

# Our Thanks To

All Carers, All colleagues who work together with us for the benefit of carers, Blackpool Pleasure Beach, Blackpool Sun Centre, Camelot, Councillor John Baldock and his wife Jill, Councillor Maggie Skilling, Councillor Rob Bailey, Councillor Terry Aldridge, Heather Cameron - Team Manager, West Lancs Community Team, John Moores Foundation, Lancashire County Council, Library colleagues – Jane Berry, Jim Temple, Noreen Martin, Yvonne Sowwod, Lloyds TSB, Mick Duffy (Self-Directed Support Manager, Central Lancs), Oliver Mawdsley (Outreach Manager, Carers Allowance Unit), Pat Faulkner – PRTC Regional Manager, Primary Care Trust, Princess Royal Trust for Carers, Skelmersdale College, Tesco, Vivalis

## Quotes from Carers'

"My wife and I would like to say thank-you for all your help in trying to get us a Carers Assessment. Things are starting to move in that direction, but we are sure we would still be waiting if it wasn't for you"

"Thank-you for all your help in securing the contribution from the Princess Royal Trust for our electric bed. The purchase of which, has made a profound difference"

"Your kindness knows no bounds, you make this world a better place just for being in it"

"Thank-you for giving me this break, it was so enjoyable and I feel so refreshed. Thank-you so much it was wonderful to only think about myself for a few days. I feel totally refreshed, recharged my batteries, and I am so much brighter"

"I write to express the truly heartfelt thanks of both my wife and myself for the sterling work provided by your organisation and the volunteers who, so unselfishly, man it. Your colleagues deserve only the very highest commendation for their compassion, patience and constant good humour, regardless of the tasks which confront them. Please convey to all of them, how very much their efforts are appreciated and valued and please, please continue with this fabulous service"

# Who We Are

## Trustees

Jim Barton  
George Weeks  
Renee Harding  
Francis Williams  
Wen Williams  
Irene Horn  
Lillian Latham  
David Hughes  
Jeremy Scholey

Chair  
Company Secretary  
Vice Chair  
Trustee  
Trustee  
Trustee  
Trustee—*retired May 2010*  
Trustee—*retired May 2010*  
PCT Representative



## Staff

Jacqui Sutton  
Marian Radford  
Lorraine Beel

Principal Officer *-left August 2009*  
Principal Officer *-commenced October 2009*  
Contingency Planning Co-ordinator  
Older Carers Development Worker  
Finance Officer  
Carers Access To Health Co-ordinator  
Administrator  
Parent/Carer Worker *-left February 2010*  
Parent/Carer Worker *-left July 2010*  
Parent Carer Worker *-commenced August 2010*  
Outreach and Information Officer *-left July 2010*

Phil Carder  
Lee Formby  
Sue Haywood  
Liz Millington  
Joy Ellis  
Sue Gaskell  
Cheryl Ledward-Lee

## Volunteers

### Carers Access To Health (CATH) Project Volunteers:

Sandra Moores, Trish Whitehead, Janet Sargent, Irene Jones,  
Martin Brown.



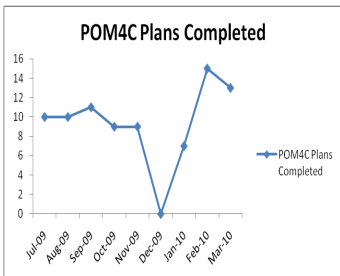
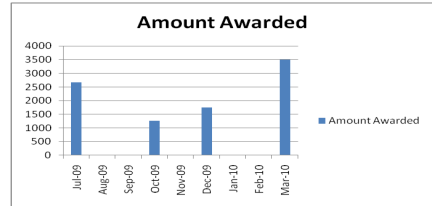
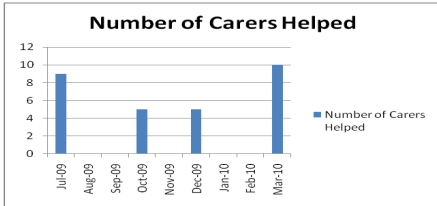
### Administrative Volunteers:

Martin Ritson, Jean Griffiths, Phil Yates, Paul Case

# Facts and Figures

## Time For Me Fund

The Time For Me Fund, funded by LCC, is designed to give carers a 'break' from their caring role. In the past year £9,177 has been awarded to 29 carers.



## Peace of Mind 4 Carers

During the past year 84 individual plans have been completed.

This is a free service, funded by LCC, to provide peace of mind for the carer should they be unable to be there for the person they care for.

## New Referrals

The Centre has received 115 referrals over the last year.

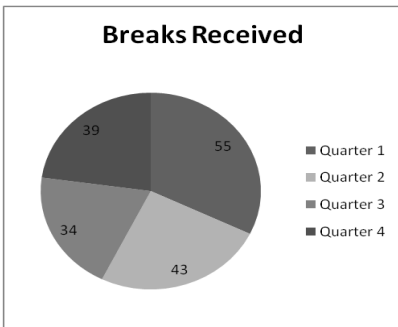


27 Males



88 Females

## Breaks Received



## CATH Project

We have provided the following breaks in the year:

Quarter 1	55
Quarter 2	43
Quarter 3	34
Quarter 4	39



## Report from the Chair

*Jim Barton*

You will all be too aware of how difficult times have become for voluntary organisations. With cuts beginning to bite, we are looking carefully at our services and costs. It is pleasing, therefore, to report that our underlying financial position is sound but we are very vulnerable to any reduction in the grants that are underpinning us from Lancashire County Council and Central Lancashire Primary Care Trust.

During the last year, as we promised, we have raised our profile and increased the number of carers that we support and the services that we are providing. We still have more to do.

Our team in Certacs House, led by our Principal Officer Marian Radford, have worked tirelessly to improve our service. The Trust Board are very fortunate to have such a dedicated team of professionals.

Our Trust Board have been faced with some difficult decisions and have stepped up to the task with relish. I fear that the next year will present them with some tricky situations. We have strengthened our ties with the Princess Royal Trust and we expect that this will prove to be very helpful. I would like to thank David Hughes and Lillian Latham for their support as they retire from Board membership.

You will be aware that there are many young carers in our community. They are supported by the West Lancashire Young Carers' Trust. It has been obvious, for some time, that it would be better if one organisation could provide a more seamless and flexible service to young people.

Well we have decided to merge the two organisations, maintaining their identities, under one management and one board of Trustees. Hopefully we will complete the process in the Autumn.

So we look forward to a very challenging year both from a financial and organisational point of view. Our aim must be to continue the improvement in services to our carers, with dwindling resources, not an easy task.

All of us at Certacs House are determined to ensure that our carers in West Lancashire continue to be supported.



# Finance Report

*Phil Carder*

Balance sheet	At 31 March 2010		At 31 March 2009	
	£	£	£	£
<u>ASSETS</u>				
Office furniture & equipment	1,958		956	
Debtors	1,867		5,431	
Bank & cash balances	87,798		76,281	
<u>Current assets</u>	89,665		81,712	
Creditors	2,794		2,550	
Amount due to HM Revenue & Customs	2,176		2,250	
<u>Current liabilities</u>	4,970		4,800	
<u>Net current assets</u>	84,695		76,912	
<b>TOTAL NET ASSETS</b>		<b>86,653</b>		<b>77,868</b>
Reserves created	45,000		20,000	
Accumulated surplus	41,653		57,868	
<b>TOTAL RESERVES</b>		<b>86,653</b>		<b>77,868</b>

## Investment Policy

The above figures show details of the Centre's assets, liabilities and reserves at the close of its first two financial year ends. All bank balances are with UK clearing banks and are managed to ensure that all sums are covered by the Financial Services Compensation Scheme in the event of a bank failure. Surplus cash resources are deposited for a maximum term of 6 months.

## Reserves Policy

The Centre achieved its aim of holding a reserve (£45,000) equivalent to 3 months' operating costs by March 31st 2010. Since that date, a further £2,000 per month is being transferred to the reserve with the objective of raising it to the level of some 5 months' operating costs by March 31st 2011.



## Report from Principal Officer

*Marian Radford*

The past year has seen change, not only at the Carers' Centre but also within Adult Community Services, as Self Directed Support becomes increasingly the way forward for people to be in control of their lives.

The Peace of Mind 4 Carers project was officially launched by Lancashire County Council in October. To date we have completed 131 emergency plans and carers have valued this easy to access service.

Our Carers Access to Health project is now available to all adult carers, whilst previously it only served those 65+. Lee, our co-ordinator works tirelessly not only to promote the service, but to also try to ensure that we can be as flexible as possible in meeting individuals' needs. Of course, the project could not be delivered without the dedication & commitment of our team of volunteers who are generous in offering their time and understand the need to be flexible in their time commitment.

As well as our Carers Access to Health volunteers we also have administrative volunteers who assist with a variety of office functions and systems. We are grateful to all for the multiple roles they undertake and being adaptable to the needs of carers.

It is always important to keep promoting the centre and carers' issues. Many carers do not identify themselves as such and it is important that we continue to raise our profile and identify "hidden" carers, so that they are supported. Much work has been done in "reaching out" and we are pleased to report that the Borough libraries are now working in partnership with us to identify and support carers.

Very often, as a carer, you are isolated and do not get the opportunity to have a life of your own. The carers' centre responds to this by organising a range of activities that allows carers to have a break and gives them the opportunity to meet with others. Highlights have been a pampering day during carers week a reception held in the Mayor's Parlour and the ever popular tea dances at Southport Floral Hall.