



# York Carers Centre



**Annual report and financial statements**  
**For year ended 31 March 2022**

# Welcome

## Rosemarie Temple, Chair of Trustees on behalf of the Trustees

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I would like to thank the CEO, Deputy CEO and all staff for their commitment and performance over the year, especially for all their hard work and success in re-tendering for carers services from City of York Council and the Vale of York Clinical Commissioning Group. We are thrilled to be awarded the contract for five years (2022 to 2027) plus a possible two-year extension.

The Trustees also extend grateful thanks to all our volunteers who support the charitable work of York Carers Centre; their help and commitment is greatly appreciated.

I wish to thank the Trustees for their support throughout the year especially in these uncertain times. The Trustees continue to enhance the governance of York Carers Centre through regular Board Meetings throughout the year, either face to face or via Zoom, and through progressing quality improvements and developments.

We also appreciate our relationship with City of York Council, their officers and councillors, who have worked alongside us to support carers over many years. York Carers Centre has sustained itself through these very difficult times, and our motivation and passion remains to ensure that carers of all ages throughout York are recognised and supported.

We extend our thanks to the generosity of funders, both local individuals, businesses and statutory bodies, alongside funding from national trusts and foundations.

**“Fantastic service with advice, groups and a lot to offer carers, making them feel valued, respected and given a deserved break.”**

# CEO report

**Carole Zagrovic**

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Towards the end of the financial year York Carers Centre faced uncertainty and a highly competitive process of re-tendering for the local authority contract for carers services.

Following our tender application, we were thrilled to be offered a five-year contract (with a possible extension). The awarded contract enables us to retain a committed, loyal and highly skilled workforce and to continue to offer a quality, information, advice and support service for all carers throughout York.

Although we had to manage a financial cut through re-tendering, we also saw significant success with other funding applications. Many are testament to the creative and unique way we develop work with carers, pitch our applications and carefully choose our opportunities.

Our achievements, presented through our Annual Report, whilst commendable, serve to further remind us that behind the range of information, advice, assessments and support, there are individual carers who are pushed to breaking point, filling the gaps in an underfunded care system, to the detriment of their own personal health, finances and employment.

We seek to 'practice what we preach' and our Annual Report highlights our values in action and our commitment to a carer-led approach, where staff and volunteers are considerate of and committed to respecting and responding to the individual circumstances of every carer.

**This year we provided information and support to 4254 unpaid carers**

**"It's a great organisation with really caring staff who offer a necessary service, and have proved very helpful over the years"**

Our staff broker and co-ordinate external support from schools, employers, and statutory services across health and social care, constantly raising awareness of, not only the inequality carers face but the value of care they give throughout our communities.

Through our renewed contract and excellent working relationship with City of York Council, financial support from foundations, trusts and donors, our statutory and voluntary sector partners and the trust and engagement of carers, we believe we are in a strong position to maintain a quality, dedicated carer support service into the future.



# Our mission

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## Challenging the inequalities unpaid carers face, and ensuring carers have access to support and services that reflect their needs and interests.

- We answered **3495** calls and enquiries from carers, providing support, information and signposting to other services that might be able to help.
- We helped **513** carers to maintain a life of their own and stay connected to other carers through group activities.
- We supported carers to access **£160,000** in extra welfare benefits to increase their family income.
- We completed **135** Carers Assessments of Need ensuring carers got early information and advice, and the right support for their individual needs.
- We ran a survey to better understand the needs of carers in our area, and gained **230** responses, providing us with evidence to shape our services accordingly and highlight wider issues.
- We distributed **17,408** copies of our regular newsletter, to ensure local carers and professionals had up to date information about events and news that may help them.
- **503** unpaid carers in York hold our Carers Emergency Card, making them better equipped to deal with a crisis, with **85%** saying the card provides peace of mind.

**“You acknowledge that I have more on my plate than other parents and give me access to the support I need to enjoy my life more fully. Thank you.”**

# From the first point of contact, we help carers find support to meet their individual needs

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## Debbie's story

Debbie provides daily care for her family member – “He has dementia, cancer and learning difficulties and I travel 60 miles a day to provide the care and support he needs.”

### How we helped

Debbie wasn't offered carer support in her local area and contacted York Carers Centre because the family member she cares for lives in York. Debbie was linked up with our staff for support, initially through a Carers Assessment of Need. “I now have a Carer Support Worker who has been fantastic for me. She rings me regularly, and I've also been able to access welfare rights advice from the Advice Worker and legal advice, about wills and Lasting Power of Attorney”.

### The difference it made

Debbie now feels she has a trusted source of information and support to help her manage her busy caring role, “I couldn't do my caring without the support of York Carers Centre and my Carer Support Worker”.

## Natalie's story

“I first came across York Carers Centre when I was looking for support for people with a loved one with an addiction; my Dad's alcohol addiction had got out of control.”

### How we helped

After speaking to our Substance Misuse Group facilitator, Natalie started attending the monthly group. “I haven't looked back since; the group has been a saviour to me over the last two years.”

### The difference it made

“I have changed my focus and have started looking after myself mentally and putting myself first for the first time in a long time. I feel I have gained understanding, and many new skills from the group. They have helped me be brave and understand what I need!”

# Keeping carers connected through groups and activities

We helped **513** adult carers to maintain a life of their own and stay connected to other carers through **153** group activities.

## Hubs in the community

We run regular Carers' Hubs in different locations around the city, adapting these to meet need. We've heard lots of positive feedback from carers about how this has helped to reduce isolation and build relationships with other carers in similar situations.



Wreath making at the Christmas carers hub

**"It's very nice to see others who are in the same situation. It makes me feel less isolated and I can make friends who understand."**

## Families affected by addiction

Our regular group for people affected by a family member or friend's drug or alcohol use helps those carers to stay connected to others in similar situations, reduces isolation and equips carers with new skills.

The group discussions focus on helping carers establish boundaries, learning coping skills, understanding relationships, sharing experiences and hearing about local resources and services.

**"I hesitated in joining the group as I didn't see myself as a carer in the traditional sense. I now find it a lifeline."**

## Bereavement workshops

Our series of bereavement workshops this year gave carers chance to connect with one another, and to speak openly about both their bereavement loss and the loss of their caring role and identity.

## Supporting someone with mental ill-health

We host two regular mental health support groups, offering family members and friends of someone with mental ill-health the chance to talk to others in similar situations, stay up to date by hearing from local health services and have their voice heard by decision makers.

Valuable speaker sessions this year included Tees, Esk and Wear Valleys NHS Trust pharmacists, several sessions with the Head of Nursing for mental health for North Yorkshire and York, the Social Prescribing and Local Area Coordination Teams, and the Action Towards Inclusion team.

**144** carers are members of our mental health group, receiving regular mental-health-specific news and support

## Planning for Tomorrow

We responded to carers' needs by offering a series of workshops on planning for the future, focusing on end-of-life care.

The sessions worked to tackle this difficult topic in a sensitive and open manner and provided carers with information, advice and the chance to speak to others in similar situations.

**"Being in the same boat with others and listening to their concerns and questions was invaluable. They often asked things I had not thought about."**



# Supporting better understanding of carers' rights

## Advice work

After receiving information and advice from our specialist carer advice worker, carers said that:

- they felt listened to and understood
- they understood their particular issue more and felt able to make an informed choice
- they felt better equipped to challenge decisions
- receiving clear information and advice relieved stress and anxiety levels
- they were able to move forward with their issue or it had been resolved

**We provided  
531  
carer advice  
sessions**

**92% of carers  
said the advice  
they received  
has helped**

## Carers Assessments of Need

We completed **135** Carers Assessments of Need this year. The Assessments are undertaken by experienced staff who help carers access information and advice at a point when they first seek support, outlining what services are available as well as their rights and entitlements, alongside supporting with the emotional impact of caring.

## Information sessions

Our information sessions aimed at empowering carers to understand and use their rights included:

- A Carers Rights Day event: 'Get Heard in the UK Parliament, highlighting how to raise issues and understand the parliamentary system
- Communicating with Professionals workshops, funded by York Inspirational Kids, empowering parent carers to use their rights to challenge decisions and communicate effectively.
- Benefits advice sessions covering carers entitlements and individual support.

# Raising awareness of carers' needs

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## Families affected by addiction

Our successful application to the NHS Mind the Gap programme, resulted in an innovative carer-led project and three carefully crafted short films demonstrating the challenges carers face in looking after someone with an alcohol or drug dependency.

The films were shared widely by our health and social care partners to raise awareness of what matters most to carers and how services, professionals and the wider community can help.

The panel concluded that our successful application showed “great knowledge of helping carers from vulnerable communities to identify and understand what matters most to them. And great evidence of co-production with carers in co-designing recommendations.”

## Carers Action Group

The Carers Action Group was set up to ensure carers voices are heard and carers are acknowledged as experts by experience. The group meet regularly with staff and statutory services and members represent carers through City of York Council Carers Strategy meetings.

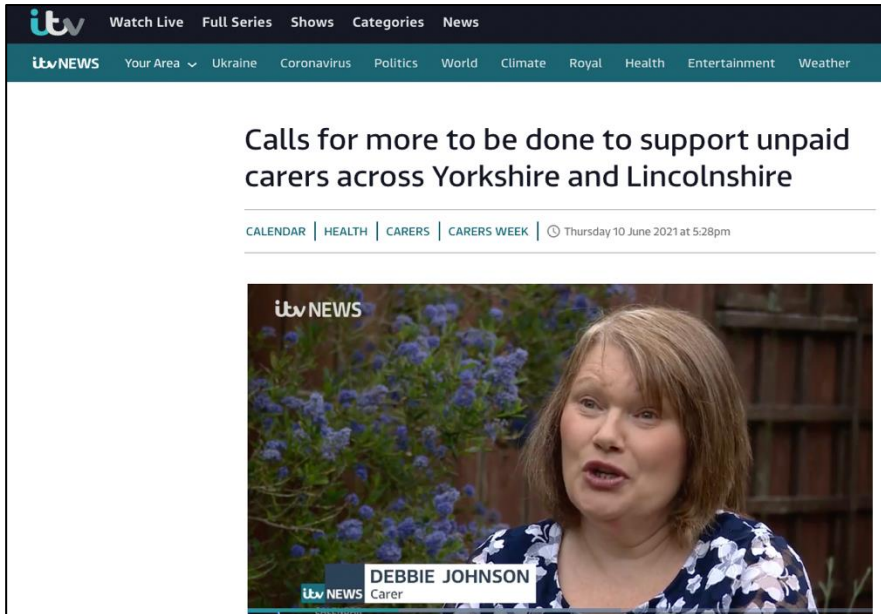
Themes for discussion and action have included: care homes; the pandemic and vaccinations for carers; disability parking; a 'wish list' for Primary Care; carer breaks.

Staff and carers take an active role in a number of groups in the city including, Dementia Strategy; Ageing Well Partnership; Healthwatch Steering Group, all highlighting carers' needs and the value they bring to integrating health and social care services.

## Raising awareness through the media

Throughout the year we have raised awareness of caring in our community and issues affecting carers, as well as reaching out to 'hidden' carers who may not be accessing any support. From regional television to local press, radio and social media, we have made caring visible in our community.

ITV Calendar regional news in Carers Week



York Press

## Training for health and social care staff

We facilitated carer awareness training to **400** professionals from local health, social care and voluntary organisations.

Our training aims to highlight the challenges carers face, particularly around navigating statutory services and co-ordinating health and social care support. Professionals leave with a better understanding of identifying and supporting carers, where other help is available and carers health and wellbeing.



## Work with employers

We engaged with 35 local employers this year to raise awareness of carers' needs in the workplace. We are proud to have continued our partnership work with large organisations, such as York and Scarborough Teaching Hospitals NHS Foundation Trust through their launch of the Caring 4 Carers staff network.



Bright Sparks Agency on achieving our Carer Friendly Employer Charter

Partnership work with York and Scarborough Teaching Hospitals NHS Foundation Trust

**Carers Week**  
**6 June 2022**

**NHS**  
York and Scarborough  
Teaching Hospitals  
NHS Foundation Trust

[caring4carers@york.nhs.uk](mailto:caring4carers@york.nhs.uk)



Come see us for a chat  
The Hub – York Ellerby's  
11am to 2pm  
**Monday 6 June**  
**Tuesday 7 June &**  
**Thursday 9 June**

## Carer Champions

Many carers are passionate about raising awareness of carers' needs and reducing the stigma around conditions. We support those carers to make a difference, to represent the voice of carers and to help shape local services.

This year **12** volunteer Carer Champions represented York Carers Centre and carers through attending meetings and strategic forums and shared their experience at our training sessions for health and social care professionals.

**“The Carer Champion who represents York Carers Centre is an invaluable source of support, advice and guidance about carers' needs.”**

**From a local partner organisation**

# Helping carers to stay well

## One to one support

This year we have completed **570** one-to-one carer support sessions with **130 carers**, responding to what each individual needs.

## Wellbeing sessions

We delivered a range of sessions, meeting the expressed needs of carers, including: voicefulness, creative writing, an art group, bereavement workshops, and mindfulness to name just a few. Sessions support carers' wellbeing, and help carers develop social contacts, while knowledgeable staff provide information and advice.

We hosted two courses facilitated by a counsellor helping carers to cope with their caring roles, providing time and space to explore the many emotions and feelings involved when caring for someone.

**90%**  
of carers said they were better able to cope with their caring roles after having support or advice from our staff



**"You were patient, non-judgmental and always focused on a solution. You helped me enormously to understand and cope with my family situation."**

## Support for carers at Foss Park

We were granted funding to work as part of a Pathway to Recovery team based at Foss Park mental health hospital, employing carers as peer supporters to support families and carers of those being discharged from hospital.

This project which began in September 2021 received around **40** referrals and we actively worked with over **20** carers up to the end of March, ensuring they have access to information and advice at the point of crisis, and support to help maintain their wellbeing

Information and advice stall at Foss Park Hospital



## Maximising carers' income

This year our specialist welfare benefits worker helped **226** carers with benefits entitlements checks and support through the entire application process, generating **£160,000** extra income for carers and their families.

**We provided**  
**226**  
**benefits advice**  
**sessions and**  
**generated**  
**£160,000**  
**extra income**  
**for carers.**

# Valuing volunteers

Our committed group of volunteers are an important part of our work with carers, and we are proud to have over **35 volunteers** this year.

Volunteers are involved in many areas of our work and use their skills and experience to support carers in a range of ways, including helping in groups for both adults and young carers, planning events, making one-to-one welfare and befriending calls and assisting with office work.

**“Being a volunteer has been a very cathartic journey for me, it allows me to use my listening skills, empathy and understanding of what carers need”**

**Helen**

**“It’s really nice to work on this knowing that it’s going to help somebody”**

**Student nurse Louisa, working on a new scheme to reach hidden young carers**



University of York degree placement students have supported our work with young people and adults this year.



# Young adult carers

We supported  
**134**  
young adult  
carers through  
our service.

We provided  
**136**  
breaks through  
events, activities  
and one to one  
conversations and  
meetups.

We secured  
**£18,000**  
new funding to  
provide 'Inspiring  
Change', helping  
young adult  
carers access  
work and training  
'wherever they  
are on their  
journey'.

Our work this year with 18- to 25-year-old carers focused on being a point of contact throughout the pandemic and providing activities to maintain their health and wellbeing. We facilitated walk-and-talk sessions enabling carers to talk freely (away from the person they care for); give them a break from the household environment, and an opportunity to exercise.

We started an Instagram Channel [@yacsyork](#) to maintain contact, continuity, familiarity, peer support and project momentum. We also developed a 60 Second Virtual Steering Group which was well received and helped shape our offer.

**29 young adult carers** directly benefitted from our Inspiring Change project funded by the Quilter Foundation. Creative sessions, social events, and one-to-one coaching helped carers establish goals towards independence and employability.

To celebrate Carers Rights Day, we arranged a group trip to Liverpool to meet with Barnado's young adult carers. The trip was a real success and Liverpool carers, were inspired by the possibilities and opportunities.



**"I feel more independent, and much more optimistic for the future. Thank you!"**



# Young Carers

This year we supported **160** young carers through our service.

We provided **82** breaks through trips, activities and youth clubs.

**91%** of young carers told us they feel better after a one-to-one conversation with our Young Carer Support Workers.

**171** one-to-one conversations and meetups.

We continually adapted our support during the pandemic for 5- to 18-year-old carers, responding to restrictions and finding ways to maintain activities and services without any pause or gaps. Our successful funding to the National Lottery enabled us to employ a Family Worker and Cognitive Behavioural Therapist to meet the increasing needs of young carers experiencing mental health problems.

Funding from BBC Children in Need and the Holiday Activity and Food programme provided **416 Summer Fun** experiences, with a focus on healthy eating, physical activity, positive creative expression, making new friendships and young carers having their voices heard.

Successful funding including from City of York Council, Ed de Nunzio Charitable Trust and York Children's Trust, provided **52 families** with school uniforms, free IT equipment and other essentials.

Participating in the national Young Carers Action Day, young carers produced a film to use in schools to raise awareness and help identify and

reach 'hidden' young carers.



**"Young carers is amazing. All the staff go above and beyond to help. Without their support I don't know if I could have carried on."**

# Helping young carers to stay well

## Family Support and CBT

Successful funding from the National Lottery provided **67** young carers and their families with Cognitive Behavioural Therapy (CBT) and Family Support.

This early intervention project was developed in response to the increasing needs of young carers aged 11 to 24, struggling with their mental health, and who often face months of waiting for diagnosis or support.

**208** therapy sessions have been delivered, teaching coping skills and techniques, in venues such as schools and community centres, alongside providing practical support for the whole family, including emotional support, foodbank vouchers, debt management, funding for household items, sourcing mentors and liaising with schools and statutory service.

**100% of the families involved said they felt more confident to discuss solutions with their family when they face challenge**

**100% said 'my family feels stronger now'**

**"Without the sessions she would be in a much worse place at school, and this would adversely affect home life. She's better in all her activities and sleeps better too."**  
**Dad of young carer**

**"This help has made more difference than anything I've ever done"**

# Summary of financial statements

The following summarised financial statements are derived from the full accounts which were approved on 23 September 2022 and which have been independently examined and an unqualified accountant report has been issued. The full accounts can be obtained by contacting the office or viewed on our website.



Signed on behalf of the Trustees

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Mrs R J Temple – Chair

# Statement of financial activities

Including income and expenditure account for year ended 31/03/22

	Notes	Unrestricted funds 2022 £	Restricted funds 2022 £	Total 2022 £	Unrestricted funds 2021 £	Restricted funds 2021 £	Total 2021 £
<b>Income</b>							
Donations and legacies	2	2,067	3,561	5,628	1,841	11,657	13,498
Charitable activities	3	431,535	195,565	627,100	435,757	72,641	508,398
Other trading activities	4	-	1,027	1,027	66	-	66
<b>Total income</b>		<u>433,602</u>	<u>200,153</u>	<u>633,755</u>	<u>437,664</u>	<u>84,298</u>	<u>521,962</u>
<b>Expenditure</b>							
Charitable activities	5	<u>445,692</u>	<u>159,548</u>	<u>605,240</u>	<u>438,859</u>	<u>58,467</u>	<u>497,326</u>
<b>Net (expenditure)/income before transfers</b>		(12,090)	40,605	28,515	(1,195)	25,831	24,636
Gross transfers between funds		<u>(734)</u>	<u>734</u>	<u>-</u>	<u>619</u>	<u>(619)</u>	<u>-</u>
<b>Net (expenditure)/income for the year/</b>							
<b>Net movement in funds</b>		(12,824)	41,339	28,515	(576)	25,212	24,636
Fund balances at 1 April 2021		<u>99,162</u>	<u>70,284</u>	<u>169,446</u>	<u>99,738</u>	<u>45,072</u>	<u>144,810</u>
<b>Fund balances at 31 March 2022</b>		<u><u>86,338</u></u>	<u><u>111,623</u></u>	<u><u>197,961</u></u>	<u><u>99,162</u></u>	<u><u>70,284</u></u>	<u><u>169,446</u></u>

The statement of financial activities includes all gains and losses recognised in the year.

All income and expenditure derive from continuing activities.

The statement of financial activities also complies with the requirements for an income and expenditure account under the Companies Act 2006.

# Statement of Financial Position

As at 31/03/22

	Notes	2022 £	£	2021 £	£
<b>Fixed assets</b>					
Tangible assets	9		1,761		3,050
<b>Current assets</b>					
Debtors	10	3,394		12,213	
Cash at bank and in hand		205,223		164,607	
		<u>208,617</u>		<u>176,820</u>	
<b>Creditors: amounts falling due within one year</b>	11	<u>(12,417)</u>		<u>(10,424)</u>	
Net current assets			<u>196,200</u>		<u>166,396</u>
<b>Total assets less current liabilities</b>			<u>197,961</u>		<u>169,446</u>
<b>Income funds</b>					
Restricted funds	12		111,623		70,284
Unrestricted funds			<u>86,338</u>		<u>99,162</u>
			<u>197,961</u>		<u>169,446</u>

The company is entitled to the exemption from the audit requirement contained in section 477 of the Companies Act 2006, for the year ended 31 March 2022.

The director acknowledges his responsibilities for complying with the requirements of the Companies Act 2006 with respect to accounting records and the preparation of financial statements.

The members have not required the company to obtain an audit of its financial statements for the year in question in accordance with section 476.

These financial statements have been prepared in accordance with the provisions applicable to companies subject to the small companies regime.

The financial statements were approved by the Trustees on 23<sup>rd</sup> September 2022

Mrs R J Temple - Chair  
Trustee

Company registration number 6760783

**Thank you to carers, staff, volunteers,  
and trustees for your support and hard  
work over the past 12 months, and our  
funders including:**

