually' feel lonely\*\*.

Young carers can enjoy groups and trips with friends who have a shared experience of caring. And adult carers' activities give them social time and a break from their caring role. We reopened our Ely hub, a new hub in Peterborough and now have specific activities for parent carers. As well as these face-to-face activities and online groups and sessions, phone conversations are also available to unpaid carers. They know they are not isolated or struggling alone.

\*State of Caring, Carers UK, 2022

\*\*It's harder than anyone understands, Carers Trust 2022

“

It's been so good to be around others who understand – there's this sense of not having to put a front on and pretend everything is fine, or having to explain myself as a carer. Just being able to relax and be myself.

”







## What we did



**805**

There were 805 attendances at our adult carer hub sessions.



**369**

There were 369 attendances at our young carer trips and workshops.

“

I really feel a weight has been lifted.

Feeling less alone, and knowing where to access the right help for my situation has made a huge difference to me.

Thank you so much.

”

## The difference we made



100% of adult carers agreed that they went away feeling more positive after carers trips.



100% of young carers said spending time at our workshops and trips helped them build new friendships.

## Our impact - How we are...

### reducing health inequalities

Unpaid carers often have their own physical and mental health affected by their caring role. Our support is essential to unpaid carers with more reaching crisis point than ever before.

If you are caring for someone it can be harder to look after your own physical and mental health, or you may not view it as a priority.

Research in 2022 showed a fifth of unpaid carers said their physical health was bad or very bad (21%) and 30% said their mental health was bad or very bad\*.

We support unpaid carers who are emotionally or physically overwhelmed by giving them a break from their caring role. We also provide homecare to enable carers to attend their own medical appointments.

Our counselling service has provided people with support that has been absolutely vital in what, for some, have been the darkest times of their life.

The needs of unpaid carers, as well as those they care for, need more recognition and support throughout the health and social care system.

This year saw us working hard to provide the right support for those who are struggling.

\*State of Caring, Carers UK, 2022

“

My Caring Together counsellor was the only person who listened to me.

She was amazing. She guided me through the hardest and darkest days of my life, and I can't thank her enough.

Without my counsellor I don't think I would still be here. ”







“

I can say in all honesty that had it not been for you I would not be alive now. I had decided that I could not cope anymore and did not want to carry on with life.

The time, understanding and problem solving you gave me has made a really big difference in how I now deal with life's problems.

”

## What we did



215

We provided 215 unpaid carers with counselling support.



289

We supported 289 carers to get help when their physical or mental health was at crisis point.

## The difference we made



All the carers we provided with counselling rated the support they received as 'Very good' or 'Good'.



91% of young carers said they felt happier and more relaxed following our craft sessions.

## Our impact - How we are...

### increasing resilience and ability to care for longer

Caring for someone can be physically, mentally, emotionally, practically and financially demanding. It can feel impossible to take a break. Unpaid carers need the support we provide.

Whether becoming a carer happens to someone suddenly, or the care needs of the person they are looking after grow over time, being an unpaid carer can be draining.

We provide advice and information over the phone and in person, including at our hubs and groups. Carer learning opportunities give carers more skills to look after the person they care for, understand more about the support available to them, and know how to take care of themselves while also being a carer.

More than three-quarters (77%) of unpaid carers say the rising cost of living is one of the main challenges they will face over the coming year\*. We have given advice on finance, given bursaries, for example to help unpaid carers purchase the things they need such as equipment and technology, and are able to make referrals to other sources of support.

Hubs, day clubs, groups and trips provide breaks from their caring role that otherwise can be very difficult to take. And a break from caring increases the ability of an unpaid carer to cope and carry on looking after someone. Our CQC regulated homecare helps to take the pressure off unpaid carers while providing support for the person they care for.

\*State of Caring, Carers UK, 2022

“

The amount of help for carers is something we didn't expect.

Thank you for explaining attendance allowance and how to apply.

This is a real game changer; we can now afford additional care for our mother.

”





“

Thank you for everything you, and all at Caring Together have done for, not just Mum, but me as well. It's been lovely having someone either at the end of the phone, or an email away, to chat to, get advice from, and discuss any issues that arose.

”

## What we did



**£17,854**

We provided £17,854 in grants and bursaries to purchase much needed equipment and breaks.



**1,199**

We provided homecare to 1,199 people.

## The difference we made



100% of the carers we provided with counselling feel better supported in their caring role.



100% of people said the homecare service they are receiving is improving their quality of life.

## Our impact - How we are...

### increasing choice and control

Looking after a loved one can change your life – in one moment or over time. We work to give unpaid carers more choice and control.

Our services and connecting unpaid carers with other support available to them, give them more choices and control of their lives.

Research has shown 41% of carers hadn't taken a break from their caring role in the last year\*. Carers being unable to take a break from caring can result in tiredness and, in some cases, exhaustion and burn-out.

We provided breaks through our groups, hubs, trips, day clubs, and provision of homecare. It may be time away from the person they care for or supported time with the person they care for.

We offer sessions to help young and young adult carers build skills and understand their opportunities in employment and education. And, as well as advice on finances, we have been able to provide financial support to carers to pay for goods or services they have needed.

Having a What If? emergency plan in place means a carer knows even if something happens to them, the person they look after will get the support they need.

Each issue of our magazine was sent to more than 4,000 people, and more than 2,300 people were sent our email newsletter, keeping them up to date on available services and support.

\*State of Caring, Carers UK, 2022

“

I am blown away by the level of support this service provides.

Knowing that someone is there at the end of the phone to speak to when things get all too much is invaluable. ”







“

There is help if you know where to look for it and I didn't.

Sometimes I felt so alone but now I feel more secure knowing there is help and advice available.

”

## What we did



# 1,140

1,140 emergency plans registered to give carers peace of mind to know the person they look after is supported in an emergency.



# 74

The 74 carer learning sessions we delivered saw 736 attendances.

## The difference we made



Our carer learning survey saw 100% of carers say they now have more information that will help them in their caring role.



89% of young carers who attended workshops said they had learned simple skills to use at home independently.

## Our impact - How we are...

### supporting carers earlier

Many people looking after a family member or friend are not recognised as a carer and, therefore, are not getting support they need. Identifying and supporting unpaid carers early is better for them and the person they care for.

More than three in five of us will become a carer, and this could happen at any time. It has been found that 51% of carers took over a year to recognise their caring role, with over a third (36%) taking over three years to recognise themselves as a carer\*.

Our Carer Friendly Tick Award recognises organisations who have good approaches in place to identify and support carers. It has categories for education, health, community and employers. We give support and guidance to those working towards their award.

We deliver other awareness raising sessions and work to increase understanding of the roles and needs of unpaid carers. It is essential more people – particularly those involved in decisions around the policies and delivery of services that affect carers – are aware of what being a carer can be like, and how support can make the difference between crisis and a carer being able to cope.

For Carers Rights Day 2022 we produced a report based on what carers told us through our carers speak out website and are shared it with MPs, Government ministers, local authorities and others.

\*State of Caring, Carers UK, 2022

“

Your session today has really highlighted to me that sadly I am one of the statistics and am someone who has never really thought about myself being a 'carer'. I have been caring for my husband at various levels for almost a decade.

”







“

I found the videos, especially the young carers, touched a nerve and I did have a cry.

I feel its time I probably got in touch with the service.

”

## What we did



# 53

53 organisations achieved the Carer Friendly Tick Award, taking the total to 120.



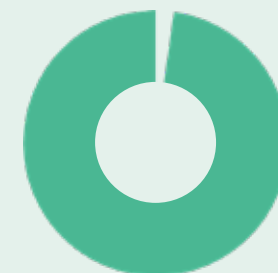
# 5,712

We reached 5,712 professionals and young people through our carer awareness activities.

## The difference we made



100% of awareness session attendees said they have improved confidence in identifying and supporting carers in their setting.



98% of awareness session attendees said their ability to meet the needs of carers within their services and/or signpost them had improved.

## Our people

We believe that the combination of different life experiences, attributes and contributions from our colleagues makes the charity more effective, inclusive and a better place to work.

There have been big changes in our people team in 2022/2023 with an entirely new team now in place to support our valued employees and volunteers.

We rolled out equality, diversity and inclusion training for all of our employees and volunteers at Caring Together. These sessions were well attended and informative with almost 70% of our employees completing the training in 2022/23 and this training will continue through 2023/24.

We introduced the voluntary use of pronouns which has been well received both internally and externally.

A benefits review was completed following feedback from the staff forum and employee survey. Suggestions were made that employees would welcome a discount scheme such as the Blue Light Card and a 'death in service/life assurance' benefit.

Following a wider benefits review it was evident that Caring Together compared well against other local charities but the death in service benefit was one area we were missing. After further research we have budgeted to offer this from October 2023.

At Christmas we offered to pay for a Blue Light Card for all employees.

We know that many of our employees and volunteers are carers themselves so we provide paid carers leave, flexible and hybrid working to support our team.

“

Working at Caring Together, I have seen and heard of the difference our charity makes to unpaid carers.

This year it was my family's time to need support. It meant so much to know the support my colleagues work hard to provide would be there to help us.

”



# Your donations in action

None of the achievements set out in this impact report would have been possible without the fantastic support of individuals, community groups, companies, charitable trusts and other funders during 2022/23.

## A dip in the sea – on Christmas Day!

This was some challenge! Hunstanton Round Table managed to bring together 90 brave souls to take a dip at Hunstanton on Christmas Day 2022. Together they raised a whopping £8,100 to support young carers across Norfolk!



## Committed to helping unpaid carers – becoming a Carer Friend

In June 2022 we launched our Carer Friend scheme where supporters could give regular monthly donations by Direct Debit and become a Carer Friend. Many people have already signed up and the majority are also able to boost their donations with Gift Aid which adds 25% on top at no cost to the supporter.



## Rotary Clubs, Freemasons and more – giving to help local communities

Thousands of pounds have been given this year by local organisations determined to support unpaid carers of all ages. We are very grateful to Peterborough Rotary Club, The Rotary Club of Peterborough Minster, Peterborough Round Table, St Ives Rotary Club and the Rotary Club of Huntingdon who kindly supported our work across Cambridgeshire and Peterborough. Euston Freemasons Lodge in St Neots also gave a generous donation of over £3,000 to support our work locally.



## Bungee jumping for carers

It is wonderful to have so many companies now partnering with us to support carers locally. This year the team at Field Lodge Care Home in St Ives raised over £1,000 by facing their fears and taking on a 160ft bungee jump!

This was followed up with a delicious cream tea event to also raise funds.



## Giving in memory of a loved one

We have received some very special gifts this year in memory of family members and friends who have sadly passed away. These gifts, often given at funerals or in the weeks and months after, honour the life of the person we have lost, and bring hope and help to unpaid carers locally.

## Raffles, Christmas cards and the Christmas Appeal

Every donation makes a difference. For example a £10 donation could enable us to answer a helpline call from an unpaid carer in distress. We have been amazed at overwhelming responses to our fundraising activities this year. Thousands of pounds were raised through our Summer Raffle, sales of Christmas cards, and our appeals – especially our Christmas Appeal. These donations mean we can reach more unpaid carers with help and support.



## Leaving a gift that will last

This year we received a special legacy gift which will enable local unpaid carers to be supported into the future. By leaving a gift in your Will your kindness can live on in the lives of the people you will help.

## To help us support even more carers you can:

- ✿ Make a donation
- ✿ Organise a fundraiser
- ✿ Take part in an event or challenge
- ✿ Give a gift in memory of someone
- ✿ Support us in your workplace
- ✿ Leave a gift in your will
- ✿ Volunteer your time.

## Your support makes a difference

**£10**

could pay for a call to our carer helpline.

**£30**

could help provide a young carer with a bursary for school resources.

**£50**

could help enable a carer in distress to receive counselling

**£175**

could provide a day of homecare to give a carer a break.

**Find out more about how to support our work at [caringtogether.org/help-us-help-others](https://caringtogether.org/help-us-help-others)**



## We would like to thank the following organisations for supporting Caring Together

Active Norfolk  
 The Arnold Clark Community Fund  
 The Alan Boswell Group Charitable Trust  
 Ashton's Legal Charitable Fund  
 BBC Children in Need  
 The Brampton Hub  
 Bridges Outcomes Partnerships  
 Buckles Solicitors LLP  
 Butterfly Legacy Project  
 Cambridge City Primary Care Network  
 Cambridgeshire Community Foundation  
 Cambridgeshire County Council  
 Carers Trust  
 The Chamifealion Charitable Trust  
 Burwell Carers Group  
 Earith Community Cafe  
 The Earl Fitzwilliam Charitable Trust  
 Ely Primary Care Network  
 Euston Lodge 2283  
 The Evelyn Trust  
 Field Lodge Care Home  
 Garfield Weston Foundation  
 Hunstanton and District Round Table 615

The Hutchinson Charitable Trust  
 Inner Wheel of Huntingdon  
 King's Lynn and West Norfolk Health and Wellbeing Partnership  
 The Leslie Mary Carter Charitable Trust  
 The Lord Cozens-Hardy Trust  
 Maxine Lester Lettings and Property Management  
 NHS Cambridgeshire and Peterborough Integrated Care System  
 NHS Charities Together  
 NHS England and NHS Improvement  
 NHS Norfolk and Waveney Integrated Care Board  
 The National Lottery Community Fund  
 The National Trust, Wimpole Hall Farm  
 Norfolk and Waveney Health and Care Partnership  
 Norfolk Community Foundation  
 Norfolk County Council  
 Peterborough City Council  
 Peterborough Round Table  
 Peterborough United Charitable Trust  
 R. C. Snelling Charitable Trust

Ridley Godfrey Foundation  
 Rotary Club of Huntingdon  
 Rotary Club of Peterborough  
 The Rotary Club of Peterborough Minster  
 Sir Norman Lamb Mental Health and Wellbeing Fund  
 St Ives Rotary Club  
 University of Cambridge Colleges  
 Voluntary Norfolk  
 Waitrose St Ives



## Looking to the future

Whilst we are proud of our 40-year history, the needs of unpaid carers are growing. Carers told us that they felt ignored and unsupported. Through our campaign from June to November 2022 we asked 'carers to speak out' and to share their experiences with us. We were told that "the process for achieving any support was at least as draining as caring itself".

A young carer told us that "they would rather get in trouble at school for not having the right equipment, than ask their parents for money which they don't have".

Many revealed experiences of not feeling part of the team when it came to hospitals discharging the person they are caring for, often left without the appropriate support and many said that despite their experience and knowledge, they felt unimportant.

This together with the daily contacts we have with unpaid carers has made us realise that we need to do more to ensure they are recognised, valued and supported.

“  
the process for achieving  
any support was at least as  
draining as caring itself.”

In April 2023 we launched our new vision:

### **No unpaid carer is in crisis, isolated or struggling alone.**

This new vision highlights the urgency of need that unpaid carers are experiencing. It has a strong preventative message with everything we do focussed on ensuring that we are:

1. Responsive to increased demand and the changing needs of carers.
2. Increasing our capacity to do more.
3. Taking action locally to ensure carers are valued and recognised.
4. Raising awareness of who we are, our expertise and how we can help.

In developing our strategy we know that we must be an organisation that is trusted, capable and sustainable. We will continue to build on all the improvements we have made in recent years to ensure our culture is carer centric, embracing diversity with leadership that is kind, fair and compassionate.

We will continue to simplify our systems and processes to help make every penny count. We will look after our people, investing in their development, remuneration and benefits to support Caring Together strive for excellence in everything we do.



## Susan's story

Susan's husband Alan was diagnosed with primary progressive MS in 2004, when he was still a practising lawyer and Susan was running her own theatre company. Susan describes how they were living life at full throttle, until life as they knew it came to a 'crashing end' with his diagnosis.

Although Alan's deterioration was slow at first, this has accelerated and he is now a wheelchair user and very frail. Susan is his full-time carer although she also has Crohn's Disease and has her own serious health problems. For Susan, it feels as though they have been cheated of precious time to enjoy life.

### It's all been stolen from us

"There's an overwhelming sense of loss and grief and bereavement, because all that should have been, hasn't been. Especially when couples say they're just retired and they're going to get a Winnebago or they're going to buy somewhere in Spain, or they're going on this holiday or they're going to take up golf, whatever it is it sort of hurts now because that's all been stolen from us."

Thankfully we are able to support Susan. She goes to one of our regular carer hubs to meet with other carers and get support, and to enjoy breaks from her caring role on outings and day-trips. Even during the pandemic, when the hubs had to meet online, the support continued.

“  
There's an overwhelming sense of loss and grief and bereavement, because all that should have been, hasn't been.”

"I've really valued the carers hub and during the pandemic we met over Zoom which was brilliant. It was nice to see friends and it was nice to have time to say what the issues were and to get Laura's [the Caring Together adviser] support and advice. And if there was a real problem she'd always say, 'Oh I'll ring you later' or 'I'll Zoom you on your own' to talk that issue through, so we all felt supported and listened to. That does ease that sense of loneliness and isolation that you're dealing with it on your own."



## Statement of financial activities for the year ended 31 March 2023

		2023		2022
	Unrestricted funds £000	Restricted funds £000	Total funds £000	Total funds £000
Income				
<b>Donations and legacies</b>				
Donations and legacies	85.7	10.6	96.3	71.2
Grants receivable	-	572.8	572.8	940.0
<b>Income from charitable activities:</b>				
Care fees and contracts	3,288.9	-	3,288.9	3,387.1
Other charitable income	1.5	-	1.5	30.7
<b>Investment income</b>	0.4	-	0.4	1.4
<b>Other income</b>	10.8	-	10.8	15.3
<b>Total income</b>	<b>3,387.3</b>	<b>583.4</b>	<b>3,970.7</b>	<b>4,445.7</b>
<b>Expenditure</b>				
Costs of raising funds	119.7	-	119.7	63.1
Expenditure on charitable activities	3,231.0	779.0	4,010.0	4,285.5
<b>Total expenditure</b>	<b>3,350.7</b>	<b>779.0</b>	<b>4,129.7</b>	<b>4,348.6</b>
<b>Net movement in funds for the year</b>	<b>36.6</b>	<b>(195.6)</b>	<b>(159.0)</b>	<b>97.1</b>
<b>Reconciliation of funds</b>				
Total funds brought forward	655.5	286.0	941.5	844.4
<b>Total funds carried forward</b>	<b>692.1</b>	<b>90.4</b>	<b>782.5</b>	<b>941.5</b>

## Balance sheet

	2023	2022
	£000	£000
<b>Fixed assets</b>		
Tangible assets	82.9	106.2
<b>Current assets</b>		
Debtors	1,035.8	687.3
Cash at bank and in hand	513.9	656.0
Total current assets	1,549.7	1,343.3
<b>Liabilities</b>		
Creditors falling due within one year	847.7	508.0
Provision for dilapidations	2.4	-
Net current assets	699.6	835.3
<b>Net assets</b>	<b>782.5</b>	<b>941.5</b>
<b>The funds of the charity</b>		
Unrestricted funds	692.1	655.5
Restricted funds	90.4	286.0
<b>Total charity funds</b>	<b>782.5</b>	<b>941.5</b>

## Our trustees



### Stuart Evans - chair of trustees

Entrepreneur Stuart previously chaired Arthur Rank Hospice Charity and was a board member of the East of England Development Agency. He and his wife adopted three children and have first-hand experience of caring.



### Alison Griffiths – honorary treasurer

Alison, a chartered accountant, brings vast professional expertise to the board and was a director of taxation in international FTSE 100 groups. She is a trustee of Cambridgeshire Community Foundation.



### David Hipple

David brings considerable financial and general management skills to the charity having spent over 35 years as a chartered accountant and director of finance for a number of large and medium sized groups in both the public and private sector.



### Donna Talbot

As communications and income generation director at Arthur Rank Hospice, Donna has extensive experience in generating voluntary income from a variety of sources.



### Christina Wells

Christina spent over 25 years working at a senior level in the public sector and has a wide range of experience, particularly within the NHS. Her interests include promoting the health and wellbeing of carers, developing carer friendly communities and safeguarding.



### Mandy Hill

As managing director of Academic Publishing at Cambridge University Press, Mandy is skilled in delivering improved performance, strategic innovation and collaborative engagement.



### Christy O'Connell

Christy has worked in the legal sector for over ten years and is currently a Counsel in the corporate team at Cleary Gottlieb, Steen & Hamilton LLP.



### Howard Tidman

Howard is a registered psychiatric nurse with 11 years' experience of supporting carers within the Norfolk and Suffolk NHS Foundation Trust.

# Our senior leadership team



## Miriam Martin – chief executive

Miriam has worked in the charity sector for over 20 years, including as chief executive at Action for Blind People, a UK-wide charity with a budget of £23mn, 900 staff and 400 volunteers, supporting 90,000 people each year.



## Sarah Harvey – director of operations

Sarah is an experienced senior manager in adult and child social care, having worked for the local authority, private and charitable organisations.



## Natalie Chandler - head of people

Natalie has over 20 years experience as a human resources professional. Before joining Caring Together Natalie was operations manager for a successful local homecare organisation.



## John Platten - head of digital and business intelligence

John has a broad experience of delivering customer-centred digital services with a focus on user experience and change management in a range of sectors.



## Neil Portor - director of finance and resources

Neil is a qualified accountant with experience working in an executive role and reporting at board level within the charity sector, having worked at YMCA for over 25 years.



## Lisa Downs – head of care/registered manager for care

Lisa began her journey in social care as a coordinator and became a registered manager in 2016. After a short tenure working in bids and contracts, she realised her passion lies closer to the frontline of the industry



## Zoe Bunter - head of fundraising and communications

Zoe has worked as a charity fundraiser for over 20 years. She has worked in both large national charities and smaller local organisations, raising essential funding for their work.



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# Impact report 2022/23

