

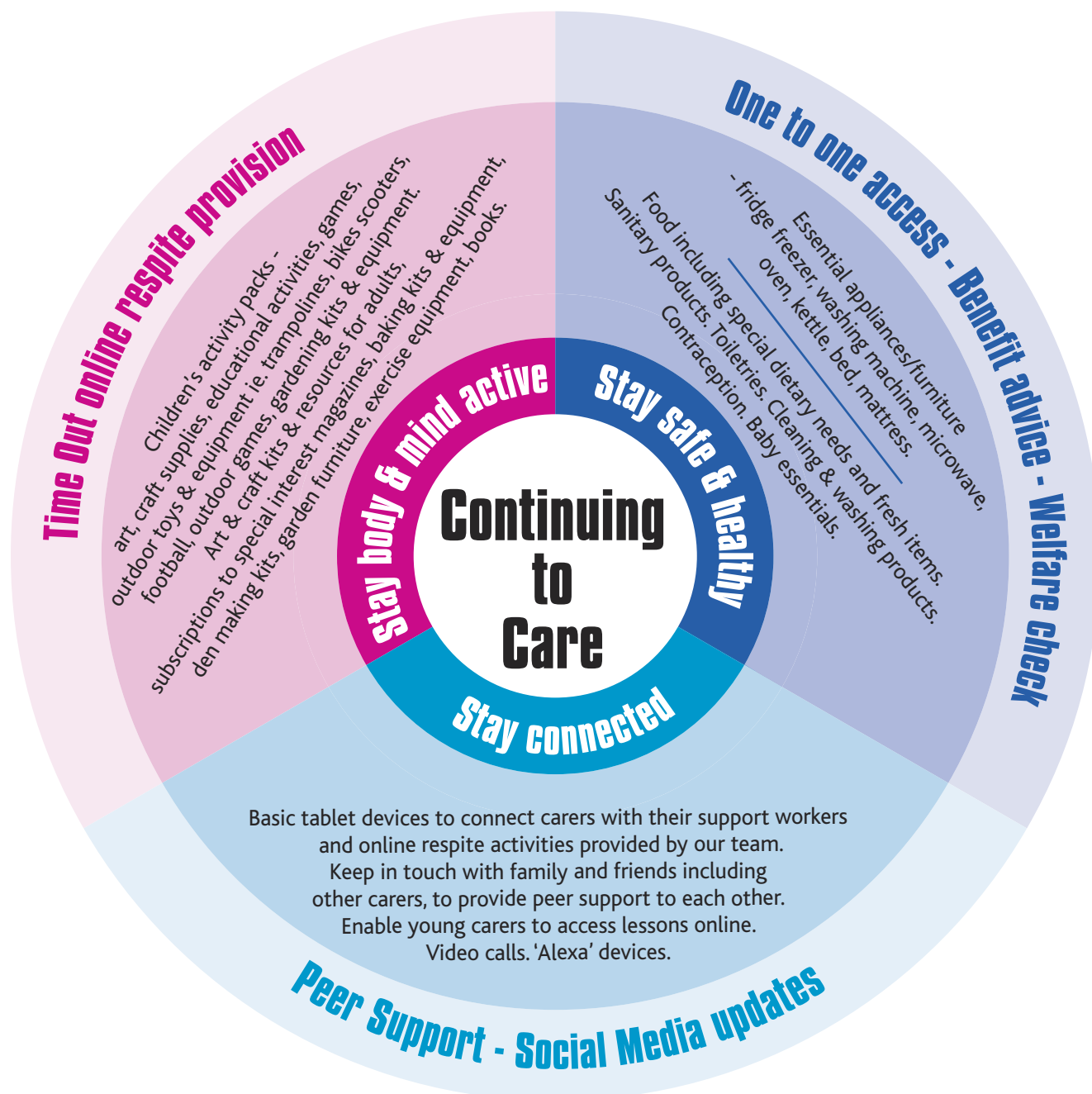
Blackpool Carers Centre

Quality • Passion • Respect

Charity No. 1114558



Annual Review 2020-2021
Continuing to Care



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Introduction

A year like no other! As 2020 dawned and the winds of Covid blew, like everyone else we were disorientated, wondering how on earth we could deliver a service given the new landscape that was appearing. In the knowledge that we support some of Blackpool's most vulnerable households, our agility in reconfiguring the delivery of support was vital in preventing carer crisis and keeping families 'on track'. Also, key to our vision of delivering services within the pandemic world has been maintaining acute focus on safeguarding issues which became more difficult to identify as doors started to close.

We made brave decisions early in the pandemic to continue to keep contact with carers as directly as we could, including: doorstep welfare visits; essential deliveries of food in conjunction with Blackpool Council; and crisis support on-site where carers needed immediate help. In response to the changing needs of carers and the imposed restrictions, we swiftly mobilised digital delivery of support and respite sessions to ensure that no carer missed out on what they needed from Blackpool Carers.

We are proud of our team for achieving enormous success in the most challenging of times; reaching carers in new ways, being open to creative solutions and riding the wave with passion for what is more than just a job.

With fundraising options significantly reduced for the majority of the year, we have spent time reflecting on how to move forward, post-Covid, with fresh ideas and approaches for engaging supporters and funders. We are looking forward to once again getting together with our

community, corporate supporters and funders to light the fire of fundraising events as restrictions fall away.

Despite the disruption and turmoil of the pandemic, we have taken opportunities to regroup and reflect. When quietness descended as lockdown was announced, we rolled up our sleeves and refreshed our lovely building. With a new coat of paint, furniture updates and a garden refresh, Blackpool Carers has emerged ready to take on the increased demand for support from the many people who have become carers during the pandemic.

We have learnt so much throughout this year, from each other, from our volunteers and, of course, most importantly, from our carers. It is with this learning that we look to the future of Blackpool Carers and all that lies ahead as we evolve to meet the legacy of needs left behind by the pandemic.

We are pleased to be able to present the 2020-2021 annual report, telling the story of all that Blackpool Carers has accomplished and the impact that our projects have had on carers of all ages throughout the most difficult of times.

We also extend our thanks to everyone who has cheered us on, be that quietly from the sidelines, as a supporter, a fundraiser, a funder or within our growing team of volunteers and trustees. We hope that you will continue to be with us in making a better life for carers.



Paul Jebb,
Chair of Trustees



Faye Atherton,
Quality Director



Steve Shepherd and his sons kindly donated baking kits to keep our carers stocked up with lovely cakes during lockdown



Young carers enjoying their dinner during a respite session



Socially distanced Dementia Awareness training

Knowing I could turn to someone - be listened to and supported, has meant the world to me and my family

Denise
Family Focus parent



Young carers throwing sponges at soggy Respite Worker, Andy



Mental health support group (HUGS) on a welcome visit to The Parks Cafe at Stanley Park

Stay body & mind active

With everyday freedoms removed and no end in sight, access to physical and mental challenge outside of caring became in short supply for carers.

Carers of all ages found that their usual coping mechanisms through access to sport, exercise, learning and being around others were so limited that the impact quickly became huge on their own physical and mental health, taking its toll on their ability to continue to provide care and also putting them at risk of their own health complications.

Our response became a range of provision to meet the unique needs and circumstances of carers. Through finding creative ways to stay body and mind active within the parameters of restrictions, we helped to maintain carer health and to continue to be there to care.

Young carer enjoying a well-deserved treat during a one to one with Support Worker, Sam



Paul Howlett with supporters during his fundraising cycle ride on Blackpool Promenade



Adult Carers enjoying some leisure time



“Young children need to have somewhere like Blackpool Carers, somewhere that does what you do. They have so much going on in their lives.”

Paula
Family Focus mum



Young carers' craft session in the garden

In the eye of the Covid storm, we quickly realised that we needed to shift and simplify our strategy to meet the immediate and very basic needs of carers.

Carers told us that the priorities for them in keeping themselves and their loved ones safe and sane in the unknown of 2020 were focused on themes of staying active in both body and mind, remaining protected and healthy and keeping connected with the outside world.



Young Adult Carer 'reaching new heights' on a visit to Clip 'n Climb



Supporters climbing the equivalent of Everest, during our Climbing for Carers fundraising event

"It's my happy place now, where I can be 'me', get lost in nature and benefit from some exercise and distraction."

Debbie
Adult carer, benefitted from a 'Time for Me' grant



Young carer having fun making Christmas Decorations



'Bang the Drum' African drumming session in the gardens



Active Minds group creating Memory Boxes

Adult Carers

Over £10,000 was distributed via 'Time for Me' grants which allowed 281 carers to indulge in interests, hobbies and exercise whilst being isolated.

Debbie, carer for her adult son who has learning difficulties, was delighted to be granted funding to enable her to complete her garden project which made being able to be outside in lovely surroundings a way of keeping active and busy whilst also providing a haven for relaxation too.

"It's my happy place now, where I can be 'me', get lost in nature and benefit from some exercise and distraction."

Young Adult Carers

Laura (17) cares for her mum with dementia. Laura's mental wellbeing declined due to being at home and caring for Mum full time during the pandemic.

In the past Laura had enjoyed drawing, writing and cooking as ways to feel good about herself, but as caring took hold, these activities fell away.

Through a small grant and funding from a supporter, Laura was able to have art resources, a well-being journalling box, cooking ingredients and equipment delivered to her door. This helped her to once again be able to have the escapism of respite as and when she needed it during lockdown.

Laura continues to 'escape into cookery' when she feels stressed and is also working with her support worker through one to one 'walk and talk' sessions, getting her back out into the world, keeping active and talking through her worries.

Laura tells us that the wellbeing box has *"relaxed me when I am stressed with my caring role and it helped when I was stressed with other things"*.

Bang the Drum

The provision of Tai Chi and yoga sessions, in small groups and also via Zoom, helped carers to learn new ways of keeping physically and mentally healthy.

These activities also encouraged carers to use these techniques outside of our support in order to maintain time for themselves.

Family Focus

We completed visits to families outside, safely following risk assessments and Government guidelines. For our young carers who suddenly lost their respite, these outdoor one to one sessions became invaluable.

We worked creatively to ensure safety and to keep children active... we played football in the pouring rain, bike rides in the scorching sun, forestry and bird-house making in the garden - whatever it took to help our young carers and families to stay body and mind active.

Paula (Family Focus mum) says *"Young children need to have somewhere like Blackpool Carers, somewhere that does what you do. They have so much going on in their lives."*

Young Carers

Ollie (7) helps to care for his brother Aaron who has Autism, ADHD and associated learning and behavioural difficulties.

Ollie was very shy at first and found it difficult to talk about his life as a young carer, particularly as he had had no social interaction outside of family members for months during lockdown.

On finding out that Ollie was interested in volcanoes, we sent out some related craft activities and resources that we then worked with him on through video calls. After a few weeks, Ollie said that he felt ready to meet in person and get involved in activities. He enjoyed art and crafts on a one to one basis and has worked up to small group sessions, making friends along the way!

Ollie's mum told us, *"He looks forward to his time with Blackpool Carers and is so excited to tell us about what he's been up to when he gets home! He really needs that time away to relax and be himself, free of the worries about Aaron, even if just for a short time, it makes all the difference."*



Time Out

Our first steps back to face-to-face respite, making use of our fantastic woodland garden, ensured that we could fully resume our themes of physical activity and emotional well-being, such vital aspects of carer support.

Take5 sessions returned weekly, enabling young carers to engage in a host of activities including outdoor cinema nights, Spring Carnivals, 1940's theme nights and forest school sessions. New projects also began including Creative Artz in partnership with the Fylde Art Society, and Resilience Stories with The Grand Theatre.

All sessions helped to support our carers' physical and emotional wellbeing, enabling them to become re-connected with outdoor play, creativity and friendships, helping to reduce isolation in what has been one the

most challenging periods that they will experience in their lives.

The highlight of the past 12 months was being able to take a group of young carers to discover the Wizarding World of Harry Potter at Harry Potter Studios, followed by a day in London exploring the sights and sounds of the capital. Not only was this a chance for respite but it also provided children with opportunities to have new experiences and, for many, this was their first trip outside of Blackpool for a very long time!

Molly (12) told us, *"The Harry Potter trip was the best trip ever! I got to have loads of fun with new friends and I was able to just be myself and not need to worry about anything. I just got to enjoy myself and be a kid"*

Stay safe & healthy

Access to the very basics in life became perilous for many carers as they were limited in being able to safely go shopping, delivery slots were hard to come by and many did not have the digital skills to shop online. During the year we awarded 37 Carers Trust Emergency Grants to support our most vulnerable carers.

Combined with family worries around finance and employment, increasing instances of mental ill health, substance misuse and domestic abuse, many carers were in positions that put theirs and their loved ones' health at risk.

Our partnerships with local foodbank provision and the Local Authority response team meant that vulnerable carers and their families within our community were able to quickly access vital food, household essentials and toiletries to keep people fed and clean. Regular risk assessments, early intervention and crisis support also ensured that carers were responded to quickly when needed.



Adult carers feeling relaxed during a Zoom, Yoga Session



North Fylde Rotary and Morrisons kindly donated essential items for our carers

"I missed school and felt worried about everything being on my shoulders but having my support worker meant that I could talk through things and she also helped me to understand what was going on. Having food parcels also meant that it was one less thing for me to worry about."

Josh
Young carer



Young carers letting off steam during Take5 outdoor respite session



A young carer completing her assessment forms whilst enjoying the sunshine



Blackpool Foodbank kindly donated many food hampers for our carers and their families



Carers at the Over 65s Afternoon Tea in September 2020

“Being able to turn to a service who walked through all of this with me and Diane has helped us to face the future with hope.”

Joe
Adult carer



Rocco with face masks made by staff member, Pat to raise funds.



We created and delivered 'Take a Break' bags for our carers during lockdown



This young carer was thrilled with her new bike that was kindly donated from the Bikes for Heroes project

Adult Carers

We adapted, diversified and perfected new skills in order to continue to support our carers and maintain professional links within health and social care services. Ensuring that families had all that they needed, both support and resources, in order to stay safe and healthy throughout the pandemic was a top priority.

Working in partnership with the Corona Kindness scheme delivered by Blackpool Council, we remained out in the community responding to carers most in need during the very darkest of times for many.

From food parcels, household essentials, medication ordering and collecting, to making provision for dogs to be walked, our team rose to the challenge.

Joe, carer for his wife Diane, was particularly concerned about Diane's discharge from hospital during early lockdown. We supported both to input into planning a safe discharge with hospital staff, looking at, not only Diane's health needs but also Joe's anxieties, limitations and concerns as a new carer learning to provide care in a pandemic.

We helped Joe to navigate the services available and to reassure him in his first steps taking on a caring role.

"Becoming a carer was scary enough, but add into that the worry about this new virus and all the potential for something going very wrong and everything felt unmanageable. Being able to turn to a service who walked through all of this with me and Diane has helped us to face the future with hope."

Family Focus

Josh (12) and his three younger siblings provide care for their mum who has long term mental ill health. Following the closure of schools and the uncertainty about the future, mum became even more withdrawn and unwell.

We supported mum to access enhanced mental health support and scheduled a medication review whilst also carrying out regular 'doorstep visits' to check in and deliver food parcels to ensure that the family were managing. We also worked closely with school to link the children with learning and keep them informed of mum's progress and how the children were coping.

"It really helped me to know that I wasn't alone dealing with everything going on in my family. I missed school and felt worried about everything being on my shoulders but having my support worker meant that I could talk through things. She helped me to understand what was going on. Having food parcels also meant that it was one less thing for me to worry about."



Bang the Drum

As restrictions tightened and carers became more withdrawn from view, we were determined to continue to 'see' carers, be available and respond to their needs.

Our Bang the Drum team were very active in doorstep check-ins with carers, providing a listening ear, a musical instrument or two and access to food parcels and household essentials!

Young Adult Carers

Connor (17) cares for his dad following several strokes. During the pandemic the family began to struggle without a cooker and had no funds to be able to access a replacement.

They were relying on takeaway food and microwave meals meaning a lack of fresh and healthy meals and also an impact on finances, which in turn created problems in affording transport for Connor to attend college.

We were able to source emergency funding to provide the family with a new cooker and supermarket vouchers, ensuring that they were able to prepare healthy meals. We also worked with the family to create a healthy and budget friendly recipe collection to encourage a balanced diet. Dad has been very happy to have been able to have his favourite meal once again....corned beef hash!

Since the family have been accessing our support, college have commented that Connor is *"attending college more regularly and is like a different person"*.

Time Out

During 2020 our team got out and about into the community, delivering food and household essentials parcels to children and families alongside the activity packs to keep children entertained in the long weeks of lockdown! This work gave us the unique opportunity to see families face to face, albeit on doorsteps and in gardens.

Being face to face with families ensured that we were able to respond to immediate needs and gave families the chance to talk about their worries and anxieties as we got deeper into the pandemic.

Following these visits we became aware of families needing access to PPE and cleaning resources in order to keep themselves safe. We were able to provide the equipment that they needed and also to help them to understand restrictions and local updates as things started to change.

Young Carers

Emma (15) cares for her twin brothers (age 5) who have severe Autism and a chronic respiratory condition. During the pandemic, Emma took on a secondary parenting role, alongside her mum, for her brothers.

With schools closed, all of the children were also being home educated. Emma became very anxious during lockdown due to the fears around Covid and the family became extremely isolated, mum only leaving the house to put the bins at the end of the drive each week.

Welfare phone and video calls were made to Emma every other day to support her with her anxiety and food parcels were delivered to the family's doorstep every two weeks over an 8-week period to ensure the family kept safe by not having to leave the house for food. Support calls to Emma were centred around her anxiety.

We discussed the importance of Emma having fresh air and some time to herself alone each day, even if this meant walking to the end of her street. Emma eventually agreed to go outside for a walk with our support. During this first walk, Emma told us that, although she found it difficult, she really valued the 15 minutes outside of the house to herself and encouraged her mum to do the same thing. These walks encouraged Emma and her mum to stay healthy both physically and mentally whilst keeping themselves as safe as possible.

Emma stated that she felt her and her mum's relationship also improved which enabled them to better care for her brothers.

"Without support from Blackpool Carers I think that we would have carried on just being isolated at home and found it even more difficult to get back out and about when lockdown ended. Caring for my brothers is so hard at times but I know that I can rely on help from my support worker whenever I need to let off steam."

Stay connected

With the fast move for many to start working, schooling, shopping and socialising online as the pandemic took hold, we were acutely aware of substantial limitations faced by our carers in being able to join this new 'normal'.

Carers already tell us of their feelings of isolation in society, that they are often unable to find where they 'belong' and that the impact of isolation can be intensely damaging. With the prospect of being unable to access vital contact with services, respite provision and peer support, staying connected meant something visceral to many of our carers.

We quickly took up the mantle to keep carers connected with support in whatever way worked for them....whether that be garden wall chats or providing technology and 'doorstep challenge digital support' to get carers online to join groups, support and activities.

"The one constant connection that kept me going and maintained my sanity was the support that I received from Blackpool Carers. Initially, my support worker called every week. She cannot possibly know how much I looked forward to that call."

Elaine
Adult carer



Support Worker, Helena getting ready for Dementia Awareness Training



Having fun, playing games at Beaverbrooks House



Carers' Kitchen remained open for carers to access support during the pandemic



Young carer brought along her best friend, Bobby to her one to one



Adult Carer, Helen showing off her skills during a pancake making session (with help from Pat)



Carla with 'Elf' helper, Beth, delivering Christmas hampers to carers and their families



Young carers with Brownies they made during a Take5 Lockdown Live online baking session

“Being able to connect with friends has really helped me to feel more confident, in real life, not just on-screen! It has also helped me to feel happier and less stressed.”

Ellie
Young carer



Getting ready for a Connect 5 Zoom training session with Helena

Adult Carers

Elaine, carer for her husband, valued the connection and contact with the service whilst unable to leave the house during lockdown.

"The one constant connection that kept me going and maintained my sanity was the support that I received from Blackpool Carers. Initially, my support worker checked in with me on a weekly basis, she cannot possibly know how much I looked forward to her call or the relief that I felt just having someone to talk to.

She listened without judging me and supported me throughout the really difficult times when all I wanted to do was cry. She taught me how to be realistic and that there were only so many things that I could control and deal with, and for this and her support I will be eternally grateful."

Young Adult Carers

At the forefront of technology use have been our young adult carers! They quickly adapted to our offer of online support and groups with many helping us to understand the new world of Zoom!

Once we were able to, small face to face groups resumed with many of our young people being eager to ditch the screens and get back together in 'real life'!

Natalie (18) who cares for mum due to physical difficulties, told us that being able to have that precious and dedicated time in her week when she could log on and see familiar faces was a lifeline in the most difficult of times.

Friendships formed online with others who understand how caring can limit life as a young person, helped Natalie to feel that she wasn't alone. Being able to then pursue those friendships in person once the groups opened back up on-site have created a positive network that Natalie tells us will last forever!

Natalie regularly attends groups now and tells us, *"when I joined Blackpool Carers I found that I was making more friends and I could talk to people who understood what I was saying which helped me a lot. Blackpool Carers has given me a place where I feel relaxed, and I am a lot more calm."*

Bang the Drum

Our Bang the Drum project was a unique opportunity, thanks to the flexibility of the funder (Spirit of 2012), in allowing us to move quickly in meeting new presenting needs of carers during the pandemic.

Being able to provide transport for sessions meant that carers and young carers were able to access face to face sessions safely, bringing them together for much needed time away from caring to explore music activities using instruments, dance and song writing together.

Time Out

Facebook Live and Zoom became the 'new norm' with the team posting a daily host of activities including art and craft, physical activity and Friday fun challenges, taking our digital respite to a new level.

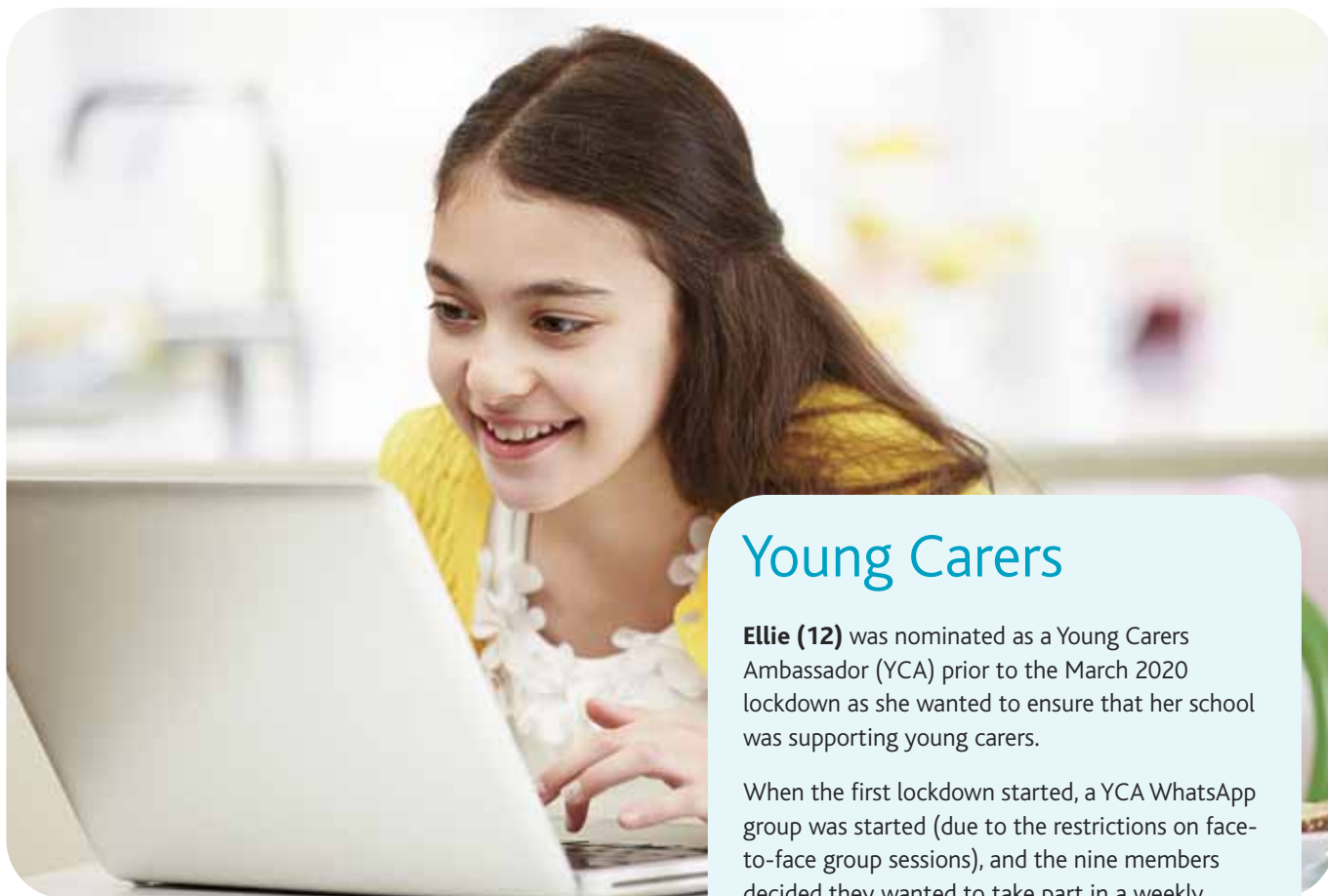
Soon, young carers were scrambling around their homes whilst taking part in 'Go Fetch' scavenger hunts, testing their knowledge in fun quizzes and creating a baking bonanza in their homes along with others online!

Jordan (7) joined Take5 respite for the first time during lockdown when only digital access was offered at the time.

He struggled being at home during the lockdown, being unable to take up his place at school as a vulnerable child due to his mum having a compromised immune system.

Jordan really missed out on friendships and time to just be a child, but being able to log on each week to see new friends who were also carers helped him to feel less alone. He enjoyed the variety of fun and activities during the Zoom sessions.

Being able to finally join groups in person as restrictions eased meant so much to both Jordan and his mum as, at last, he could 'meet' his friends in real life! He's now a regular at Take5, the first in the door telling us all his news from the week!



Family Focus

Family activities were adapted virtually, keeping families connected with our team and each other for support.

We created huge hampers containing everything needed to participate in online challenges, quizzes and games; safely sanitised and delivered on doorsteps. There were indoor scavenger hunts, dancing, riddles, and that feeling of being 'in it together'.

Having time to be in the moment and share it with others meant so much to families who were particularly hard hit by the storm of the pandemic.

Lily (9) who cares for her mum with long term mental ill health fully threw herself into all of the online activities, telling us *"I feel supported and safe."*

Young Carers

Ellie (12) was nominated as a Young Carers Ambassador (YCA) prior to the March 2020 lockdown as she wanted to ensure that her school was supporting young carers.

When the first lockdown started, a YCA WhatsApp group was started (due to the restrictions on face-to-face group sessions), and the nine members decided they wanted to take part in a weekly Zoom quiz. Ellie didn't have access to a device to be able to access this quiz.

We applied for a grant to purchase a laptop to keep her connected with the group for support, and also to be able to access the quiz, staying connected with other young people whilst at home.

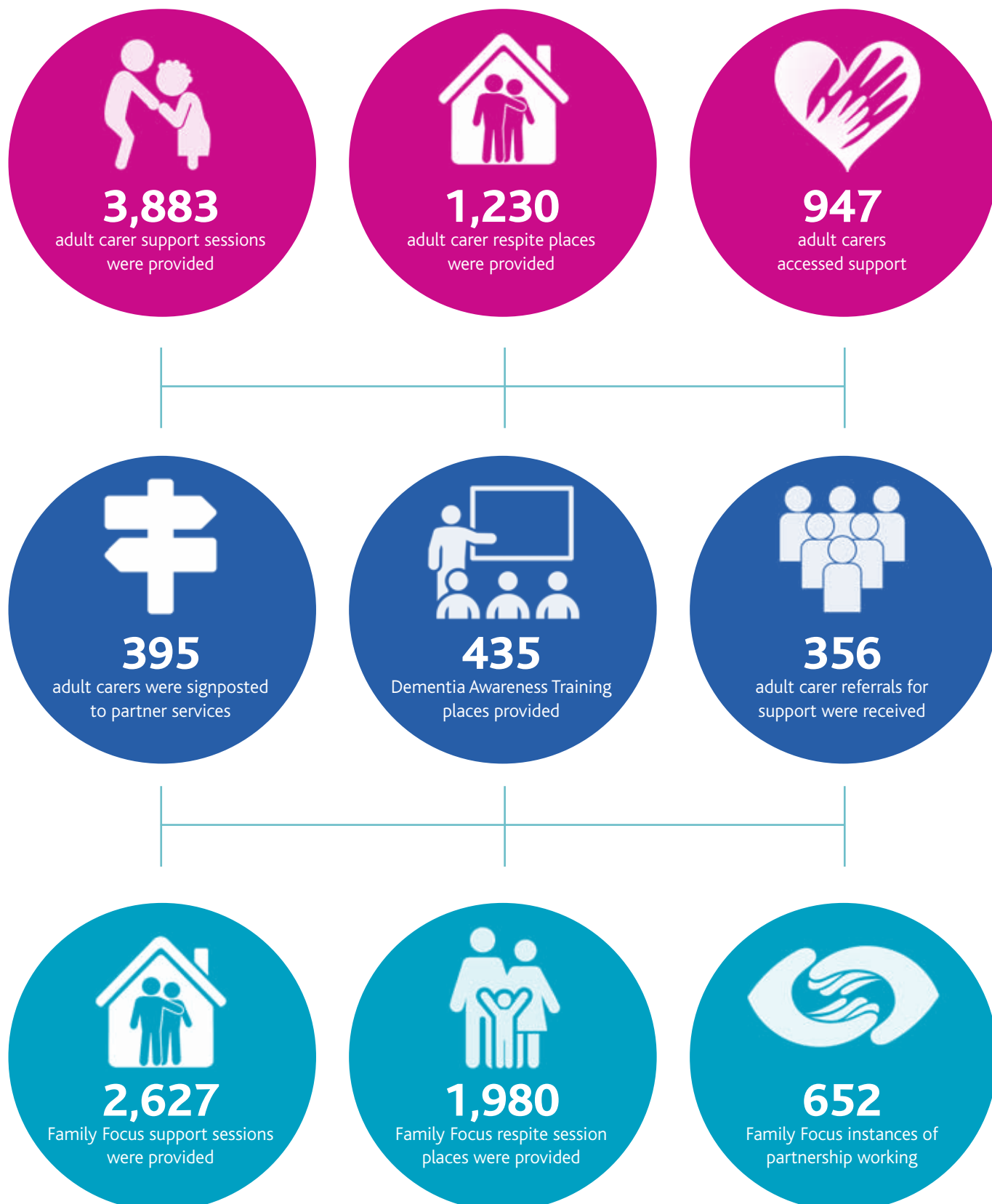
Ellie has developed close friendships with the other members, creating a positive network of support with other young people who understand how challenging being a carer can be.

Having a laptop has also enabled Ellie to access schoolwork online and saved her parents from having to travel to and from school to collect paper copies of work whilst both struggling with anxiety about leaving the house.

Before the weekly quiz, Ellie presented as quiet and shy, however, week by week, Ellie has become more vocal and has even hosted her own quiz!

Ellie tells us, *"Being able to connect with friends has really helped me to feel more confident, in real life, not just on-screen! It has also helped me to feel happier and less stressed."*

Our impact





Benefit Advice

Robert (59) was diagnosed with kidney cancer in 2019 and had to give up work due to his health. At the time, Robert was informed that his condition was terminal and told that his life expectancy was just 6 months.

His wife, Jane, became his full time carer and due to the huge changes in their lives, for the first time, they had to apply for benefits.

Following further treatment, Robert underwent major surgery to remove his kidney and, although successful in removing the cancer, the operation left him with significant nerve damage and subsequently impacted on his mental health.

This year, Robert received a review form to complete for his Personal Independence Payment. We assisted Robert and Jane to complete the information and supported them through the telephone assessment.

The renewal claim was disallowed as Robert was no longer deemed to be terminally ill. We worked with Robert and Jane to appeal this decision given the clear difficulties caused by the legacy of the cancer treatment, physical challenges following nerve damage and the impact on Robert's mental health.

We supported them to escalate the case to an appeal tribunal and assisted them in completing the relevant paperwork. The appeal was heard by phone and, following Robert's discussion about his circumstances and significant health challenges, we were also given the opportunity to outline why the initial disallowance required reconsideration.



Following the hearing, the tribunal awarded Robert with the enhanced rate of both components of Personal Independence Payment.

In challenging the initial decision and supporting Robert and Jane through the process, the outcome has significantly improved life for the couple as they are now able to live in the knowledge that their basis needs can be met financially and that support is available as Jane continues her caring role for Robert.

'We feel that the pressure has gone now. We are able to continue to afford the basics that we need and to be able to plan for the future, whatever that may hold. Thank you for being there when we needed you the most.'

Robert & Jane
Benefit Advice clients



Managing Challenging Behaviour (MCB)

Our Managing Challenging Behaviour course offers support to parents and carers who have a child / young person who displays challenging behaviour. The course relies on the interaction of parents within the group setting to best bring together experiences, support and connections in order for families to move forward positively.

The acute challenges of children being home schooled and online provision with limited access to devices meant that offering the course digitally wasn't viable. We quickly moved to brief interventions and one to one support for families referred into the course. This meant that we could provide tailored and timely support by phone and create individual resources and support plans for families during what became a particularly intense time for many.

As soon as we were able to restart the course, we welcomed parents/carers back to on-site courses. Whilst many were apprehensive about coming together with others, they felt that we offered a safe environment in which to share their experiences, both positive and negative, and form supportive friendships with other parents in similar situations. The course not only offers advice and support around behaviours but also looks at the impact on everyone involved.



Parents during an MCB workshop



"The course is insightful and well set out. It's good to talk to others in same situation and know that I am not the only parent of a child with challenging behaviour."

Paul
Parent

Volunteers

Following on from the success of the Annual Ball our wonderful volunteers were ready and raring to get going on a busy year of awareness raising, fundraising and the many other roles and experiences that we offer to our volunteers. Then the pandemic hit and life changed in so many ways for all of us, however, amongst the uncertain times, there were opportunities to celebrate our amazing volunteers.



Volunteers' Virtual Coffee Morning

During 2020 our focus was on staying connected, safe and healthy and mind and body active. This applied not only to our work with carers, but also in our approach to volunteers. We were humbled and grateful that our volunteers remained committed to supporting Blackpool Carers in whatever way they could, despite whatever personal challenges they themselves were experiencing in the storm of the pandemic.

Volunteers were open to regular check ins, both with us here at the Centre and also with each other, keeping the camaraderie and spirit of what they enjoyed together when able to be with us in person. Weekly phone calls, newsletters and doorstep visits, along with weekly Zoom coffee mornings (once we had all been inducted into the digital age!) became our ways of keeping connected. Check ins also helped us to provide additional support to our volunteers where needed as many were vulnerable and shielding for prolonged periods. We provided food parcels and access to additional support to volunteers where needed.

We learnt so much about the hidden skills, talents and knowledge of our volunteer team through sharing with each other on Zoom catch ups...from Makaton signing and origami to outstanding cooking and baking skills that kept our team going through some gruelling months!



Our volunteers found creative ways of continuing to support Blackpool Carers despite lockdowns and restrictions as they gave their time to hand make products for us to sell once events were able to resume.

Once able to return to the building, our volunteers have been welcomed back with open arms! Retention of volunteers has been high, with many highlighting that the support from us that they received during the dark lockdown months has helped them to keep going and feel positive about the future.

Our volunteers ensure that Blackpool Carers continues to make a better life for carers, providing additional capacity and expertly complementing the work of the staff team.



Volunteers enjoying a game of Bingo, during their first socially distanced coffee morning

It is so lovely to be part of Blackpool Carers. I feel very appreciated and valued. Through volunteering at Beaverbrooks House, I feel I've gained far more than I could ever give!

Steffi
Volunteer

Fundraising, Community & Corporate Partners

Fundraising took on a whole new guise this year as we moved quickly to develop creative ways of engaging supporters as society shut down and people retreated.

In the face of a pandemic, our carers needed us to be there for them more than ever and this meant looking at fundraising differently to enable vital work to continue.

Climbing for Carers

A number of teams signed up in the first lockdown to keep themselves active by climbing their stairs to the equivalent distance of climbing the world's tallest mountains, gathering sponsorship and fame along the way!....albeit without the weather and terrain challenges!

Our very own Andy Gunn (Time Out Lead) climbed his stairs with his wife and sons to the equivalent of climbing Kilimanjaro to raise funds. They even included a base camp in their back garden, camping out for the week to add to the fun!



Our partnerships with businesses have also been key to our fundraising success through 2020. Thanks to the many corporate supporters continuing to be committed to making a better life for carers, over £15,000 was donated to keep vital services running.



Not only have businesses raised funds for carers, but they have also become more aware of the many carers within their workforces and endeavoured to provide the right support for them, including linking them with our service.



An intrepid supporter of Blackpool Carers, Paul Howlett, completed a number of personal challenge experiences throughout the year, along with his best friend, Everest the Bear. He even met a very famous face on the way!

He raised an amazing £3,000 by taking on the following challenges:

- Cycling the height of Mount Everest
- Completing an Ironman Triathlon
- Completing Big Ted's 3 Peaks challenge
- Took on a 12 activities of Christmas adventure



Future plans

After a year of immense challenges for carers and their families, we have been privileged to be able to continue to work alongside them in finding ways through difficult times, listening to them, understanding them and developing new ways to make a better life for carers.

Despite the complexities of the pandemic, as an organisation, we have framed much of the year as an opportunity for learning, developing and re-positioning Blackpool Carers to be agile rather than fragile in the face of adversity. With our staff team as strong as ever; in numbers, skills and mindset, we are ready to see the next year take shape with developments in services and within our Centre.

Our long-awaited development of the disused annexe building to the rear of the Centre is now nearing fruition. With funding in place following a number of successful grant applications, coupled with donations from steadfast supporters, we are now able to move forward with creating a new play and event space in the footprint of the existing annexe. Alongside the works to develop the new outdoor space will be a re-configuration of the ground floor of our main building. This will incorporate a new, purpose built and welcoming reception space receiving visitors directly from the car park.

Following the legacy of the pandemic and the impact that is likely to be keenly felt by carers in the long term, we are mindful of strengthening our work streams responding to complex caring situations. We are starting to see an upturn in caring roles around mental ill health and/or substance misuse and will be focussing on sourcing distinct funding to respond to increasing need.

We are also looking to expand and strengthen our work with young adult carers (16-25) as they transition from childhood to adulthood. Being a carer at any age brings its obstacles, challenges and worries; couple this with life changes and decisions in moving towards adulthood and this can impact heavily on aspirations and potential.

We will continue to focus on awareness raising with partner agencies as they begin to emerge from the pandemic, helping to identify carers early in their caring roles in order to offer support before crisis point.



Young carers enjoy exploring and playing outdoors in our garden



The Annexe will be demolished to make way for a super new outdoor space



Young carers with their 'Worry Monsters' enjoying a craft session outdoors

The difference your donations can make



Report of the Trustees

The trustees who are also directors of the charity for the purposes of the Companies Act 2006, present their report with the financial statements of the charity for the year ended 31st March 2021. The trustees have adopted the provisions of the Statement of Recommended Practice (SORP) 'Accounting and Reporting by Charities' issued in March 2015.

REFERENCE AND ADMINISTRATIVE DETAILS

Charity Name

Blackpool Carers Centre Ltd

Registered Company number

05633524 (England and Wales)

Registered Charity number

1114558

Registered office

Blackpool Carers Centre
Beaverbrooks House
147 Newton Drive
Blackpool
FY3 8LZ

Trustees

P Jebb, Chair
S Lambert, Vice Chair
A Gilmore, Treasurer
H Lewis
J Topping
C van Deurs Goss (resigned 22.07.20)
D Capper (resigned 19.11.20)
A Ward
T Jackson (appointed 9.11.20)
S Howarth (appointed 9.11.20)

Company Secretary

Mr T W McMurdo

Auditors

Champion Accountants LLP
Statutory Auditors
7-9 Station Road Hesketh Bank Preston
Lancashire
PR4 6SN

Bankers

HSBC
Victoria Square Thornton Cleveleys
Lancashire
FY5 1AY

President: Professor Saul Becker

Patrons:

Mr John Barnett DL MBE
Mrs Danielle Barnett
Miss Hayley Kay
Mr Clive Hirst

KEY MANAGEMENT PERSONNEL

The Trustees delegate responsibility for the day-to-day management of the charity to the following senior employees:

- Nigel McMurdo - Director of Operations
- Faye Atherton - Director of Quality
- Tom McMurdo - Director of Resources

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing document

The Charitable Company (hereafter referred to as "the Charity") is controlled by its governing document, the Memorandum and Articles of Association, and constitutes a limited company, limited by guarantee, as defined by the Companies Act 2006.

Recruitment and appointment of new trustees

As set out in the Articles of Association, the board of trustees comprises not less than three trustees but not more than 12 trustees.

The Board is responsible for the recruitment and appointment of new Trustees. Each year a skills audit is undertaken and if gaps are identified, a recruitment process takes place. The recruitment process has been developed in order to attract a diverse

group of trustees with appropriate skills, knowledge and experience.

Occasionally potential trustees register an interest in the organisation. Following this, a meeting is arranged with the Chair and a Director and the trustee is held on a waiting list until an appropriate vacancy arises.

Induction and training of new trustees

Once a decision has been made to take up a Board position, Trustees receive an induction pack containing the annual report, strategy and business plan and detailed information about the organisation and the personal commitment required. Trustees are invited to visit Beaverbrooks House and shadow workers in order to ensure a detailed understanding of the work carried out.

Each year a Board Development Day is held, when trustees, supported by senior staff, take part in governance training and review the strategy, developing new ideas and learning about each other's roles.

Organisational structure

The activities of the organisation are governed by the board of trustees, all of whom are directors. The board has established an Audit and Governance Sub-Committee, which continues to operate successfully.

Board meetings are held quarterly, and a board assurance framework has been established in order to guide the board and sub-committee agenda.

The Treasurer works closely with the finance team to provide assurance to the board around organisational finance. The board of trustees appoints the Directors who report to the Board on the operational running of the organisation.

Report of the Trustees

Trustees' attendance at board meetings

Trustee	11.05.20	10.08.20	09.11.20	08.02.21
Paul Jebb (Chair)	✓	✓	✓	✓
Sarah Lambert (Vice Chair)	✓	x	✓	✓
Alison Gilmore (Treasurer)	✓	x	✓	✓
Howard Lewis	✓	x	✓	✓
John Topping	✓	✓	✓	✓
Claire Van Deurs Goss	x	x	N/A	N/A
Tony Ward	✓	✓	✓	✓
Daniel Capper	x	x	N/A	N/A
Tracy Jackson	N/A	N/A	✓	✓
Sian Howarth	N/A	N/A	✓	✓

Related parties

None of the trustees receives remuneration or other benefits from their work with the charity. Trustees are invited to declare any relevant interests at each board meeting, and formally requested to submit an annual register of interests form. Blackpool Carers' Centre Ltd is a network partner of Carers Trust.

Remuneration policy

The board is responsible for considering the remuneration of all staff, taking account of the skills and experience required, as well as the sector norms for charities of this size. Staff pay is reviewed annually by the board of trustees and salaries continue to conform to the wholesale pay review conducted in the financial year 19/20.

Risk management

The board follows a comprehensive risk management policy which clearly defines the roles of the board, audit committee and staff in identifying and managing risks, and how the register of risks should be used as a live document.

The board has a risk matrix to identify all major risks. Each risk is scheduled for attention according to the severity of its potential impact and the Audit and Governance Sub-Committee manages the risk process.

MarkSafety Limited has been employed to manage Health and Safety.

Relationships with funders are maintained and regarded as high priority in order to develop sustainable and diverse funding streams.

Quality

Blackpool Carers Centre holds the Trusted Charity Level 1 Quality Mark and is a Carers Trust Centre of Excellence.

OBJECTIVES AND ACTIVITIES

Objectives and aims

The Charity's objects as set out in the objects contained in the company's memorandum of association are:

- For the public benefit, to relieve the stresses experienced by carers and the families of people with physical, mental, sensory impairment or substance misuse problems, within the family or home, through the provision of support services and the promotion of the needs of carers on the Fylde Coast and surrounding areas.
- To advance public education concerning carers.
- To undertake any other charitable activity in connection with the above.

Purpose

The charity has a clear and easily understandable purpose which is to make 'A Better Life for Carers'.

Public Benefit

The trustees have given careful consideration to the Charity Commission guidance on public benefit in setting its strategy and when planning for the future. The charity supports carers from age of 5 who live, attend school/college or have a GP in Blackpool. A wide variety of support is offered to carers, families and professionals without charge.

We provide:

- One to one intensive support plans;
- Respite activities including youth clubs, trips and activities- age specific
- Beaverbrooks House as a venue for respite and ad hoc support
- Benefits advice
- School liaison
- Information and advice
- Volunteering opportunities
- Counselling;
- Dementia training
- Substance Misuse project
- Mental Health support
- Sensory room
- Emergency and small grants
- Whole family support
- Hospital based service
- Magazine

In order to ensure that resources are allocated effectively and to reduce dependency on services, initial assessments identify carers who are in the highest need according to a 'red/amber/green' status. The most complex families receive time limited, intensive packages of support intended to improve the quality of their lives. At the end of the support plan, carers are able to access peer or volunteer led support alongside organised events and activities.

Report of the Trustees

Throughout 2020 and into 2021 our carers told us that what they missed the most was being able to be here, in person, with their friends and our support team. For us, being able to move back to face to face delivery, in line with government guidelines and following many revisions of risk assessments with our health and safety consultant, was our priority. Working hard to remove the many barriers that the pandemic presented meant that carers of all ages felt assured that we had taken all steps possible to bring our respite and support provision alive once again, creating opportunities for meaningful respite, direct support and a range of practical services.

Throughout our planning this year, as always, we put carers and their families in the lead, consulting with them in whatever way we could to find out what they needed and working to put in place those aspects of life that were being so sorely missed. In the initial phase of coming back together in person, we operated capacity numbers on group sessions to allow for safe social distancing and introduced a booking system to manage expected numbers. This provided a welcome structure for carers in safely accessing the amount of respite time needed to help them to continue to care.

Outline of COVID activities.

Charitable activities

In order to deliver our purpose, we have developed a strategy focusing on three key areas, namely; carers, people and resources and this is reviewed annually. With the use of an operational plan, we review how our activities have performed against outputs and outcomes. We report on impact and ensure that all planned activities will achieve our purpose. Regular reviews allow trustees to build on the successes and learn when things go wrong in order to feed into a cycle of continuous development. In response to the

COVID-19 pandemic however, the board passed a temporary strategy to better meet the immediate needs being experienced by our carers. This focused on three key areas:

Stay Safe & Healthy

This aim sought to ensure that access to one to one provision and benefit advice was protected for our carers. In addition to this, workers proactively made welfare checks to maintain a high level of support for people on our caseload.

Moreover, a central tenet to this strategic aim was to meet the most essential needs of our carers. This included the sourcing of funding to provide grants to carers to enable the purchase of essential appliances and furniture; as well as the provision of food, sanitary products, toiletries, cleaning and washing products and baby essentials.

Stay Connected

The next focus sought to keep carers connected to a social group and enable effective peer support. This included the provision of basic tablet devices and tech support.

Stay Body & Mind Active

The final focus saw the carers centre deliver a variety of online respite sessions as well as providing a variety of outdoor toys and equipment, arts and craft activities, baking kits and equipment. All aimed at allowing carers to stay active throughout lockdown.

ACHIEVEMENT AND PERFORMANCE

Over 20/21:

For adult carers:

- 395 carers were signposted to partner services;
- 3,883 support sessions were provided;
- 947 adult carers accessed support;
- 356 referrals for support;
- 1,230 respite places provided;
- 435 training places provided for carers caring for those suffering from dementia;
- 167 carers have accessed dementia support;
- 375 instances of benefits support sessions;
- 382 instances of partnership working.

For young carers:

- 139 referrals for support;
- 353 assessments conducted;
- 2,458 intensive 1:1 sessions provided;
- 2,475 places at respite sessions provided;
- 300 signposting instances

For young adult carers

- 251 intensive 1:1 sessions provided;
- 53 young adult carers supported;
- 96 instances of partnership working
- 180 places at young adult carers respite provided.

Family Focus:

- 120 assessments conducted;
- 2,627 support sessions held;
- 652 instances of partnership working;
- 1,980 places at respite sessions have been provided.

Report of the Trustees

Resources

We are particularly grateful to the many funders who have provided vital support this year. We are indebted to The Beaverbrooks Charitable Trust, who have not only provided Beaverbrooks House at a peppercorn rent for 20 years, but also provide the funding for the vital role of Volunteer Coordinator.

In addition to monetary support we have been fortunate to benefit from many pro bono supporters who provide professional guidance and corporate resources.

We very much appreciate the kindness of all our supporters who so generously fundraise and volunteer to make a better life for carers.

Passion, Quality, Respect

As part of our commitment to our staff, students and volunteers, we have introduced a values-based performance management system. This has continued through this financial year and is now truly lived through everything we do.

FINANCIAL REVIEW

Financial review and reserves

The results of the Group are summarised on the Statement of Financial Activities.

The closing reserves are shown on the Balance Sheet.

The Group has reserves of £1,075,677 at the year end. £30,886 of this total is restricted for specific future costs.

Of the remaining £1,044,791, there are £778,955 of designated funds: £348,955 is a designated fund which represents the net book value (after depreciation) of fixed assets held in the Group (including the leasehold improvements donated in 2017); a further £180,000 is designated for the Annexe development and £250,000 is designated for specific elements of the

Young Carers programme. This leaves a balance of £265,836 constituting general / free reserves.

The Charity's reserves policy is to hold a level of 3-6 months free reserves equating to the unrestricted direct charitable costs for the year, being approximately £660,000.

The free reserves of £265,836 currently represent just under five months' worth of those costs. The Trustees will endeavour to build this level nearer six months in the future.

Investment policy and objectives

The Charity is holding £100,000 in a deposit Bond for safekeeping and allocates other balances between different accounts when not required for immediate cashflow purposes.

Future Developments

During 2021 we will be focusing on:

- developing our work on support to young adult carers, enabling a long term project to be established;
- identifying more carers at an early stage in their caring role by improving our external communications with professionals, families, businesses and the public generally;
- improving the financial position of carers by increasing provision of benefits advice;
- securing long term funding for a project focusing on adult mental ill health and substance misuse support

Importantly, as the Health and Social Care landscape shifts, we will develop new ways of working that align with the priorities of our statutory partners.

OUR FUNDRAISING PRACTICE

Blackpool Carers Centre Ltd has moved away from a heavy reliance on statutory funding from the local authority. Instead, the Charity is developing and widening its income streams to ensure a sustainable future.

Our approach to fundraising is based on building and maintaining key relationships. We take this approach seriously, ensuring that donors feel fully involved in our work and able to see clearly why their donations are making a better life for carers. Whilst we accept single donations, we do not actively seek them. Our best fundraisers are the service delivery team who deliver excellence in their daily work.

Passionate, committed donors who understand the value of unpaid carers will often become our ambassadors. We aim to connect with donors and help them to understand why donations are important and how their money will be used. We offer our donors choice and focus on the impact of their donations. We consult with donors regularly. Many donors accept recognition whereas some of our donors request anonymity.

Our Head of Fundraising holds the MInstF (Cert) qualification from the Institute of Fundraising (IoF). We have subscribed to the IoF's Code of Fundraising Practice and pro-actively adhere to the code by training all staff and volunteers in its contents.

As a result of our relationship approach, we do not approach individuals for donations and we have not received any fundraising complaints. There is a clear process to deal with complaints.

Report of the Trustees

GOING CONCERN

The accounts are prepared on a going concern basis, which the Trustees consider to be appropriate having considered the foreseeable future. The Charitable Company holds reserves which are sufficiently in line with its reserves policy.

All employees, students and volunteers are treated fairly and equally. Selection for employment, promotion, training and any other benefits is on the basis of aptitude and ability. All employees are helped and encouraged to further develop to their full potential and the talents and the resources of the workforce are fully utilised to maximise the efficiency of the organisation.

MEASURING PERFORMANCE

The charity employs a number of tools to measure the performance of each of its projects. All carers across the service receive a pre and post intervention assessment, enabling a measure to be taken of the impact achieved by each project, both collectively and individually with carers and their families.

Quantitative information is generated through each contact made, with a range of key performance indicators, including referral numbers, instances of 1:1 support and activity attendances, all being regularly assessed to ensure quality throughout the service. Qualitative information, most frequently communicated through case studies, is used to give a holistic picture of a case, both internally to measure performance and externally to inform our partners.

EMPLOYMENT POLICY

The charity's policy is to promote equality of opportunity to all in employment and throughout the selection process, irrespective of their gender, race, ethnic origin, disability, age, nationality, sexuality, marital status and social class. Blackpool Carers oppose all forms of unlawful and unfair discrimination.

Statement of Trustees' Responsibilities

The trustees (who are also the directors of Blackpool Carers Centre Limited for the purposes of company law) are responsible for preparing the Report of the Trustees and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure of the charitable company for that period. In preparing those financial statements, the trustees are required to

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charity SORP;
- make judgements and estimates that are reasonable and prudent;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

The trustees are responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the charitable company and to enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

In so far as the trustees are aware:

- there is no relevant audit information of which the charitable company's auditors are unaware; and
- the trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditors are aware of that information.

AUDITORS

TLL Accountants Ltd ceased to be auditors to the Company following a merger with Champion Accountants LLP.

Champion Accountants LLP were appointed as auditor to the company and in accordance with section 485 of the Companies Act 2006, a resolution proposing that they be re-appointed will be put at a General Meeting.

ON BEHALF OF THE BOARD:



A Gilmore - Trustee
21 December 2021



T W McMurdo - Secretary
21 December 2021

Report of the Independent Auditors

Opinion

We have audited the financial statements of Blackpool Carers Centre Limited (the 'parent company') and its subsidiaries (the 'group') for the year ended 31st March 2021 which comprise the Statement of Financial Activities, the Balance Sheet, the Cash Flow Statement and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the group's and of the parent company's affairs as at 31st March 2021 and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditors' responsibilities for the audit of the financial statements section of our report. We are independent of the group in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we

have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

We have nothing to report in respect of the following matters in relation to which the ISAs (UK) require us to report to you where:

- the trustees' use of the going concern basis of accounting in the preparation of the financial statements is not appropriate; or
- the trustees have not disclosed in the financial statements any identified material uncertainties that may cast significant doubt about the charitable company's ability to continue to adopt the going concern basis of accounting for a period of at least twelve months from the date when the financial statements are authorised for issue.

Other information

The trustees are responsible for the other information. The other information comprises the information included in the Annual Report, other than the financial statements and our Report of the Independent Auditors thereon.

Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to

determine whether there is a material misstatement in the financial statements or a material misstatement of the other information. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006

In our opinion, based on the work undertaken in the course of the audit:

- the information given in the Report of the Trustees for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the Report of the Trustees has been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

In the light of the knowledge and understanding of the charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the Report of the Trustees.

We have nothing to report in respect of the following matters where the Companies Act 2006 requires us to report to you if, in our opinion:

- adequate accounting records have not been kept by the parent company, or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or certain disclosures of trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit.

Report of the Independent Auditors

Responsibilities of trustees

As explained more fully in the Statement of Trustees' Responsibilities, the trustees are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the trustees are responsible for assessing the charitable company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

Our responsibilities for the audit of the financial statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue a Report of the Independent Auditors that includes our opinion. Reasonable assurance is a high level of assurance; but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The extent to which our procedures are

capable of detecting irregularities, including fraud is detailed below:

- We obtained an understanding of the legal and regulatory frameworks applicable to the Charity and the sector in which they operate. We determined that the following laws and regulations were most significant; the Charities Act 2011, Employment regulation and Health and Safety legislation.
- We obtained an understanding of how the Charity is complying with those legal and regulatory frameworks by making inquiries to the management.
- We assessed the susceptibility of the Charity's financial statements to material misstatement, including how fraud might occur. Audit procedures performed by the audit engagement team included:
 - Identifying and assessing the design effectiveness of controls management has in place to prevent and detect fraud;
 - Understanding how those charged with governance considered and addressed the potential for override of controls or other inappropriate influence over the financial reporting process;
 - Challenging assumptions and judgements made by management in its significant accounting estimates;
 - Identifying and testing journal entries; in particular any journal entries posted with unusual account combinations;
 - Reviewing material variation from our expectation in the income, expenses and balances; and
 - Assessing the extent of compliance with the relevant laws and regulations.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at www.frc.org.uk/auditorsresponsibilities. This description forms part of our Report of the Independent Auditors.

Use of our report

This report is made solely to the Charitable company's / Group's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable company's / Group's members those matters we are required to state to them in an auditors' report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the Charitable Company/Group and the Charitable Company's / Group's members as a body, for our audit work, for this report, or for the opinions we have formed.



P Buck FCA,DChA
(Senior Statutory Auditor)
for and on behalf of
Champion Accountants LLP
Statutory Auditors
7-9 Station Road
Hesketh Bank
Preston
Lancashire
PR4 6SN

21 December 2021

Consolidated Statement of Financial Activities

for the year ended 31st March 2021 (incorporating income and expenditure account)

	Notes	Unrestricted funds £	Restricted funds £	2021 Total funds £	2020 Total funds £
INCOME AND ENDOWMENTS FROM					
Donations and legacies	2	127,873	755,930	883,803	626,653
Charitable activities					
Direct charitable activities	5	497,635	-	497,635	389,193
Other trading activities	3	46,848	-	46,848	177,200
Investment income	4	994	-	994	2,341
Total		673,350	755,930	1,429,280	1,195,387
EXPENDITURE ON					
Raising funds	6	5,723	102	5,825	77,117
Charitable activities					
Direct charitable activities	7	662,382	379,670	1,042,052	1,035,953
Total		668,105	379,772	1,047,877	1,113,070
NET INCOME BEFORE TRANSFERS		5,245	376,158	381,403	82,317
Gross transfers between funds	19	376,158	(376,158)	-	-
NET INCOME		381,403	-	381,403	82,317
RECONCILIATION OF FUNDS					
Total funds brought forward		663,388	30,886	694,274	611,957
TOTAL FUNDS CARRIED FORWARD		1,044,791	30,886	1,075,677	694,274

The consolidated figures above include the results of the Charity which had income for the year of £1,410,260 (2020: £1,173,676) and a net surplus of £365,112 (2020: £81,596).

The Statement of Financial Activities includes all gains and losses in the year and therefore a statement of total recognised gains and losses has not been prepared.

All of the above amounts relate to continuing activities.

Balance Sheets

as at 31st March 2021

		Consolidated		Charity	
		2021	2020	2021	2020
	Notes	Group	Group	Charity	Charity
		£	£	£	£
FIXED ASSETS					
Tangible assets	14	348,955	360,630	335,916	355,949
Investments	15	-	-	100	100
		<u>348,955</u>	<u>360,630</u>	<u>336,016</u>	<u>356,049</u>
CURRENT ASSETS					
Stock - raw materials		2,089	2,017	2,089	2,017
Debtors	16	33,482	64,547	31,548	97,708
Investments	17	756,688	340,553	756,688	340,553
Cash at bank		<u>54,635</u>	<u>83,361</u>	<u>51,050</u>	<u>46,817</u>
		846,893	490,478	841,374	487,095
CREDITORS					
Amounts falling due within one year	18	<u>(120,171)</u>	<u>(156,834)</u>	<u>(120,181)</u>	<u>(151,047)</u>
NET CURRENT ASSETS		<u>726,722</u>	<u>333,644</u>	<u>721,193</u>	<u>336,048</u>
TOTAL ASSETS LESS CURRENT LIABILITIES		<u>1,075,677</u>	<u>694,274</u>	<u>1,057,209</u>	<u>692,097</u>
NET ASSETS		<u>1,075,677</u>	<u>694,274</u>	<u>1,057,209</u>	<u>692,097</u>
FUNDS					
Unrestricted funds:					
General fund	19	265,836	383,388	247,368	381,211
Designated funds*		<u>778,955</u>	<u>280,000</u>	<u>778,955</u>	<u>280,000</u>
		1,044,791	663,388	1,026,323	661,211
Restricted funds:					
Restricted fund - Capital Appeal		<u>30,886</u>	<u>30,886</u>	<u>30,886</u>	<u>30,886</u>
TOTAL FUNDS		<u>1,075,677</u>	<u>694,274</u>	<u>1,057,209</u>	<u>692,097</u>

*The designated fund includes the net book value (after depreciation) of assets held for use in the charity. This does not represent available liquid resources. A split of the designated funds is shown in note 19 to the Accounts.

These financial statements have been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small charitable companies and with the Financial Reporting Standard for Smaller Entities (effective April 2008).

The financial statements were approved by the Board of Trustees on 21 December 2021 and were signed on its behalf by:

A Gilmore - Trustee

Registered Company Number: 05633524 (England and Wales); Charity Number: 1114558

Cash Flow Statement

for the year ended 31st March 2021

	Notes	2021 £	2020 £
Cash flows from operating activities:			
Cash generated from operations	1	414,681	(11,185)
Net cash provided by (used in) operating activities		<u>414,681</u>	<u>(11,185)</u>
Cash flows from investing activities:			
Purchase of tangible fixed assets		(28,267)	(55,209)
Disposal of tangible fixed assets		-	-
Interest received		994	2,341
Net cash provided by (used in) investing activities		<u>(27,273)</u>	<u>(52,868)</u>
Change in cash and cash equivalents in the reporting period		387,403	(64,053)
Cash and cash equivalents at the beginning of the reporting period		<u>423,914</u>	<u>487,967</u>
Cash and cash equivalents at the end of the reporting period		<u><u>811,322</u></u>	<u><u>423,914</u></u>

Notes to the Cash Flow Statement

for the year ended 31st March 2021

1. RECONCILIATION OF NET INCOME TO NET CASH FLOW FROM OPERATING ACTIVITIES

	2021 £	2020 £
Net income for the reporting period (as per the statement of financial activities)	381,403	82,317
Adjustments for:		
Depreciation charges	39,943	38,179
Interest received	(994)	(2,341)
Decrease/(Increase) in stocks	(72)	2,049
Decrease/(Increase) in debtors	31,065	(33,797)
Increase/(Decrease) in creditors	(36,663)	(97,592)
Net cash provided by (used in) operating activities	<u>414,681</u>	<u>(11,185)</u>

Notes to the Financial Statements

for the year ended 31st March 2021

1. ACCOUNTING POLICIES

Basis of preparing the financial statements

The financial statements of the charitable company have been prepared in accordance with the Charities SORP (FRS102) 'Accounting and Reporting by Charities: Statement of Recommended Practice and the Companies Act 2006. The financial statements have been prepared under the historical cost convention with the exception of investments which are included at market value.

Group Financial Statements

These Financial Statements consolidate the results of the charity, and its subsidiary: Blackpool Carers Centre Trading Limited on a line by line basis. Details of the relationship between these entities are included in the notes to the Financial Statements.

Income

All income is recognised in the Statement of Financial Activities once the charity has legal entitlement to the funds, it is possible that the income will be received and the amount can be measured reliably.

Grants are credited to income (voluntary income; where no conditions are attached) as they are received except where there is confirmation from the donor that these should be deferred, to be matched against future costs.

Expenditure

Liabilities are recognised as expenditure as soon as there is a legal or constructive obligation committing the charity to that expenditure, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all cost related to the category. Where costs cannot be directly attributed to particular headings they have been allocated to activities on a basis consistent with the use of resources.

Grants offered subject to conditions which have not been met at the year end date are noted as a commitment but not accrued as expenditure.

Allocation and apportionment of costs

Support costs

There is only one charitable activity heading, and a very small proportion of charitable activities are attributed to fund raising, therefore to reallocate support costs to this heading would be meaningless and the figures involved immaterial.

Only costs formerly included in governance are shown as support costs and allocated to charitable activities. Since there is only one charitable activity heading, all costs are included there.

Tangible fixed assets

Depreciation is provided at the following annual rates in order to write off each asset over its estimated useful life.

Leasehold improvements	- 5% straight line over the life of the lease
Plant and machinery	- 25% on reducing balance
Fixtures and fittings	- 25% on reducing balance
Motor vehicles	- 25% on reducing balance

Taxation

The charity is exempt from corporation tax on its charitable activities.

Notes to the Financial Statements

for the year ended 31st March 2021

Fund accounting

Unrestricted funds can be used in accordance with the charitable objectives at the discretion of the trustees.

Restricted funds can only be used for particular restricted purposes within the objects of the charity. Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes.

Further explanation of the nature and purpose of each fund is included in the notes to the financial statements.

Pension costs and other post-retirement benefits

The charitable company operates a defined contribution pension scheme. Contributions payable to the charitable company's pension scheme are charged to the Statement of Financial Activities in the period to which they relate.

Donated assets and services

In accordance with the Charity SORP, donated services are included in the accounts at the value they would have otherwise have been if paid for by a customer. Donated goods are included at the cost to the donor. The resulting amount is shown within donation income on the Statement of Financial Activities, with a corresponding cost heading within charitable activities. Items that would normally be capitalised are included as fixed assets and depreciated over the life of the asset as noted above. The value of volunteer labour is not included within the Accounts except as a narrative note valued by taking the amount of time given multiplied by a reasonable rate per hour (such as national minimum wage). Goods donated for re-sale, especially those that are difficult to place a value on, are not included within the accounts (as income or stock) until the items are sold when the price sold for is recorded as income.

Investments

Investments are shown at market value.

Stock

Stocks are included at the lower of cost and net realisable value.

2. DONATIONS AND LEGACIES - Charity and Group

	2021	2020
	£	£
Donations	38,905	24,830
Grants	795,427	571,168
Donated services	49,471	30,655
	<hr/>	<hr/>
	883,803	626,653

Notes to the Financial Statements

for the year ended 31st March 2021

Grants received, included in the above, are as follows:

	2021	2020
	£	£
Beaverbrooks Charitable Trust	25,000	25,000
Big Lottery Fund - Family Focus	117,341	119,261
Big Lottery Fund - Hand in Hand	-	30,125
Blackpool CCG - Connect 5	25,350	25,000
Blackpool Council - COVID Response	294	-
Blackpool Council - Headstart	-	8,334
Blackpool Council - Managing Challenging Behaviour	26,131	25,770
CAF - Resilience Fund	75,000	-
Carers Trust - Dementia	-	9,000
Carers Trust - Direct Carers Connections	7,000	-
Carers Trust - Inspiring Change	8,750	2,000
Carers Trust - Respite Support	12,600	-
Carers Trust - Time for Me	13,268	-
Carers Trust - Young Carers in Schools	3,121	3,060
Carers Trust - Young Carers Awareness Day	350	-
Children in Need	50,881	50,700
Children in Need - Activity Fund	9,985	9,925
Children in Need - COVID19 Next Steps	1,950	-
Clothworkers	5,000	-
Community Foundation	11,241	-
Eric Wright Charitable Trust	15,000	20,000
Esmee Fairbairn Foundation	-	6,667
Henry Smith Charity	-	5,361
Individual grants	22,440	17,427
Leather Sellers	1,000	-
Lloyds Bank Foundation	-	10,299
National Lottery Community Fund - Core Fund	94,285	-
Postcode Neighbourhood Trust	8,162	-
Progress Recruitment	-	6,272
The Rank Foundation - Business Development	18,750	25,000
The Rank Foundation - Community Action Placement	-	150
The Rank Foundation - Core Grant	25,750	-
The Rank Foundation - Profit for Good	9,647	5,353
The Rank Foundation - Rank Aspire Programme	587	6,000
The Rank Foundation - Resilience Fund	25,000	-
The Rank Foundation - Time to Shine	2,083	-
Spirit - Bang the Drum	132,246	91,964
St James' Place Charitable Trust	3,125	-
Tudor Trust	39,500	37,500
Vera Wolstencroft Trust	3,590	26,000
West Lancashire Freemason's Charity	-	5,000
WG Edwards	1,000	-
	<u>795,427</u>	<u>571,168</u>

Notes to the Financial Statements

for the year ended 31st March 2021

3. OTHER TRADING ACTIVITIES

	2021	2020
	£	£
Fundraising and events - charity	22,475	130,842
Charity shops and trading - subsidiary	24,373	46,358
	<u>46,848</u>	<u>177,200</u>

4. INVESTMENT INCOME - Charity & Group

	2021	2020
	£	£
Deposit account interest	994	2,341
Interest receivable - trading	-	-
	<u>994</u>	<u>2,341</u>

5. INCOME FROM CHARITABLE ACTIVITIES - Charity & Group

		2021	2020
		£	£
Social work, student placements	Activity		
Contract income	Direct charitable activities	10,940	21,948
Support services	Direct charitable activities	340,704	336,000
	Direct charitable activities	145,991	31,245
		<u>497,635</u>	<u>389,193</u>
		2021	2020
		£	£

Grants received, included in the above, are as follows:

Blackpool CCG - Adult Carers' Support	190,632	188,000
Blackpool CCG - Carers Break and Relief Fund	10,140	10,000
Blackpool CCG - Dementia Support	76,050	75,000
Blackpool CCG - Young Carers' Support	63,882	63,000
	<u>340,704</u>	<u>336,000</u>

6. RAISING FUNDS - Charity & Group

	2021	2020
	£	£
Fundraising costs - Charity	3,096	56,127
Charity shops and trading - subsidiary	2,729	20,990
	<u>5,825</u>	<u>77,117</u>

7. CHARITABLE ACTIVITIES COSTS - Charity & Group

	Direct costs	of activities (see note 8)	Grant funding costs (see note 9)	Support Totals
	£	£	£	£
Direct charitable activities	<u>987,502</u>	<u>43,080</u>	<u>11,470</u>	<u>1,042,052</u>

Notes to the Financial Statements

for the year ended 31st March 2021

8. GRANTS PAYABLE - Charity & Group

Grants paid to individuals amount to £43,080 (2020: £19,693).

9. SUPPORT COSTS - Group

	Governance costs
	£
Direct charitable activities - Charity	11,470

10. NET INCOME/(EXPENDITURE) - Group

Net income/(expenditure) is stated after charging/(crediting):

	2021	2020
	£	£
Auditors' remuneration - charity	6,900	6,900
Accountancy fees - subsidiary	1,140	1,140
Depreciation - owned assets	22,443	20,678
Depreciation - donated assets	17,500	17,500

11. TRUSTEES' REMUNERATION AND BENEFITS

There were no trustees' remuneration or other benefits for the year ended 31 March 2021 nor for the year ended 31 March 2020.

Trustees' expenses

There were no trustees' expenses in the year ended 31 March 2021.

12. STAFF COSTS - Charity & Group

	2021	2020
	£	£
Wages and salaries	647,681	687,399
Social security costs	53,497	50,643
Other pension costs	17,321	18,103
	<u>718,499</u>	<u>756,145</u>

The average monthly number of employees during the year was as follows:

	2021	2020
Charity	27	30
Subsidiary	<u>0</u>	<u>1</u>
Group total	<u>27</u>	<u>31</u>

The key management personnel of the Charity are noted in the Trustees Report. The total employee benefits of the key management personnel of the Charity were £150,350 (2020: £161,080).

No member of staff was paid more than £60,000 during the year (being the reportable limit specified by the Charity Commission).

There are pension contributions outstanding at the balance sheet date of £206 (2020: £0).

Notes to the Financial Statements

for the year ended 31st March 2021

13. GRANT INCOME IN ADVANCE - Charity (note 18)

	As at 1/4/20 £	Movement £	As at 31/3/21 £
Big Lottery Fund - Family Focus	52,801	(52,801)	-
Blackpool Council - Covid Response	-	24,705	24,705
Carers Trust - Inspiring Change	4,751	(4,751)	-
Children in Need	8,480	-	8,480
Children in Need - Activities Fund	-	5,818	5,818
Eric Wright Charitable Trust	15,000	(15,000)	-
Postcode Neighbourhood Trust	-	11,427	11,427
St James' Place Charitable Trust	-	4,375	4,375
The Community Foundation	-	8,737	8,737
The Rank Foundation - Business Development	18,750	(18,750)	-
The Rank Foundation - Time 2 Shine	-	10,382	10,382
Tudor Trust	37,500	(37,500)	-
	<u>137,282</u>	<u>(63,358)</u>	<u>73,924</u>
Group total	<u>141,929</u>	<u>(68,005)</u>	<u>73,924</u>

Notes to the Financial Statements

for the year ended 31st March 2021

14a) TANGIBLE FIXED ASSETS - Group

	Leasehold Improvements (Donated) £	Improve- ments Property £	Plant to Machinery £	Fixtures and Fittings £	Vehicles £	Totals £
COST						
At 1st April 2020	350,000	4,346	117,579	49,990	32,335	554,250
Additions	-	4,636	18,371	5,260	-	28,267
At 31st March 2021	350,000	8,982	135,950	55,250	32,335	582,517
DEPRECIATION						
At 1st April 2020	70,000	899	78,688	18,393	25,638	193,619
Charge for year	17,500	911	11,844	8,015	1,674	39,943
At 31st March 2021	87,500	1,810	90,533	26,408	27,312	233,562
NET BOOK VALUE						
At 31st March 2021	262,500	7,172	45,417	28,842	5,023	348,955
At 31st March 2020	280,000	3,447	38,891	31,595	6,697	360,630

14b) TANGIBLE FIXED ASSETS - Charity

	Leasehold Improvements (Donated) £	Plant and Machinery £	Fixtures and Fittings £	Motor Vehicle £	Totals £
COST					
At 1st April 2020	350,000	117,579	48,545	32,335	548,459
Additions	-	18,371	249	-	18,620
At 31st March 2021	350,000	135,950	48,794	32,335	567,079
DEPRECIATION					
At 1st April 2020	70,000	78,689	18,183	25,638	192,510
Charge for year	17,500	11,844	7,635	1,674	38,653
At 31st March 2021	87,500	90,533	25,818	27,312	231,163
NET BOOK VALUE					
At 31st March 2021	262,500	45,417	22,976	5,023	335,916
At 31st March 2020	280,000	38,891	30,361	6,697	355,949

Notes to the Financial Statements

for the year ended 31st March 2021

15. SUBSIDIARY COMPANY

The Charity has one trading subsidiary: Blackpool Carers Centre Trading Ltd, a company incorporated in England and Wales which is consolidated into the results of the Charity. The Charity owns the entire share capital of the trading subsidiary, being 100 £1 ordinary shares.

The audited Financial Statements of Blackpool Carers Centre Trading Ltd for the year ended 31st March 2021 are filed with the Registrar of Companies. A summary of the trading results of Blackpool Carers Centre Trading Ltd are shown below:

	2021 £
Turnover	34,020
Cost of sales	(189)
Gross profit	33,831
Administrative and finance costs	(1,250)
Depreciation	(1,290)
Net Profit for the year before donation paid to parent charity	31,291
The aggregate of assets, liabilities and reserves is:	2021 £
Fixed Assets	13,039
Current Assets	6,669
Current Liabilities	(1,140)
Total reserves	18,568

16. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	Group		Charity	
	2021 £	2020 £	2021 £	2020 £
Trade debtors debtors	9,611	38,389	7,677	36,563
Inter company account	-	-	-	34,987
Other debtors	11,802	8,584	11,802	8,584
Prepayments	12,069	17,574	12,069	17,574
	<u>33,482</u>	<u>64,547</u>	<u>31,548</u>	<u>97,708</u>

Notes to the Financial Statements

for the year ended 31st March 2021

17. CURRENT ASSET INVESTMENTS

	Group		Charity	
	2021 £	2020 £	2021 £	2020 £
Unlisted investments - bonds and deposits	<u>765,710</u>	<u>340,553</u>	<u>765,710</u>	<u>340,553</u>

18. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	Group		Charity	
	2021 £	2020 £	2021 £	2020 £
Trade creditors	32,867	3,985	34,018	3,985
Social security and other taxes	206	-	206	-
Accruals and deferred income (note 13)	73,924	141,929	73,924	137,282
Accrued expenses	<u>13,174</u>	<u>10,920</u>	<u>12,033</u>	<u>9,780</u>
	<u>120,171</u>	<u>156,834</u>	<u>120,181</u>	<u>151,047</u>

19. MOVEMENT IN FUNDS - Charity & Group

	At 1.4.20 £	Net movement in funds £	Transfers between funds £	At 31.3.21 £
Unrestricted funds				
Designated fund - Charity & Group	280,000	-	498,955	778,955
General fund - Charity	381,211	(11,045)	(152,797)	247,369
General fund - Subsidiary	<u>2,177</u>	<u>16,290</u>	<u>-</u>	<u>18,467</u>
	663,388	5,245	376,158	1,044,791
Restricted funds				
Restricted fund - Charity & Group	<u>30,886</u>	<u>376,158</u>	<u>(376,158)</u>	<u>30,886</u>
TOTAL FUNDS	<u>694,274</u>	<u>381,403</u>	<u>-</u>	<u>1,075,677</u>

Analysis of net assets between funds: Group

	Restricted funds £	Unrestricted funds £	Total 2021 £
Fixed Assets	-	348,955	348,955
Current Assets	30,886	832,158	863,044
Current Liabilities	<u>-</u>	<u>(136,322)</u>	<u>(136,322)</u>
Net Assets	<u>30,886</u>	<u>1,044,791</u>	<u>1,075,677</u>

Notes to the Financial Statements

for the year ended 31st March 2021

19. MOVEMENT IN FUNDS - Charity & Group - Continued

Analysis of net assets between funds: Charity

	Restricted funds £	Unrestricted funds £	Total 2021 £
Fixed Assets and Investments	-	336,016	336,016
Current Assets	30,886	810,488	841,374
Current Liabilities	-	(120,181)	(135,181)
Net Assets	<u>30,886</u>	<u>1,026,323</u>	<u>1,057,209</u>

Designated funds are allocated as follows: £348,955 is a designated fund which represents the net book value (after depreciation) of fixed assets held in the Group (including the leasehold improvements donated in 2017); a further £180,000 is designated for the Annexe development and £250,000 is designated for specific elements of the Young Carers programme. This leaves a balance of £265,836 constituting general / free reserves.

The restricted fund balance is made up of a number of grant balances on specific projects which will be expended in the coming year.

The transfer from restricted funds to unrestricted funds represents costs incurred in head office and central activities relating to restricted projects which have been re-charged by way of a management recharge.

20. RELATED PARTY DISCLOSURES

During the year the charity incurred net income totalling £7,728 in relation to the trading subsidiary. The balance owed to the trading subsidiary at the year end, and shown within creditors is £1,151 (2020 debtors: £34,978).

21. DONATED SERVICES AND FACILITIES

The figure recognised as income/expenditure relating to donated services and facilities may be summarised as follows:

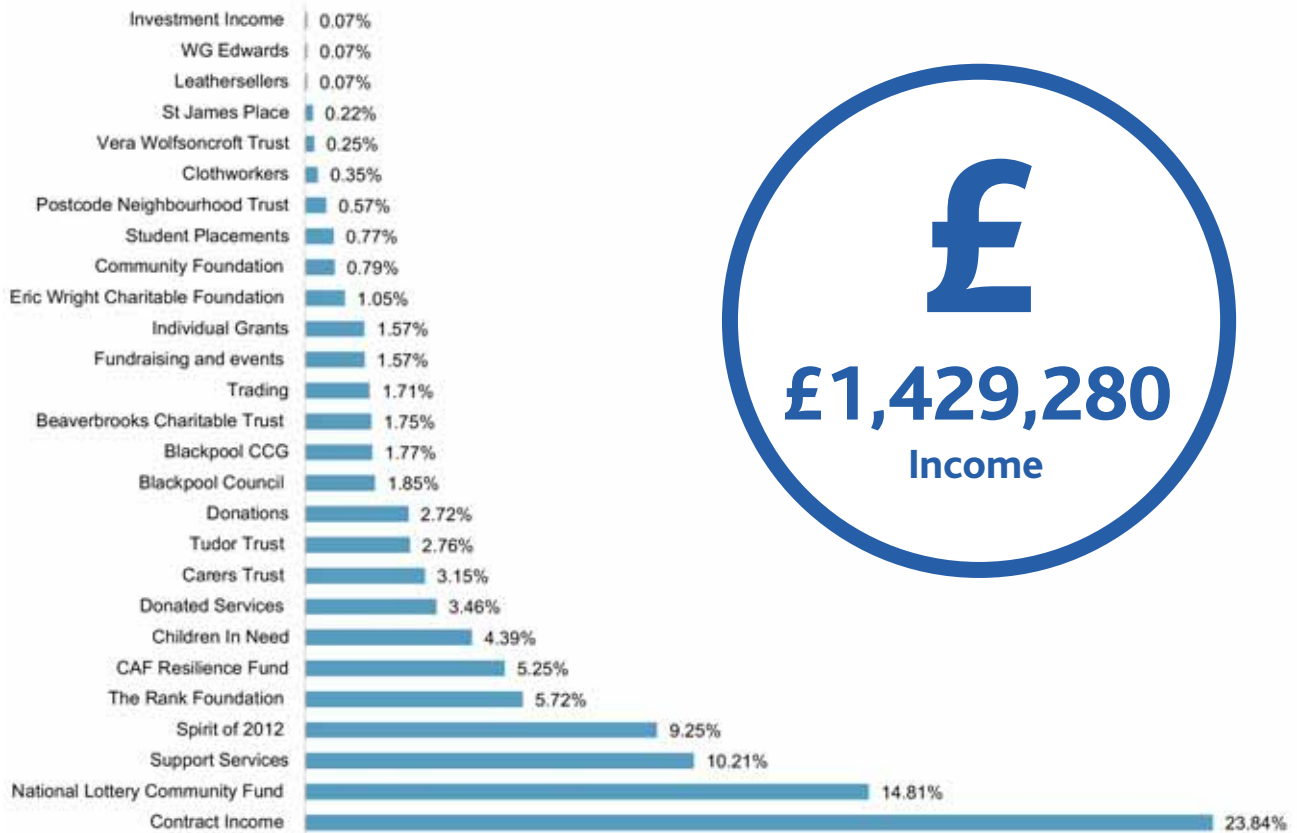
	£
General donations	29,471
Notional annual rent- Beaverbrooks House	<u>20,000</u>
	49,471

Consolidated Statement of Financial Activities

Comparative figures for the year ended 31st March 2020

	Unrestricted funds £	Restricted funds £	Total funds £
INCOME AND ENDOWMENTS FROM			
Donations and legacies	99,256	527,397	626,653
Charitable activities			
Direct charitable activities	386,193	3,000	389,193
Other trading activities	177,200	-	177,200
Investment income	2,341	-	2,341
Total	664,900	530,397	1,195,387
EXPENDITURE ON			
Raising funds	76,983	134	77,117
Charitable activities			
Direct charitable activities	672,649	363,304	1,035,953
Total	749,632	363,438	1,113,070
NET INCOME BEFORE TRANSFERS	(84,642)	166,959	82,317
Gross transfers between funds	177,983	(177,983)	-
NET INCOME	93,341	(11,024)	82,317
RECONCILIATION OF FUNDS			
Total funds brought forward	570,047	41,910	611,957
TOTAL FUNDS CARRIED FORWARD	663,388	30,886	694,274

Charity Income and Expenditure



£

£1,429,280

Income

£

£1,047,877

Expenditure



Notes



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Blackpool Carers

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