

**Lanarkshire  
Carers Centre**



# **Annual Report Highlights**

April 2014 - March 2015

AGM 5th October 2015





## Chairperson's Introduction

Princess Royal Trust Lanarkshire Carers Centre Ltd was established in 1995 to provide a range of support services to carers across Lanarkshire. 2014-2015 was a year of change for the organisation. As the main carer organisation providing support services and information to carers throughout Lanarkshire, the board, our staff, our volunteers and the carers involved know how important the services are. We want to ensure that Lanarkshire Carers Centre is in a strong position to continue to deliver the valuable services that we know make a difference to many carers in Lanarkshire.

This year we are celebrating 20 years in Lanarkshire an anniversary that coincided with a move for our registered office in Hamilton. At our AGM in October 2014, Florence Burke, Director of the Carers Trust in Scotland gave us an update about the Princess Royal Trust for Carers and how this now operates as the Carers Trust. As an affiliated network partner of the Carers Trust we now operate as Lanarkshire Carers Centre. The move in premises provided an ideal opportunity to fully adopt the brand and benefit from the national recognition it attracts. We are delighted that Princess Anne continues to be the patron of the Carers Trust which is an important part of the history of our organisation. We were also pleased to be joined by Mr Jamie Hepburn, Minister for Sport, Health Improvement and Mental Health and other invited guests to officially open the new premises following our move.

Our annual report highlights the number of new carers contacting Lanarkshire Carers Centre over the 12 month period and how this has grown each year. The number of carers looking to access our services is growing. We are only able to respond to this if the organisation is well governed and operating efficiently and effectively. We successfully renewed our Practical Quality Assurance System for Small Organisations (PQASSO) at Level 1 in December 2014 and will build on this going forward. The changes we have implemented will help us work with more carers. The continued support from our core funders is critical to the organisation. We will continue to work with NHS Lanarkshire, North Lanarkshire Council, South Lanarkshire Council and the project funders such as the Carers Trust and Shared Care Scotland to secure our position for the future.

I'm well aware of the current financial climate, however I also understand the contribution that unpaid carers make to society and how important it is that we continue to support them with the important role they have.

Consequently, I would like to take this opportunity to stress the absolute necessity for Lanarkshire Carers Centre to continue its vital work in helping carers live better and healthier lives. The ways in which we support carers continues to grow and develop. As a carer myself I can totally vouch for the support, both emotional and otherwise, carers receive from the organisation, and also understand the impact for carers if these support services were not available. We have welcomed the Carers Bill currently going through parliament and look forward to working with our partners in North and South Lanarkshire Council and NHS Lanarkshire to achieve the best possible outcomes for carers in Lanarkshire.

**Samar Sheikh**  
Chairperson, Lanarkshire Carers Centre



## Over 5,000 carers on our database

**1,265**  
 Newly Identified Carers  
 53% increase from  
 previous year

**2,966**  
 Carers Accessed  
 our Services

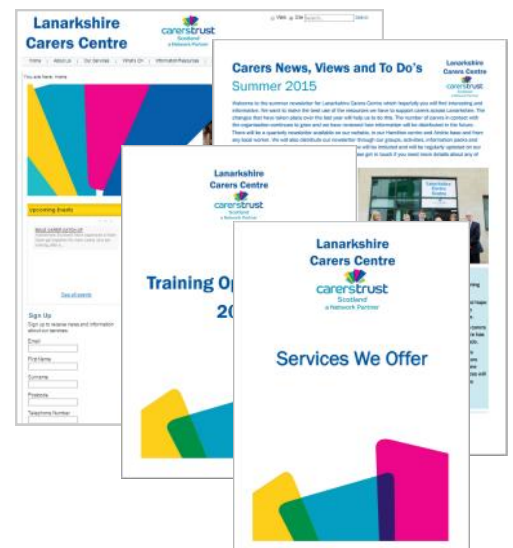
2014-2015 has been a year of change for Lanarkshire Carers Centre. The purpose of all the changes that have taken place has been to ensure that we can support a greater number of carers with the resources we have.



We have a new location in Hamilton, having moved to Princes Gate in January 2015. We have updated our information services following consultation with carers from across Lanarkshire with new publications and a new look website.

Our underlying aim remains the same; to improve outcomes for carers throughout Lanarkshire by the provision of dedicated support services and information for people caring for a family member or friend with an illness or disability.

We continue to develop how we achieve this aim. The range of core and project activities means that we are able to deliver a more diverse collection of support services for carers throughout Lanarkshire, examples of which include the Respite pilot and Chinese community engagement project.







**Over 5,700** requests made for information on the services we provide

**Over 4,500** interactions with carers to provide a listening ear

**4,100** visits to our centres

**11,526** visits to our website

**1,600** carers subscribe to our monthly mailer by email

**484** carers attend regular carers support group meetings

**95** carers receive a care talk telephone call each week in 3 languages

**403** carers attended a range of training opportunities

**Over £145,600** of benefits were awarded plus backdated awards

**Over £42,000** of carers grants were secured, of which £24,702 were Creative Breaks and £17,658 were individual grants from other sources

**£5,131** raised through fundraising and donations

**1,070** Carer Registration Cards issued

## 2,900 attendances at our Pampering and Foot Clinics

Our independent services are now well established. Carers can access pampering and foot clinic appointments in venues across Lanarkshire. Partnership with Caring for Carers further promoted this with over 500 carers accessing pampering on the move cards that entitles them to 6 free treatments.



14 people volunteered with the organisation to help support carers in a variety of different roles alongside the staff team.

Our full annual report is available on our website: [www.prtlcc.org.uk](http://www.prtlcc.org.uk) and provides more detail on the profile of carers who have engaged with the organisation. This information is useful in helping us plan our work and highlights the diversity of those who access our services. People who care for a loved one can reach a point in their lives where they need support, enabling them to continue in their caring role. Lanarkshire Carers Centre will continue to meet that need.