

York Carers Centre Annual Report 2024-2025

**York Carers Centre Annual
Report & Financial Statements
for year ending 31 March 2025.**

**York Carers Centre | 17 Priory
Street | York YO1 6ET**



Welcome.

Rosemarie Temple,
Chair of Trustees (on behalf of the Trustees)

On behalf of the Trustees, I would like to thank the CEO, Deputy CEO and all staff for their commitment and performance over the year.

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. The Trustees continue to enhance the governance of York Carers Centre through regular Board Meetings, either face to face or via Zoom, and through progressing quality improvements and developments. The Trustees held an away-day last October, which also included the CEO, the DCEO and the Office Manager. It was a very productive day, which allowed us to identify any weaknesses, to improve our strengths, and enhance our team abilities.

This year we lose two valued Trustees, Chris Durant and Helen Weatherly, as they have both completed their 9 years' service and will retire at this year's AGM. We were also very sorry to lose another Trustee, Ed Robson, who sadly passed away in March this year. All three of them brought much valuable expertise and support to the Board of Trustees, and we are very sorry to be losing them. Due to these vacancies in the Board's numbers, we have been seeking new Trustees and are very fortunate that we have now recruited 4 new Trustees. They are bringing different expertise and support to the Board meetings, and we look forward to their ratification to the Board at this year's AGM.

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, including local individuals, businesses and statutory bodies, alongside funding from national trusts and foundations.



A few words from our Patron.

Once again, It has been an absolute pleasure and honour to be the Patron of York Carers Centre and support in the little way I can to fly the pink and green flag!

I have got to meet and work alongside even more carers this year and I cannot put fully into words how inspirational and uplifting this has been; the level of compassion, honesty, empathy and tenacity that I have had privilege to experience is incomparable to anywhere else. There is so much that I have learned from each and every one of you. Thank you. When people say that carers are the backbone of our community, I truly understand why!

Secondly, I'd like to thank every member of York Carers Centre staff, board and volunteers for your relentless, passionate and fully person-centred approach to everything you do. York Carers Centre is such a vital provision within the city, but the way in which you go about doing what you do so well, should be mirrored by many more organisations. I often joke that York Carers Centre is a 'yes' place (whenever I come to the team with a creative idea I'm always met with a wholehearted 'yes') which I think is the epitome of the charity and everyone involved - yes to trying new things, yes to being brave, yes to working together, and yes to making sure that carers are always seen, heard and supported.

Thanks to all who have said 'yes' over the past year!

Matt Harper-Hardcastle



CEO Report.

At York Carers Centre, our purpose is to make life better for unpaid carers in York. We could not achieve this without the many people and organisations who work alongside us, share their expertise, and support our mission.

First and foremost, our deepest thanks go to carers themselves. Every day, we are inspired by your resilience, determination, and ability to keep going despite the complex and often exhausting challenges you face. Your experiences, honesty, and courage are what drive us forward and remind us why our work matters.

This Annual Report reflects some of our achievements during 2024-25, but it also serves as a reminder that behind it all, there are unpaid carers, many under immense pressure, who need recognition, understanding, and support.

We are grateful to our Board of Trustees, our Patron, our volunteers, and our staff team, all of whom put carers at the heart of everything they do. We also thank the national bodies whose research, resources, and advocacy strengthen our work and keep carers' needs on the agenda.

To our funders, including City of York Council (our core contract), NHS Humber and North Yorkshire Integrated Care Partnership, National Lottery Community Fund, Mental Health Transformation Fund, Carers Trust, local charitable trusts, other charities, and the individuals who support us through fundraising or donations - thank you! Every contribution makes a difference, and your generosity ensures our services can continue.

Finally, our thanks go to all who speak up for carers, whether you are a carer sharing your story in a meeting or a partner organisation championing carers' rights. By raising the profile of caring, you help create the understanding and change that carers deserve.

We hope you enjoy reading this report and seeing the difference your support helps us to make.

Sharron Smith



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Our vision.

Our vision is that unpaid carers, of all ages, in York are valued, recognised and supported to have a good quality of life.

Our mission.

Our mission is to challenge the inequalities unpaid carers face, and ensure carers have access to support and services that reflect their needs and interests.

We do this through:

- Attending meetings and campaigning for better for carers
- Training professionals to be 'carer aware'
- Running awareness events, stalls, stands and carer groups
- Providing individual carers with information, advice and support
- Supporting carers to have their voices heard



Achievements and Performance Summary.



Provided information and support to **5,137** unpaid carers, a 10% increase on the previous year



Provided individual in-depth support to **1,973** carers of all ages



Received **1,474** new registrations



Provided **2,454** one-to-one carer support sessions across the different services, responding to individual needs



8,767 quarterly newsletters and **42,752** monthly e-bulletins sent to carers and professionals



221 groups or workshops delivered, which 884 different carers attended



There were **1,669** attendances overall, helping carers to maintain a life of their own and stay connected to other carers



Supported **277** carers to access benefits advice



148 Carers Assessments of Need completed ensuring carers received early information and advice, and the right support for their individual needs



759 Carers hold our Carers Emergency Card



110 professionals attended our Carer Awareness Training sessions

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93% of carers who completed our annual survey said their health had been affected in some way as a result of being a carer



85% said their contact with us helped them to cope; look after their own health or maintain their caring role



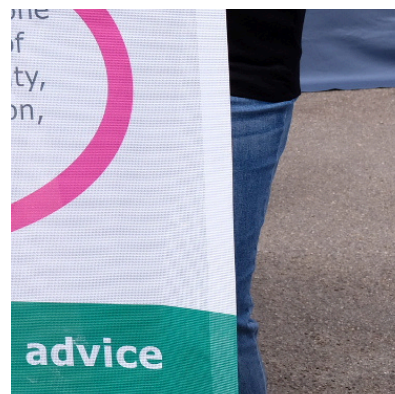
Our project for carers of people with mental ill-health supported **194** carers and delivered **1,033** one to one sessions



Held our first whole centre LOVE January festival, celebrating with lots of activities and wellbeing events for carers



We completed a Social Return on Investment which indicates that for every **£1** invested in our services, there is a social return of **£15.94**



Support for Individuals.

Providing support to carers when they need it most

One to one support

This year we have provided **2,454** one-to-one carer support sessions across all our services, including young carers. This support helps carers to take time to focus on themselves as well as providing practical advice and information.

“I feel so relieved to know I can have emotional support for myself. I feel relieved and heard - thank you.”

Counselling service

322 counselling sessions have been delivered to carers during this year. Much of this has been delivered with trainees and volunteers and a coordinator on just **5** hours per week.

“Thank you for your time and support - you have made me think about so many things and I feel stronger when thinking about my future now.”

Telephone Listening Service (TLS)

194 contacts with **115** carers through the telephone listening service, providing regular or one-off calls with a volunteer, helping to keep carers connected and signposting to other support where needed.

“I have loved volunteering as a TLS volunteer for York Carers Centre. The YCC team are very supportive, and the role is flexible alongside my education. It has also been a great experience speaking to different carers and feeling that I have been able to support people. I feel that I have learned a lot from this role and have enjoyed connecting with people.”

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Support for carers when the cared for person is being discharged from hospital

Working with other organisations to support people being discharged from York Hospital through the Enhanced Discharge Support Service (EDSS), we supported **167** carers often facing extremely challenging times.

Supporting carers of someone with mental ill-health

We work in partnership with other organisations to support the transformation of Community Mental Health services. This work has increased this year, due to further funding. Provided peer support to **194** carers and delivered **1,033** one to one sessions, including:

- Supporting carers when the person they care for is being discharged from Foss Park hospital
- Supporting carers through the Mental Health hub at 30 Clarence Street
- Development of hub 2 planned to be a 24/7 hub in the west of York
- Facilitating carers to have a voice and to influence services
- **2** monthly groups providing peer support and wellbeing activities

“...it is so useful having someone to talk to in confidence who understands the issues I am facing [] My mental health definitely benefits from our sessions, giving me a chance to offload and also reflect on the progress we have made over time. X helps to boost my self-esteem and ability to cope with difficult times...”

“Thank you for supporting me through this situation it's a huge benefit having someone there to tell me I'm not crazy...”



Groups and activities.

Keeping carers connected through groups and activities

We helped **884** carers to maintain a life of their own and stay connected to other carers through **221** groups or workshops.

Hubs in the community

We hosted **24** hubs in the north and west of York aimed at providing space for carers to come together in a relaxed environment close to where they live. We have renamed these '**Carers Connect**' as carers can chat to each other but also access advice and information from a Carer Support Worker.

"I didn't know what to expect but am so glad I gathered my courage and came along, you're a really welcoming bunch. Looking forward to coming back next month."

Workshops, trips and events

We provided **41** sessions aimed at improving adult carers wellbeing, including:

- Wreathmaking
- Coherent breathing with Justin Mazotta
- Art and loss workshops with Next Door But One
- A day out to Beningborough Hall
- Regular wellbeing groups and an afternoon tea for mental health carers
- Cinema and theatre trips, craft sessions and more

Thank you to our partners who have facilitated many of these sessions, which support carers physical and mental health, help carers build social networks, and access information and advice from knowledgeable staff.

"I've been trying to get to this event (wreath making) for years, but something has always come up in my caring role. Today, I got here and thoroughly enjoyed myself. It gave me space and time to do something for me finally."

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Families affected by addiction

We ran **17** groups for carers of people who have an addiction. **97** carers have benefitted from guest speakers, peer support and the chance to share their coping strategies with one another. The group regularly welcomes new members.

Carers affected by mental ill-health

We ran **24** groups for carers caring for someone with a mental health condition, including Nordic star making, walks, speaker sessions, and much more. There were **194** attendances at these groups. In addition carers enjoyed a York Minster tour and Afternoon Tea, a trip to Scarborough and a Christmas Party.



Carers Rights.

Advice work

We provided **1,124** carer advice sessions on topics including:

- Paying for care, care options and arranging care
- Short Breaks for disabled children
- Managing finances of cared for
- Working and caring
- Foodbank referrals
- Blue Badge applications

We have provided access to **3** legal advice and **2** independent financial advice clinics.

37 carers accessed our evening advice line and **277** carers accessed benefits advice.

*“Your visit was extremely helpful.
I am feeling much more optimistic about it being a “do-able task”*

Carers Assessments of Need

We completed **148** Carers Assessments of Need. These are undertaken by experienced staff who help carers access information and advice, outlining what services are available as well as their rights and entitlements, alongside supporting with the emotional impact of caring.



Information sessions.

Carers Rights Day

32 carers attended an drop in event to provide information and advice on some of our most asked about topics.

Information was available on:

- Legal Planning (Lasting Power of Attorney, Wills, Trusts)
- Financial planning (Benefits, Independent financial advice)
- Carers Rights, Paying for care and Employment Advice
- Carer Assessments, wellbeing and carers breaks

There was opportunity to ask questions and access individual advice as well as a nice lunch. Many carers sought advice regarding 2, or more, of the topics covered.

“Thank you for arranging this event. In addition to the specific issues discussed with me at the time, it is reassuring to see what further help and advice is available if/when needed.”

Maximising carers' income

This year our specialist welfare benefits worker helped **277** carers with benefits entitlement checks and through the application process.

This part-time role has generated **£187,500** in extra income for carers and their families (awards are taking a while to come through so we expect this to rise to over **£250,000**).



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Equality and Inclusion

This year we have:

- Signed the anti-racism pledge
- Created a poster for all our groups to highlight that we support ALL carers and want groups to be a safe space for all
- Joined York Pride march (and got to walk holding the flag)
- Undertaken training on: cultural awareness, neurodiversity, LGBTQ+ amongst others

Carers Emergency Card and Carers Discount Card

We are awaiting confirmation that we can amend our Carers Emergency Card scheme to reach more carers and reduce unnecessary complex processes.

We are awaiting funding to enhance the Carers Discount Card, but are constantly adding new offers to this scheme.



Raising Awareness of Carers' Needs.

Our vision is to ensure carers' needs are recognised, valued and supported by society and services. We do everything we can to promote this. We attended at least **76** awareness raising sessions from stalls and stands to presentations and meetings.

Some highlights include:

- A questions and answer session with staff from Benenden Health
- A presentation to York Hospital Outpatients Lead staff
- Speaking at several Alzheimer's carer sessions
- Regular information stalls at York and at Foss Park Hospitals
- Speaking at the Parent Carer Conference
- Presentations to staff in some GP practices
- Lots of stalls at public events and those aimed at specific groups

We have started work on a new website – this is taking time as we don't have additional staff time but it is so far looking great!

The Young Carers and Young Adult Carers services also raise awareness of the needs of young and young adult carers and have delivered presentations and awareness through the safeguarding partnership, ran a schools' network event and lots more.



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Carer Awareness Training

110 professionals attended our Carer Awareness Training sessions, an **80%** increase on last year, with staff from health and social care, students as well as those from local businesses attending. These sessions are aimed at highlighting the challenges carers face, supporting attendees to recognise carers, think about what support they can provide in their area of work and highlight the importance of looking after carers' own health and wellbeing.

"It was really excellent, from the presentation, discussions, films and hearing from a carer with lived experience, fantastic. Hearing about young carers was a real eye opener."

"It was so powerful, I need to take some time to process this now."



Media Coverage.

Raising awareness through the media

Throughout the year, we have raised awareness of issues affecting carers and reached out to those who may not see themselves as carers.

From radio interviews, regional television and local press coverage as well as social media, we have made caring visible in our community.

Our first quarter started well with **5** radio interviews and lots of Carers Week publicity.

Carers Rights Day appeared in several publications and a radio interview. We made **contact with our MP's** regarding carers and suicide and Carers Trust's new report into Young Carers and Education.

LOVE January festival saw a Press Release, various articles and lots of social media, gaining positive comments from other charities.

Young Carers Action Day was featured on Greatest Hits Radio

March in March for Carers – Fundraising Press release and infographic. Alongside this, we have continued with our quarterly newsletter and monthly e-bulletins and general promotion.

IT'S TIME TO RAISE AWARENESS FOR YORK'S CARERS

On Carers Rights Day

A carer is "anyone who looks after a family member or friend who has a disability, mental or physical illness, addiction, or who needs extra help as they grow older."

Overall, there are an estimated 10.6 million carers around the UK, working out at one-in-five adults!

Despite the size of the community, it's unfortunately true that many carers do not know what help is available and that they have rights as unpaid carers.

This November, York Carers Centre are determined to change this; at

a special Carers Information and Advice drop-in. It will be a chance for carers to connect with the centre's staff and legal, financial, and social care professionals who will be on-hand to offer guidance and answer any questions about their rights and entitlements. It takes place from 10am-2pm on Thursday the 21st of November at Friends Meeting House, Friargate, York.

Call 01904 715490 or email events@yorkcarerscentre.co.uk for more information.



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Carers Week

This year, our Carers Week events were better than ever:

- Stall in the Museum Gardens in York, with tombola, games, flag 'putting carers on the map', giveaways, information and lots more. It was amazing to see so many carers come along to say hello and take part
- Marketplace at York Stadium and awareness stands in 2 villages
- Legal and financial advice clinics
- 3 presentations
- Hospital stall
- Wellbeing session coherent breathing started and ran throughout June
- Schools Network started

Families affected by addiction

We held a marketplace event for all services involved in addiction support to come together and for carers to access support in one place.

"[I] had been anxious about coming today. The kindness of familiar faces opened a dam of emotion. I spoke to someone from York Carers Centre and Al-Anon and I truly benefited. I am so grateful. I really got an insight into how powerful these events can be for people seeking help, love and support."

We also delivered, alongside carers, substance misuse awareness training to Virgin Media which was recorded and shared with over **800** staff.



Voice and Influence.

Carers Action Group

This group meets regularly to provide the opportunity for carers' voices to be heard. We invite guests to hear directly from carers, and to consult with them on relevant issues. This year we engaged with the City of York Council's new Corporate Director of Adult Social Care and Integration, York Hospital Patient Experience Team, and the ICB's York Deputy Nurse Director.

Carers also helped to progress the new Carers Strategy for York and have been involved in several additional meetings.

There are some carers who are very actively involved and represent carers on various forums across the city. Our thanks to carers who give their time and energy to attend and help to campaign for better support and recognition of carers.

"Thank you for including me in your Action Group meetings. I have learned a lot and have acted upon the good information offered and personally advised by members."

"Thank you for organising these meetings - it is a good place to come and share some of the things that we struggle with."



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Mental Health Services

Our involvement in Community Mental Health Transformation work has continued, with funding extended until March 2027. Working with York Mind, City of York Council, Tees, Esk & Wear Valleys NHS Foundation Trust (TEWV), Primary Care and York CVS amongst others, we support carers via Mental Health hubs and those caring for someone admitted to Foss Park Hospital. This year we have been involved in the development of a new 24/7 Mental Health Hub in Acomb, to be opened later in 2025. Carers' voices are essential, and we seize every opportunity to represent, advocate, and push for better outcomes through this work. Feedback gained from carers has been used by Foss Park Hospital staff to inform a carer leaflet and look at the hospital's processes around carer engagement through the patient journey.

Carer champions

Carers are passionate about raising awareness and challenging stigma. We empower them to share their stories, amplify carers' voices, and shape services for the future.

16 Carer Champions have represented carers through attending meetings, conferences and strategic forums as well as sharing their experiences through training and presentations.

Thank you to carers who give their time and energy to help us ensure that people have a better understanding of caring.



Valuing Volunteers.

We couldn't do what we do without our amazing volunteers. We are proud that **66** volunteers committed to supporting our work over the year. We have also dealt with **71** enquiries about volunteering.

The total number of volunteer hours was **3,035**. This is slightly less than last year as some long-standing volunteers have moved on. Volunteers support with many aspects of work including helping in groups and with activities for both adults and young carers, supporting fundraising and awareness events, providing one-to-one support through the telephone listening service and counselling service as well as assisting with office/admin work.

We held some volunteer roadshows in shops and other locations, to raise awareness of carers and the wide range of opportunities for volunteering with us. In August we attended a Careers Fair and spoke at length to over **30** people. As a result, we recruited a volunteer to help with Communications. This volunteer is now our Finance Manager! We've celebrated our volunteers with **2** events, involving chocolate and/or cake!



Students and trainees on placements

We hosted **2** social work students on **70-day** placements who made the most of the opportunity and helped with many areas of work. They got involved with Carers Assessment Reviews, groups, awareness events, supporting carers and young adult carers, and finding useful information for carers.

We also have several trainee counsellors who have supported carers through delivering counselling. They each must complete **100** hours of counselling whilst on placement and between them and qualified counselling volunteers, they delivered **291** counselling sessions for carers.

Student Volunteering Award Winners

Students Lisa and Annie joined us on volunteer placements. Their dedication and enthusiasm made a real impact, leading Alison Wheatley and Sam Sollitt to nominate them for the Student Community and Volunteering Awards.

At a special ceremony at The Guildhall, they were named winners and received a certificate from the University of York for their Outstanding Contribution to Community Health and Wellbeing.

“Thank you to all the lovely staff and volunteers at York Carers Centre who give so much passion and support to unpaid carers across York every single day. Your charity holds a very special place in my heart.”



Young Adult Carers.

Individual support

We supported **122** Young Adult Carers through our service.

We maintained our Instagram channel **@yacsyork** to maintain contact, continuity, familiarity, peer support and momentum.

85 one-to-one support sessions provided flexibly to meet the needs of individuals and consider any social anxiety or other needs.

*“Thank you so much for being so patient and understanding.
I’m so glad I came today”.*

Groups and activities

We facilitated **12** monthly socials, started some small groups, named **“YACmatching”** to reduce isolation by bringing Young Adult Carers together in an informal way. Responding to feedback and requests, we focussed these on music practice room and fun table tennis sessions.

We had **134** attendances at **20** events providing a break and much needed activities.

Young Adult Carers have had opportunities to be creative with partnerships such as By Deckle and Hyde and Next Door But One. We’ve toured York Open Studios, created terrariums and had some amazing sessions for LOVE January such as a shared meal and pickling workshop, Men's Wellbeing Mondays as well as delivering door step goodie bags for isolated carers.



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Carers Rights

Through some funding from the Brammall Foundation, we delivered our 2nd cohort of YACstars, focussed on employment:

- Finding a Job
- Getting the Job
- Keeping Your Job
- Thriving at Work

We harnessed the power of peer support, bringing in 4 peer role models.

“Seeing someone with similar starting points as me do so many incredible things with their life was inspiring. It gave me the courage to want to do things for me, and to think about my own aspirations and chase them. I felt empowered to try! It gave me the confidence to say yes I can!”

“YACstars helped us develop, understand and change the way we view our caring role, allowing us to turn our experiences into something positive and beneficial to our future”

Raising awareness and Carers Voices

Young Adult Carers have taken part in various opportunities to influence and raise awareness:

- Sharing good practice with other YAC projects
- Contributing to the City of York Carers Strategy Working Group
- Contributing to the York Hospitals Carers Improvement Plan
- Involvement in Healthwatch York Core Connectors project



Cognitive Behavioural Therapy (CBT) and family support.

(Lottery funding)

This year we secured further Lottery funding to support young carers and young adult carers with CBT and family work for a further **3** years.

Family Support Work

- **29** families supported
- **8** families engaged in Positive And Adverse Childhood Experiences (PAACE) workshops
- **129** contacts with professionals (including meetings with schools, phone calls, housing etc.)
- **22** grants sourced for items including laptop to access remote learning, a cot for a new baby, white goods, school uniform and boxing classes for physical and emotional wellbeing
- **4** activities for parents of young carers to meet and reduce isolation

*"I've got less anxious about leaving the house,
which has made my self-esteem better"*



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CBT and mental health

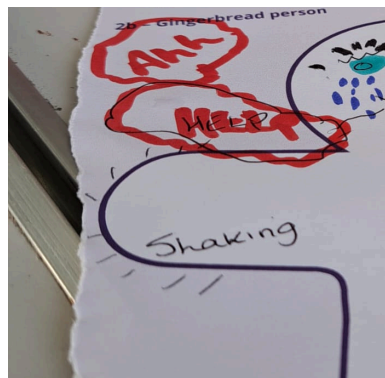
- **318** sessions delivered
- **21** individuals received CBT
- **2** mental health workshops involving 16 young carers
- **4** voice and influence events, involving 10 young carers

Commonly presented issues were PTSD, low mood, anger and anxieties. Outcomes have included reduced PTSD symptoms (such as flashbacks, interrupted sleep and panic attacks), improved focus at school and increased confidence to go out independently.

Nothing About Us Without Us

Carers from both the young carers and young adult carers groups are involved in this children and young people's mental health advisory group.

They have worked together and with professionals and decision makers who can make sure the voices of children and young people are heard and listened to.



Young Carers.

This year we have supported **300** young carers through the service.

We received and assessed **71** new referrals, a **33%** increase on the previous year.

One-to-one support

91 one-to-one sessions provided to young carers.

Tailored to individuals, these sessions can be a lifeline for many young carers.

Themes have included:

- Stress, worry, anxiety, low self-esteem, lack of confidence
- School issues – lack of support, transitions
- Worry for the cared-for person / health
- Coping with change – parent sectioned or hospitalised, living with other family members, worry about being taken into care
- Child Protection / Child in Need Meetings, Attachment issues
- Gender identity
- Anxiety, Emotional regulation, Mental health – Suicidal thoughts

With funding from York Children's Trust, we were able to provide **65** families with support towards the cost of school uniforms.



continued...

Groups and activities

We provided **75** opportunities for a break, through trips, events, workshops and youth clubs, with **776** attendances.

2 whole family trips with **42** families attending trips to the coast and Flamingoland.

35 attendances at First Aid Training for primary and secondary age groups.

We'd like to thank those who have supported our work through providing funding or in-kind support, without whom we would not be able to provide amazing opportunities for young carers and their families.

Activities are carefully planned to consider opportunities for building positive relationships, improving mental and emotional health, taking part in physical activity as well as experiencing new things.

Youth groups, called LAFFS provide space for young carers to get together, try new things and have a break from caring. We have provided sports sessions, crafts, music sessions and another visit from the award winning author Rab Ferguson.

Events provide opportunities to build positive relationships, try new things and address the negative impacts of caring/isolation. These are just some examples of the exciting and varied programme we have provided thanks to additional funding:

- Canon Hall Farm, Oxygen, Go Ape, Agility
- Cooking Sessions x 2
- Flamingoland trip
- Bowling, Laser Tag, ice skating, climbing, mini golf
- Christmas party
- Being creative – making a mural for Love January, Creating plant pots and flowers, pottery painting, Next Door But One drama sessions

“It's an amazing way to feel relaxed and to know other people face being a young carer too.”

“A group where you can get help if you need, but even if you don't, you can just be around people who get it.”

continued...

Schools

Drop-in sessions at all mainstream secondary schools (9) with each school having a link worker with YCC.

- Primary and secondary network meetings held
- Provided 54 school support drop-in sessions, with 156 attendances
- Supported 2 schools to work towards the 'Young Carers in Schools' award

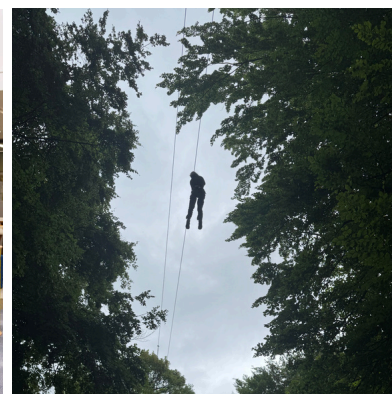
For Young Carers Action Day, we held a cinema event solely for Young Carers. We also provided schools with resources for assemblies/form time/PSHE lessons. Many schools used these to raise awareness.

Carers Voice

Young Carers help to decide activities, and support is tailored around their individual needs. Young carers are involved in the Nothing About Us Without Us work (see above) and have also been involved in speaking publicly:

- At the safeguarding conference to Designated Safeguard Leads from schools across York
- To Aviva staff on Young Carers Action Day.

We are also now involved with Young Carers National Voice, with the first session due to take place in April.



Fundraising.

Thanks to National Lottery funding, we have been able to employ a part time community fundraiser. This is a new role for York Carers Centre. We are signed up to the Fundraising Regulator, have developed a new Fundraising Strategy, policies and procedures in order to prevent any impact on vulnerable people from our fundraising activities. We do not use professional fundraising companies.

We have received zero complaints about any fundraising activity, in fact we are proud to say we have received zero complaints across all our services. Our new fundraiser commenced work in December and has raised over **£15,000**.

Their work has involved:

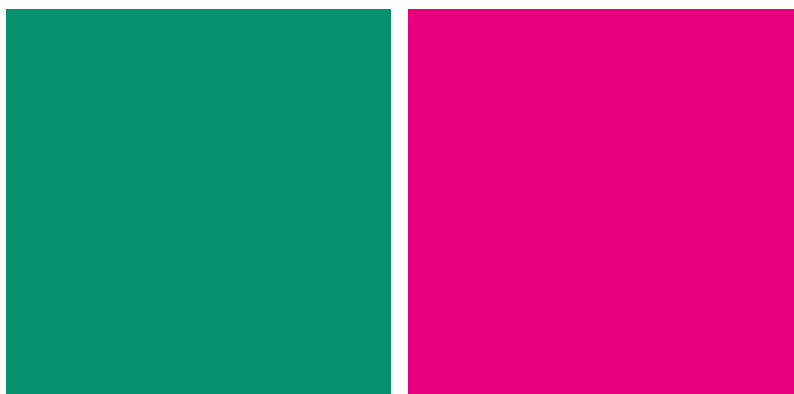
- Identifying a group of volunteers to support with fundraising activities
- Building relationships with local businesses
- Joining networking groups
- Working with volunteers to create social media story telling resources
- Contacting past donors and creating a database for donors
- Running a number of fundraising events including music nights and preparing for stalls for Carers Week and York Pride

Campaigns have included:

Are you up for a challenge? – aimed at recruiting community fundraisers

Charity of the year – aimed at recruiting companies to fundraise for YCC as their charity of the year

March in March for Carers – to be an annual event



Future Plans.

As always, there are challenges in maintaining our current level of provision and responding to the increasing needs of carers on a day-to-day basis. We have successfully brought in significant additional funds over the past year, but sustaining this income will require continued creativity and determination.

Over the coming year, we will focus on building on our strengths while adapting to the changing needs of carers and the wider community.

Our priorities will include:

Maintaining and Sustaining Services

With demand for support continuing to rise, we are committed to keeping our core services available for all who need them. This will require targeted fundraising to secure the resources necessary for the future. Key pressure points include our Counselling Service, Advice Work, and Young Carers Service.

Maintaining Quality

We will continue to review and enhance our services to ensure they remain effective, accessible, and delivered to the highest possible standard, guided by regular feedback from carers.

Listening to Carers and Amplifying Their Voice

Carers are at the heart of everything we do. We will take every opportunity for them to share their views, experiences, and priorities, ensuring their voices shape local and national decision-making.

Building Stronger Community Connections

By strengthening existing partnerships and creating new ones, we aim to increase understanding of caring, promote carer-friendly practices, and embed support for carers across all sectors.

continued...

Progressing Our New Website

We will complete the development of our new website to ensure carers can access clear, up-to-date information and support easily and securely.

Embedding Equality, Diversity and Inclusion (EDI)

We will continue integrating EDI principles across our work, ensuring that every carer feels welcomed, represented, and supported. Our work towards becoming a trauma-informed organisation is well underway, with plans to undergo peer assessment in the coming year.

We will also remain open to opportunities that raise awareness of caring and improve support for carers.

Our dedicated staff and volunteers, many of whom are carers themselves, remain our greatest asset. Their passion, expertise, and resilience are at the heart of our work, and we are committed to fostering a supportive, flexible, and open culture that enables them to thrive.

All these plans reflect our Aims and Objectives and ensure we continue supporting carers, as well as the staff and volunteers who work alongside them. Our vision for the year ahead is simple but ambitious: to keep carers at the centre of our work, strengthen the services they rely on, and champion their role in our community.

Trustees response.

The Trustees fully endorse the priorities set out for the year ahead. We recognise the ongoing challenges in sustaining our current level of provision while meeting the growing and increasingly complex needs of carers.

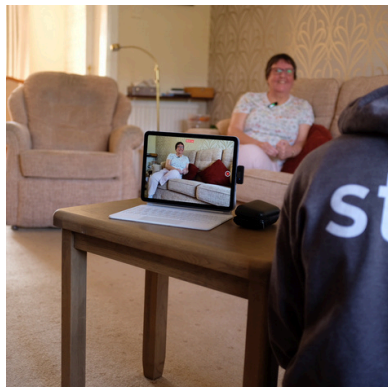
The additional funds secured in the past year are a testament to the dedication and skill of the staff team, and we acknowledge that maintaining this level of income will require continued effort and innovation.

We are confident that the planned focus on maintaining and enhancing services, amplifying carers' voices, building stronger community connections, and progressing key developments such as the new website will strengthen the organisation's impact.

The Trustees wish to place on record our appreciation not only for the passion, commitment, and professionalism of the staff and volunteers, but also for the strength, resilience, and contribution of carers themselves.

Carers remain at the heart of everything we do, and the way they share their experiences, shape services, and support each other is central to the Centre's success.

We are committed to ensuring that both carers and those who work alongside them receive the support they need to thrive. Through effective governance, strong financial stewardship, and close collaboration with the management team, we will work to keep York Carers Centre a trusted, valued, and forward-looking resource for our community.



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