



Supporting you so you can help those you care for



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www.bwdcarers.org.uk



@BlackburnCarers

THE CARERS TEAM



Alan Pickup
Chair Trustees



Graham Brindley
Treasurer



Sam Morris
Chief Executive

Trustees: Nan Goodall, James Hadleigh, Marc Kirker, Charlie Higham

The Carers "A" Team

Gillian Ingham
Yasmin Khalil
Wendy Cooke
Rashida Ahmed

Susan Lloyd
Anna Frankland
Isma Sajid
Kiran Sadiq

Kulsum Chishti,
Emma Forrest
Parveen Awan

The Carers Service is privileged to have a fantastic Team of 37 Volunteers who help us go that extra mile in supporting those caring for a friend or loved one. You can see from page 11 the amount of time they give freely and what it means to us financially in extra value

We never like to see any of the team go, but many reasons prevail that prompt their leaving, be it other calls on their time in the case of Trustees, or to advance their careers in respect of staff. But I am sure that they will not be strangers as the service is embedded in their hearts.

So we say farewell to: Trustee: Rizwana Mayat, Staff: Clare Hobley, Vicky Bentley, Georgina Russell, Sonia Stevens,

It just remains to thank all those Carers who give so much to those they care for, without you the Heath & Care system would collapse. I am proud to be a carer, as many of our staff and Trustees are also. It is a privilege to lead such a great team

Never forget the Team are always there when you needs us,

Alan Pickup **Chair of Trustees**

Sam Morris Chief Executive Officer's Report



2022 has been incredibly busy. We have lost staff and gained staff!

We said goodbye to Clare Hobley – Head of Services and Vicky Bentley – Carers Adviser. Both Clare and Vicky have taken up permanent roles with Public Health and Adult Social Care. Sonia Stevens – Carers Adviser retired from her role to enjoy time with her family.

We welcomed Emma Forrest – Benefits Adviser to the Team.

The changeover of staff is an example of the cost-of-Living challenges. Permanent roles offer confidence and security in these times as the cost-of-living increases.

The Carers Service has hit the ground running in supporting carers to manage their finances through the offer of benefits support, access to the Boroughs Household Support Fund and being able to offer food vouchers, food essentials and practical items to enable carers to keep well, keep warm and managed their health and wellbeing.

We have seen an increase in referrals this year. Carers are starting to recognise themselves as carers and are reaching out for support earlier.

The team have worked hard in meeting the new needs and challenges carers are facing.

The team are able to step into each others roles and support where it is needed most.

The Trustee Board are forward planning. A new Development Plan has started to take shape looking at the next 3 years Carers Service Journey.

Exciting opportunities ahead.

A big thank you to all staff, Trustees and Volunteers for stepping up to this year's challenges and coming out at the other side.

Sam Morris

Chief Executive Officer

Graham Brindley Treasurer's Report



A copy of the Audited Accounts for April 2022 to March 2023 are shown as Appendix A

Total income for the charity in the reported financial year was £393,306 along with associated expenditure of £426,848 resulting in a reported deficit of £33,542.

This was within the approved budget deficit for the year as the Trustees sought to retain service levels and were prepared to fund this through reserves whilst work was undertaken on strategy and options for financial resilience.

Total income has increased from the £362,045 of the previous year as the management team were successful in attaining grants receivable for core activities. These are detailed in note 2 to the accounts.

Note 6 details expenditure analysis which indicates that whilst day to day running expenses remained largely similar to last year there were increases in employment costs (£32,823) in order to deliver the services associated with successful grant applications, marketing expenditure as the charity sought to increase awareness amongst carers in the borough and professional charges which relate to strategy and income resilience development.

During the earlier part of the year, with interest rates low, the charity invested £50,000 of cash reserves with Hedley & Co. wealth management in a weighted low/medium risk investment portfolio. This is shown in note 13 to the accounts. Interest rates have subsequently begun to increase as a consequence of which an element of cash reserves are invested in a six month maturity interest bearing deposit account.

Whilst mindful of control over current expenditure the Trustees and management team are constantly reviewing the future funding profile of the charity. A balance needs to be struck between stewardship of cash resources and evaluation of risk in terms of possible major changes to future income streams.

The Trustees and management remain confident that work currently being undertaken will allow the charity to develop sufficient resources to both continue and expand its service delivery to the unpaid carers of the borough.

Graham Brindley

Chief Executive Officer

The Carers Service exists to support & help those who provide unpaid care to a friend, relative or loved one

Carers definition

Carers can be relatives, neighbours or friends. Carers come from all age groups and can come from any ethnic, religious or racial background. A Carer is a person who looks after someone who due to illness, disability or frailty is unable to manage alone

Carers Service Objectives

- Carers will be respected as expert care partners and will have access to the integrated and personalised services they need to support them in their caring role
- Carers will be able to have a life of their own alongside their caring role.
- Carers will be supported to stay mentally and physically well and treated with dignity.
- Carers will be supported so that they are not forced into financial hardship by their caring role
- Carers who are children and young people will be supported to learn, develop, and thrive.

Mission Statement

At Blackburn with Darwin Carers Services, our mission is to identify, engage, empower, and support carers throughout their caring journey. We are dedicated to providing integrated and personalised services that meet the diverse needs of carers in our community.

Vision

Our vision is to create a community where carers are respected as expert care partners, equipped with the resources and support they need to thrive in their caring role. We envision a society that recognises and values the vital contributions of carers, ensuring their well-being and enabling them to lead fulfilling lives alongside their caregiving responsibilities.

Core Values

At Blackburn with Darwen Carers Service, our core values form the foundation of everything we do. They guide our actions, shape our culture, and drive our commitment to supporting carers throughout their caring journey. Our core values reflect our deep understanding of the unique challenges faced by carers and underscore our unwavering dedication to their well-being. These values serve as a compass, guiding us in creating a supportive, inclusive, and empowering environment where carers are respected, valued, and given the tools they need to thrive. Below are our core values and the principles that underpin our work in making a positive difference in the lives of carers:

1. **Empowerment:** We believe in empowering carers by providing them with the knowledge, resources, and support necessary to make informed decisions and take control of their lives.
2. **Respect:** We treat every carer with dignity, compassion, and respect, recognising the invaluable role they play in society and valuing their unique experiences and contributions.
3. **Collaboration:** We foster collaboration and partnerships with local organisations, service providers, and stakeholders to ensure comprehensive support and improve the lives of carers.
4. **Inclusivity:** We are committed to inclusivity, embracing diversity, and addressing the needs of carers from all backgrounds, including those who may be marginalised or hidden.
5. **Well-being:** We prioritise the mental, physical, and emotional well-being of carers, offering services and programs that promote their health, resilience, and overall quality of life.
6. **Advocacy:** We advocate for the rights, recognition, and support of carers at local, regional, and national levels, aiming to influence policies and raise awareness about carer issues.
7. **Innovation:** We strive to continuously innovate and improve our services, incorporating technology and best practices to enhance the support and experiences of carers.
8. **Personalisation:** We recognise that each carer's journey is unique, and we tailor our services to meet individual needs, providing personalised support that addresses their specific challenges and circumstances.



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Carers Service Offer

Carers Star
Assessment

Advice and
guidance

Benefit checks

Carers Star
Assessment

Counselling

Complimentary
therapies

Respite Sitting
Service

Befriending

Hospital Discharge
Project

Digital Support

Volunteering
Accreditation

Activities and Trips

Training,
Workshops & Events

Access to breaks

Support groups

Power of Attorney

Carers ID Card

Life After Caring

Young Adult Carers
Support

Household Support
Grants

Activities and Work
shops

Young Adult Carers
Support

Volunteering

Activities and Work
shops

Achievements and Performance

Triage Service

Purpose:

- To field all new referrals
- To assess if carers need to be allocated to a Carers Adviser.
- To reduce the Carers Advisers case load
- Reduce waiting times.

Funding was secured from Eric Wright Foundation for a 9-month project.

The Triage Worker responsibilities are to ensure carers are signposted to the right support within a 3-day target period.

Respite

The Respite Service is open to anyone who cares for a loved one with a physical, mental or learning disability, dementia or a life limiting illness. For up to 2hrs a week their loved one will be able to take part in an individual or group activities with a trained volunteer or member of staff

The Respite Service was launched on Monday 5th December 2022

"This has made a huge difference to my life, and Joan always comes home so happy"



Carers Week June 2022 - Making Caring Visible, Valued and Supported

The week was a huge celebration for carers, celebrations, treats, prizes, awareness raising, self care activities and as always ending with a carers trip, this year to Liverpool.

"The community spirit this week has been a great moral booster, so good to see everyone enjoying themselves and working together"

69 carers and professionals joined us to celebrate carers during Carers Week.

The event started with a Little Yoga followed by Carers Stories

There was a mixture of Male Carers and Young Adult carers sharing their journeys.



The event ended with Afternoon Tea served by Carers Service Volunteers

Achievements and Performance

Volunteers

Community Volunteer Awards Nov 2022

Another year another win!

Once again, we pulled off 3 awards, an amazing achievement.

Huge congratulations to our winners!

- Prosperity, Learning and Employment Award
- Culture, Leisure and Sport Award
- Good Neighbour Award



Carers Rights Day Nov 2022

This was held as an information day. 19 partners were invited to provide information on a wide range of topics from health, legal, education, employment, recreational. 87 people were recorded as in attendance, the event was busy and feedback was excellent. The guest speakers covered topics such as welfare benefits and the household support available. The Mayor joined us and supported the service, giving an inspirational speech at the event.

- Information Stalls: 19
- Visitors: 87
- Carers: 46
- 99% of carers found the event useful and supported their caring role
- 86% of carers will take up activities or join groups at the centre.
- 100% would recommend the Carers Service.



Walk A Mile in a Carers Shoes

The carers had a fabulous time, and the weather was kind, 30 carers attended supported by family and friends bringing the total number taking part to over 50, a good number of people taking part, the spirit was so good with everyone chatting and helping each other, each year this event has grown and everyone is looking forward to next years event,



You can find details of our Monthly Activities by joining our mailing list or read our online Magazine <https://heyzine.com/flip-book/c0355e582f.html>

Achievements and Performance

Jubilee Party in the Park

Couldn't let the jubilee go without a celebration, we held a street party in the park which was attended by 43 carers, one of our carers dressed up as the Queen, we had a royal quiz, raffles, sandwiches and cakes, and a hat competition. The event was enjoyed and feedback excellent.



Information Day

A range of organisations were invited. The Hari bus to provide valuable information to carers, amongst them were Care Network, Alzheimer's Society the Wellbeing Service. We also held a workshop on how to save energy and reduce bills.

More than 40 people attended the event and the Hari bus was a huge success who also provide health checks. Carers found the event was very useful.

"Good event, with so much information, I especially wanted to see someone from the Alzheimer's Society, but I also got so much more information about everything else to support me."



Health and Wellbeing

A range of walks in Blackburn and Darwen, pamper sessions, nature activities, community gardening, holistic therapy, coffee mornings, crafts, sewing. We delivered some activities that are regular but also delivered different types of crafts, e.g. Diamond art, Jewellery Making. Coffee morning are now becoming very popular, especially as a lot of people can't afford to go into coffee shops, coffee morning has seen a rise in people attending. The walks and gardening have seen a 50 % rise in enquiries and people wanting to attend the sessions



Household Support Fund

The carers Service are commissioned by BwD Council to provide a variety of support for carers.

Support includes:

- Shopping vouchers
- Winter essentials – clothes and blankets
- White goods
- Food parcels
- Energy Grants
- Toiletries

Achievements and Performance

Hospital Discharge

The carers service are commissioned to support carers and their cared for with a successful discharge from hospital.

A designated worker has been working with the Hospital discharge team to identify carers and liaise with the team on what is needed for the person to go home.

This project has been very successful and have supported carers home

The following support has been put in place:

- Food parcels
- Mattress
- Beds
- Apnea Machine
- Fridge Freezer
- Food shop
- Pillows
- Towel Bundle
- Fridge
- Dog re-homing
- Incontinence reusable bedding
- Weekly cleaners
- Maintenance support for oven
- Kennels for a week for 2 dogs
- Removal van + 2 helpers
- Delivery van to remove furniture.
- Support completing Attendance allowance form

Watch some of the stories from our Carers on our YouTube Channel



Carers Week 2022 - <https://youtu.be/foPdkU6to54>

Yasmin's Story - <https://youtu.be/F9QYPpXOPpc>

Alicia sharing her journey as a carer for her mum - <https://youtu.be/YqAp4aPrlww>

Terry sharing her journey as a carer for her parents - <https://youtu.be/tWxSQllg1Jk>

Young Adult Carers at Atherton Centre - <https://youtu.be/qUt2GnlGNe0>

Beginners Yoga - <https://youtu.be/4HMYhu6ANss>

Carers rights day - <https://youtu.be/JPlgY9pLHoY>

Fundraising, Income and Generation

Donations	£2337.17
Carers Dream Draw	£472.00
Fundraising	£73.76
Gift Aid	£116.50
Lasting Power of Attorneys	£4,780
Total	£7779.43

A big thank you to all those that donated to the Service and to our amazing Volunteers who raised funds through various initiatives and events

TOTAL NUMBER OF REFERRALS

1268

BENEFITS

679

££££££££££

MASSAGE TREATMENT

509



REFERRALS BY GENDER



MALE

33.5%



FEMALE

66.5%

Signposts and referrals to other organisations

33.5%



COUNSELLING

150 CARERS

ACTIVITIES

1023

CARERS ATTENDED

GROUPS

248

CARERS ATTENDED

Befrienders

509



NEW
VOLUNTEERS
THIS YEAR

37

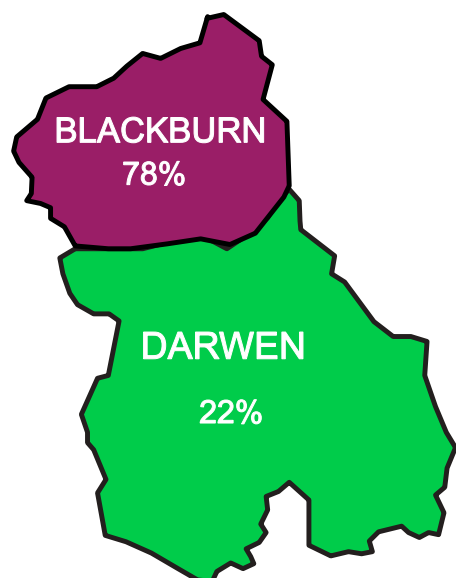
VOLUNTEER
HOURS
THIS YEAR

4140 Hrs

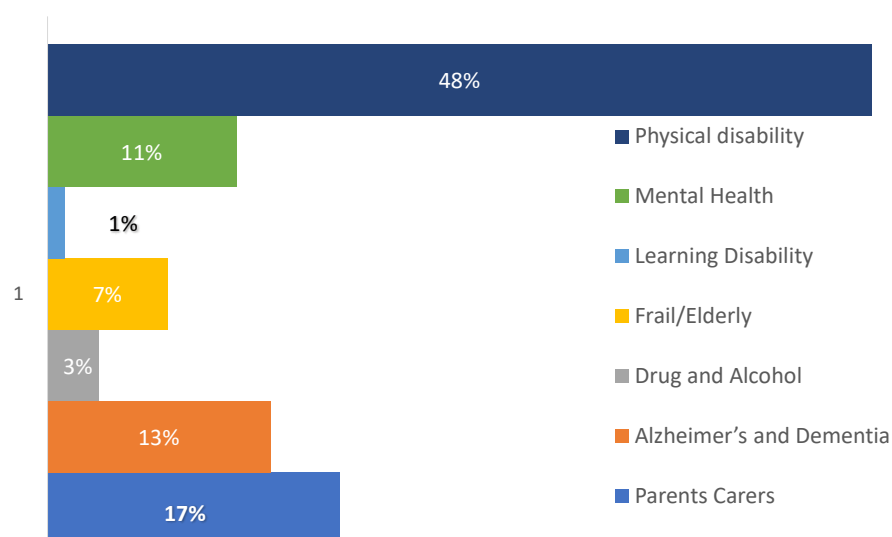
EQUATES TO

£45,545.06

REFERRALS BY GEOGRAPHY



CARERS REASON FOR CARING





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PARENT CARER CASE STUDY



Rukeiya registered with the Carers Service as a Parent Carer back in 2016. She cares for two young children who both have developmental delay; one has speech and language difficulties and the other has Spina-Bifida. She had recently moved into the area and wasn't aware of what support services were available to her. The school had made a referral to Familywise and her family support worker had referred her to the Carers Service. Rukeiya required an Urdu-speaking advisor, who offered to undertake a home visit to establish what support needs Rukeiya had and help problem solve her unique situation.

The advisor made a referral to Children's Services so the children could be registered on the disability links register. This enabled the family to receive up to date and regular information about events and activities suitable for the children.

Rukeiya contacted the service more recently due to financial hardship. After an appointment with our benefits advisor, it emerged that the family weren't claiming the disability benefits they were entitled to. The benefits advisor at the service made a claim for both children and Carers Allowance and Personal Independence Payment for Rukeiya, all of which were successful. This made a substantial difference to a family experiencing financial hardship.

Rukeiya joined the Asian Carers group meetings, where Urdu is spoken. They also have a WhatsApp group where up to date information is shared within the group.

Rukeiya attended a wellbeing event at the Carers Service where she enjoyed a relaxing treatment. This helped to introduce her to other parts of the service. She has been struggling with her health especially her mental health; she found herself becoming housebound and isolated. This was making her depression worse. I referred her to our befriending service and my colleague has looked into a befriender who will visit her at home and support her out into the community. The befriender will also support her to attend the events and support groups at the Carers Service. Rukeiya has indicated that she will access the in-house counselling service when she feels ready to and is pleased that an Urdu-speaking counsellor is available to her.

caring role is likely to be lifelong. The Carers Service has improved her financial situation, connected her to ongoing group and individual support, provided opportunities to manage her stress and emotional wellbeing and improved her understanding by providing knowledge and information. All of this support has been essential in preventing carer breakdown, which would impact massively on the wellbeing of the family.





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YOUNG ADULT CARER CASE STUDY

I joined the Carers Service in March 2019. Since then, I've received so much support. They listen and understand in every situation, giving the best support and advice. Since joining the Carers Service I have lost my Mum to cancer and the service has been there every step of the way to support me in any way that it can; whether that is support groups for advice and guidance, 1 to 1 sessions, financial support where possible, bereavement counselling or even nights/ trips to take my mind off of things (which can be well needed sometimes).



"Whilst everything has been going on with the global pandemic lockdown, the service has reached out to each of us to make sure we are feeling okay and getting through this tough time"

Interactive zoom meetings keep the support going, altering and trying different times of day to make sure each person can get involved. My advisor has made it very clear that she is still available for any support or guidance we need, requesting a variety of outside guidance speakers to attend some meetings too and managing to keep the level of support as strong as it can be.

The service has a WhatsApp group which allows extra support and contact via other members. This means we can share things that are relatable and have a wider, flexible support network. Each member can bring something new to the group, for example university/college advice, a skill that could be taught or an extra ear to listen or guide.





YOUNG ADULT CARER CASE STUDY



The young adult carer came in for an assessment and started to get really upset. When asked what was wrong, she expressed how hard she was finding everything with juggling home life her caring role and university, she felt like she had so much on and couldn't see things getting better or even slightly easier. She told the advisor that University giving her the most worry. The workload was getting too much, she was very withdrawn in classes, and said she had no friends in or out of education. The carer was so upset and said she just felt like giving everything up.

The advisor spoke about the young adult carers group and of the support they all give each other. After talking in-depth to the carer she agreed she would try and attend one of the groups, and did come on the very next one. She was a little quiet but slowly came out of her shell and started to chat to the others. The conversation came up about uni and the carer spoke about how she was finding it. All the others started to give her tips and told her about online study help. She is

studying history, and as a group they decided to plan a little outing over to the local museum one afternoon and see what other information we could get regarding her topic and then get some lunch together.

The young carer was so happy with the support and new friends she was gaining. The advisor also contacted the young person's University to discuss that she needs a little more support. This gave the carer more time with assessments, more support and she found the whole experience of Uni more fulfilling. This young adult carer was heading towards more isolation and self-destruction, the groups and service helped show the carer that she could achieve what she wanted to.



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Supporting you so you can help those you care for

OLDER PEOPLE – CASE STUDY

Carer Hilary (75) had been caring for her husband Alan (75) who was living with Myeloma and heart disease. Hilary was getting a little tired and felt she needed support but Alan was adamant he didn't want any services involved to assist with his care. Support was given to Hilary such as befriending and counseling. Moreover, Blackburn Carers Service provided Hilary with an electronic tablet to keep her connected to outside interests as well as the Carers Service.

A few months later and quite recently, Alan's condition appeared to deteriorate and he wasn't getting up to dress and was sleeping more than normal. Blood tests found nothing that would explain why Alan was feeling like this and the specialist decided to take him off the treatment in case this was the cause.



Meanwhile, Alan's condition was brought up in Complex Care and Integrated Neighbourhood Team Meetings as a concern as Hilary was near to breakdown as Alan was still declining services. After talking to Hilary the Adviser asked if she could visit and talk to Alan to try to explain in more depth of how accepting help from services could be beneficial. Commonly and for some cared for, accepting help could result in them being forced to go into residential.

Adviser visited and spoke to Alan about how services could assist without the need for him to go into care e.g. care package and lifeline pendant. Following our discussion Alan agreed to be referred for a need's assessment and Hilary for a Carers Assessment. Moreover Alan agreed that a 'Lifeline' pendant could also be beneficial for when Hilary wants to go out and the once rushed shopping trips can become much more relaxed and enjoyable.

'Thanks so much really appreciate all of this, I enjoyed our varied conversation today and your easy to understand many helpful'



OLDER PEOPLE - DARWEN CASE STUDY



A gentleman contacted us from out of area. He was concerned about his sister who lived in Darwen and was caring for their elderly father. His father was suffering from Alzheimer's and his condition has deteriorated considerably over the last year. The carer does all personal care and also supervises during the night. Although they have their own house they spend 95% of their time at their fathers.

The carer is very apprehensive about support and worried that asking for help may mean that she is saying she can't cope and her father needs to be in a residential home.

I went to her home along with her brother so we could talk about the situation and how she was feeling. She admitted at times it was "very tough" and she just has to go outside for a "walk" just to catch her breath. Her father can shout at her a lot and follows her around.

We discussed by asking for support from adult services she was actually looking after herself and also making sure that Mum could stay at home for as long as possible. She admitted that she felt she really did need some respite and it was affecting her health.

She agreed to a carer's assessment and also for an assessment for Mum. This referral was made to adult services who came out to visit her. She accepted respite support and her concerns about what will happen to mum if she was ill were addressed.

She said: "I was so worried about asking for help. You really helped me see the need to look after myself as well. I am very grateful for your support."



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MULTIPLE CARING ROLES

Eliza (not her real name) was seen at her home for an assessment. She cares for 2 sons with renal issues. Recently her husband had A heart attack and now she cares for 3 people. Her youngest son has kidney failure and is on waiting list for a transplant, he is also fed by nasogastric tube. Nurses come to pass the tube when needed. He is also on growth hormone injections which Eliza and her husband have to administer. Eliza's advisor gave information about the National Kidney Federation, which supports kidney patients with information about the illness, transplantation, funding etc.



Her husband has had four heart attacks in the past 18 on this and has had 2 stents put in. He gets out of breath and needs support with mobility. At the moment Eliza and her husband are not keen to get care workers in place. Eliza knows to contact the Carers Service and request help for a referral to Social care assessment if they feel they need this in future.

Eliza is expecting again, she is anaemic and previously needed to have blood and iron infusion. She feels tired and has been advised to see her GP again so her levels can be monitored so that she can get advice and treatment before she requires infusion. She is the main person supporting the family and her health and wellbeing is of utmost importance, especially now. She has been given information about healthy eating and how-to self-care. She also has been given information about Asian Carers Group where she can meet other ladies and socialise. This will help her to relax and prevent low moods and isolation.

The family is struggling financially because Eliza's husband is not able to work due to his ill health. The Carers Service supported him to apply for Personal Independent Payment and other benefits. This consequently has helped the family to manage to provide food and pay bills etc. and as a result it has reduced the financial pressure. The Carers Service advisor completed the Disability Living Allowance (DLA) form for the sons too. Eliza was advised to contact for a further appointment to apply for Carers Allowance when the DLA/PIP has been approved.

It is hoped that the information and support provided have prevented the breakdown of the family. Eliza feels that she got the support at the right time before the situation deteriorated any further. Her children are getting extra support at school and that has given her peace of mind that they are performing to the best of their abilities.

She also has information about various groups where she can socialise, learn and de-stress. This will enhance her physical and emotional wellbeing and she can continue to provide care to her family. She has our contact details and a named advisor so she can access support when needed.



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DARWEN AND RURAL CASE STUDY



A carer already registered with the service called to say his family felt in crisis. They said their current care package was not meeting their needs and they didn't have the energy to begin to try and sort it out. It was starting to impact on all members of the family including the children. Both parents had experienced complex mental health conditions.

Joint working with the social worker meant we were able to allay their fears and work on a support plan that meant their needs were now being met.

"I couldn't see light at the end of the tunnel. Now with support from the Carers Service and Social Worker we are all feeling more optimistic and our situation feels a lot more manageable."

We run a Darwen Clinic at Darwen Health Centre for carers. Whilst waiting for her appointment, one lady was chatting to another patient in the waiting room explaining she was coming to the Carers Clinic. They shared stories about their similar situations and experiences. The other patient then knocked on the clinic door and asked if she could book an appointment to discuss the difficulties she is facing.

"What a great idea being here at the Health Centre, being able to talk to someone about the difficulties I have caring for my mum will be a big help to me."

Every month we run a Memory Café in Edgworth, a community in Blackburn which is rural and has poor transport links with the town. We now have around 30+ carers who attend each month and many have started new friendships.

"I really enjoy coming. I have been coming for about a year. I am getting to know people in the village now rather than just passing them and saying hello."

"I had no idea they supported someone with dementia like me. The local volunteers who come to help are just wonderful."



THE BENEFIT OF ACTIVITIES

"I feel I have grown as a person through the activities that I have attended, not only have they given me time out, but I have found techniques to manage and develop confidence."

I was in a very dark place; the Carers Service has helped me to come to terms with my caring role, and find time for me. Everyone at the centre is helpful and it's somewhere I can just drop in. I attended the residential because I couldn't plan a holiday myself in the state I was in." This carer initially presented with very low mood and lacked confidence, which had an impact on her caring role. She had a huge caring role looking after her mother with Alzheimer's, she was getting anxious, frustrated and depressed and not coping with her caring duties.

It was suggested to her to that some time out may benefit her mood, and give her a chance to revitalise herself in order to deal with her caring role. She attended a residential which was the first time she had got away for 5 years, where she had the opportunity to refresh herself. The residential gave her a boost of confidence and she has since attended several workshops on mindfulness and confidence building. She now presents a totally different outlook, more confident and able to cope with her situation.



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www.bwdcarers.org.uk

f t i @BlackburnCarers

BLACKBURN WITH DARWEN CARERS SERVICE LTD

ANNUAL REPORT AND UNAUDITED FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2023

Company Registration No. 05881757 (England and Wales)

Charity registration number 1120110 (England and Wales)

BLACKBURN WITH DARWEN CARERS SERVICE LTD

LEGAL AND ADMINISTRATIVE INFORMATION

Trustees	Mrs H N Goodall Mr G M Brindley Mr J J Hadleigh Mr A W Pickup Mr C J Higham
Secretary	Ms S J Morris
Charity number	1120110
Company number	05881757
Registered office	Blackburn with Darwen Carers Services Kingsway Greenhurst Place Blackburn Lancashire BB2 1NA
Independent examiner	Champion TLL Limited 7-9 Station Road Hesketh Bank Preston Lancashire PR4 6SN

BLACKBURN WITH DARWEN CARERS SERVICE LTD

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BLACKBURN WITH DARWEN CARERS SERVICE LTD

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT)

FOR THE YEAR ENDED 31 MARCH 2023

The trustees present their annual report and financial statements for the year ended 31 March 2023.

The financial statements have been prepared in accordance with the accounting policies set out in note 1 to the financial statements and comply with the charity's governing document, the Companies Act 2006 and "Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)" (effective 1 January 2019).

Objectives and activities

In setting objectives and planning for activities, the Trustees have given due consideration to general guidance published by the charity commission relating to public benefit.

The objective of the charitable company is to relieve the need of persons who are ill, disabled or who are elderly and have a charitable need, primarily but not exclusively resident or working in Blackburn with Darwen and the surrounding area, by the provision of advice, information and support to those persons, their relatives or carers with the object of improving the conditions of life of the said beneficiaries.

Mission Statement

At Blackburn with Darwen Carers Services, our mission is to identify, engage, empower, and support carers throughout their caring journey. We are dedicated to providing integrated and personalised services that meet the diverse needs of carers in our community.

Vision

Our vision is to create a community where carers are respected as expert care partners, equipped with the resources and support they need to thrive in their caring role. We envision a society that recognises and values the vital contributions of carers, ensuring their well-being and enabling them to lead fulfilling lives alongside their caregiving responsibilities.

Core Values

At Blackburn with Darwen Carers Service, our core values form the foundation of everything we do. They guide our actions, shape our culture, and drive our commitment to supporting carers throughout their caring journey. Our core values reflect our deep understanding of the unique challenges faced by carers and underscore our unwavering dedication to their well-being. These values serve as a compass, guiding us in creating a supportive, inclusive, and empowering environment where carers are respected, valued, and given the tools they need to thrive. Below are our core values and the principles that underpin our work in making a positive difference in the lives of carers:

1. **Empowerment:** We believe in empowering carers by providing them with the knowledge, resources, and support necessary to make informed decisions and take control of their lives.
2. **Respect:** We treat every carer with dignity, compassion, and respect, recognizing the invaluable role they play in society and valuing their unique experiences and contributions.
3. **Collaboration:** We foster collaboration and partnerships with local organisations, service providers, and stakeholders to ensure comprehensive support and improve the lives of carers.
4. **Inclusivity:** We are committed to inclusivity, embracing diversity, and addressing the needs of carers from all backgrounds, including those who may be marginalised or hidden.
5. **Well-being:** We prioritise the mental, physical, and emotional well-being of carers, offering services and programs that promote their health, resilience, and overall quality of life.
6. **Advocacy:** We advocate for the rights, recognition, and support of carers at local, regional, and national levels, aiming to influence policies and raise awareness about carer issues.
7. **Innovation:** We strive to continuously innovate and improve our services, incorporating technology and best practices to enhance the support and experiences of carers.

Personalisation: We recognise that each carer's journey is unique, and we tailor our services to meet individual needs, providing personalised support that addresses their specific challenges and circumstances.

The trustees have paid due regard to guidance issued by the Charity Commission in deciding what activities the charity should undertake.

BLACKBURN WITH DARWEN CARERS SERVICE LTD

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2023

Financial review

The Charity maintains a Contingency Reserve which represents an amount the Trustees consider would be necessary for the Charity to discharge its obligations in the event that the Charity was to be wound up. This is held at 6 months unrestricted charitable expenditure of £130,000. The charity currently has free reserves of £140,446. This reserve is regularly reviewed to take account of most recent information and circumstances. The unrestricted reserves are available for the Trustees when considerations are made for the maintenance or development of the charitable activities.

The principal funders of the charitable company are Blackburn with Darwen Borough Council.

Plans for future periods

The charity plan to continue the activities referred to above and described in more detail in the Annual Review attached.

Structure, governance and management

The charity is controlled by its governing document, a deed of trust, and constitutes a limited company, limited by guarantee, as defined by the Companies Act 2006.

The trustees, who are also the directors for the purpose of company law, and who served during the year and up to the date of signature of the financial statements were:

Mrs H N Goodall

Mr M Kirker

(Resigned 22 August 2023)

Mr G M Brindley

Mr J J Hadleigh

Mr A W Pickup

Miss R Mayat

(Resigned 12 May 2023)

Mr C J Higham

The management of the charitable company is the responsibility of the Trustees who are elected and co-opted under the terms of the Memorandum and Articles of Association dated 19 July 2006.

POLICIES ADOPTED FOR THE INDUCTION AND TRAINING OF TRUSTEES

Policies are in place to induct and train new Trustees and comply with the Memorandum and Articles of Association.

All Trustees:

Have a full induction

Take part in Governance Training

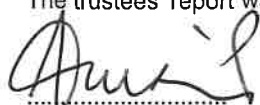
Are allocated a subcommittee role

Are given a Carers Service Trustee Handbook

Are given A hard copy of Good Governance handbook (NCVO)

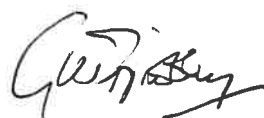
Complete a Trustee Appraisal

The trustees' report was approved by the Board of Trustees.



Mr A W Pickup

Trustee



Date: 22/08/23

BLACKBURN WITH DARWEN CARERS SERVICE LTD

INDEPENDENT EXAMINER'S REPORT

TO THE TRUSTEES OF BLACKBURN WITH DARWEN CARERS SERVICE LTD

I report to the trustees on my examination of the financial statements of Blackburn with Darwen Carers Service Ltd (the charity) for the year ended 31 March 2023.

Responsibilities and basis of report

As the trustees of the charity (and also its directors for the purposes of company law) you are responsible for the preparation of the financial statements in accordance with the requirements of the Companies Act 2006 (the 2006 Act).

Having satisfied myself that the financial statements of the charity are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of the charity's financial statements carried out under section 145 of the Charities Act 2011 (the 2011 Act). In carrying out my examination I have followed all the applicable Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act.

Independent examiner's statement

Since the charity's gross income exceeded £250,000 your examiner must be a member of a body listed in section 145 of the 2011 Act. I confirm that I am qualified to undertake the examination because I am a member of ICAEW, which is one of the listed bodies.

I have completed my examination. I confirm that no matters have come to my attention in connection with the examination giving me cause to believe that in any material respect:

- 1 accounting records were not kept in respect of the charity as required by section 386 of the 2006 Act; or
- 2 the financial statements do not accord with those records; or
- 3 the financial statements do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that the accounts give a true and fair view which is not a matter considered as part of an independent examination; or
- 4 the financial statements have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102).

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the financial statements to be reached.



Champion TLL Limited

Peter Buck
FCA DChA

7-9 Station Road
Hesketh Bank
Preston
Lancashire
PR4 6SN

Dated: 22/08/23

BLACKBURN WITH DARWEN CARERS SERVICE LTD

STATEMENT OF FINANCIAL ACTIVITIES INCLUDING INCOME AND EXPENDITURE ACCOUNT

FOR THE YEAR ENDED 31 MARCH 2023

Current financial year

		Unrestricted funds general 2023 £	Unrestricted funds designated 2023 £	Restricted funds 2023 £	Total 2023 £	Total 2022 £
	Notes					
Income from:						
Donations and legacies	2	12,043	53,273	98,666	163,982	122,530
Charitable activities	3	205,395	23,383	-	228,778	235,083
Other trading activities	4	546	-	-	546	4,430
Total income		<u>217,984</u>	<u>76,656</u>	<u>98,666</u>	<u>393,306</u>	<u>362,043</u>
Expenditure on:						
Raising funds	5	<u>71</u>	<u>-</u>	<u>-</u>	<u>71</u>	<u>932</u>
Charitable activities	6	<u>256,568</u>	<u>69,043</u>	<u>101,164</u>	<u>426,775</u>	<u>366,527</u>
Total expenditure		<u>256,639</u>	<u>69,043</u>	<u>101,164</u>	<u>426,846</u>	<u>367,459</u>
Net expenditure for the year/ Net movement in funds		(38,655)	7,613	(2,498)	(33,540)	(5,416)
Fund balances at 1 April 2022		<u>179,101</u>	<u>54,043</u>	<u>4,153</u>	<u>237,297</u>	<u>242,713</u>
Fund balances at 31 March 2023		<u><u>140,446</u></u>	<u><u>61,656</u></u>	<u><u>1,655</u></u>	<u><u>203,757</u></u>	<u><u>237,297</u></u>

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

All income and expenditure derive from continuing activities.

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

BLACKBURN WITH DARWEN CARERS SERVICE LTD

STATEMENT OF FINANCIAL ACTIVITIES (CONTINUED) INCLUDING INCOME AND EXPENDITURE ACCOUNT

FOR THE YEAR ENDED 31 MARCH 2023

Prior financial year

		Unrestricted funds general 2022 £	Unrestricted funds designated 2022 £	Restricted funds 2022 £	Total 2022 £
	Notes				
<u>Income from:</u>					
Donations and legacies	2	25,752	12,716	84,062	122,530
Charitable activities	3	216,854	18,229	-	235,083
Other trading activities	4	4,430	-	-	4,430
Total income		247,036	30,945	84,062	362,043
<u>Expenditure on:</u>					
Raising funds	5	932	-	-	932
Charitable activities	6	250,666	31,924	83,937	366,527
Total expenditure		251,598	31,924	83,937	367,459
Gross transfers between funds		12,178	-	(12,178)	-
Net expenditure for the year/ Net movement in funds		7,616	(979)	(12,053)	(5,416)
Fund balances at 1 April 2021		171,485	55,022	16,206	242,713
Fund balances at 31 March 2022		179,101	54,043	4,153	237,297

BLACKBURN WITH DARWEN CARERS SERVICE LTD

BALANCE SHEET

AS AT 31 MARCH 2023

	Notes	2023 £	£	2022 £	£
Fixed assets					
Tangible assets	12		4,000		4,729
Current assets					
Debtors	14	30,165		2,107	
Investments		50,000		-	
Cash at bank and in hand		141,492		260,331	
		<u>221,657</u>		<u>262,438</u>	
Creditors: amounts falling due within one year	15	<u>(21,900)</u>		<u>(29,870)</u>	
Net current assets			199,757		232,568
Total assets less current liabilities			<u>203,757</u>		<u>237,297</u>
Income funds					
Restricted funds			1,655		4,153
Unrestricted funds - designated			61,656		54,043
Unrestricted funds - general			140,446		179,101
			<u>203,757</u>		<u>237,297</u>

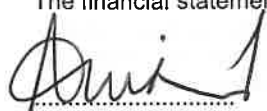
The company is entitled to the exemption from the audit requirement contained in section 477 of the Companies Act 2006, for the year ended 31 March 2023.

The directors acknowledge their responsibilities for complying with the requirements of the Companies Act 2006 with respect to accounting records and the preparation of financial statements.

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

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

The financial statements were approved by the Trustees on 22/08/23.


Mr A W Pickup
Trustee



Company registration number 05881757

BLACKBURN WITH DARWEN CARERS SERVICE LTD

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2023

1 Accounting policies

Charity information

Blackburn with Darwen Carers Service Ltd is a private company limited by guarantee incorporated in England and Wales. The registered office is Blackburn with Darwen Carers Services, Kingsway, Greenhurst Place, Blackburn, Lancashire, BB2 1NA.

1.1 Accounting convention

The financial statements have been prepared in accordance with the charity's governing document, the Companies Act 2006, FRS 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland" ("FRS 102") and the Charities SORP "Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)" (effective 1 January 2019). The charity is a Public Benefit Entity as defined by FRS 102.

The charity has taken advantage of the provisions in the SORP for charities not to prepare a Statement of Cash Flows.

The financial statements are prepared in sterling, which is the functional currency of the charity. Monetary amounts in these financial statements are rounded to the nearest £.

The financial statements have been prepared under the historical cost convention, [modified to include the revaluation of freehold properties and to include investment properties and certain financial instruments at fair value]. The principal accounting policies adopted are set out below.

1.2 Going concern

At the time of approving the financial statements, the trustees have a reasonable expectation that the charity has adequate resources to continue in operational existence for the foreseeable future. Thus the trustees continue to adopt the going concern basis of accounting in preparing the financial statements.

1.3 Charitable funds

Unrestricted funds are available for use at the discretion of the trustees in furtherance of their charitable objectives.

Restricted funds are subject to specific conditions by donors as to how they may be used. The purposes and uses of the restricted funds are set out in the notes to the financial statements.

Endowment funds are subject to specific conditions by donors that the capital must be maintained by the charity.

1.4 Income

Income is recognised when the charity is legally entitled to it after any performance conditions have been met, the amounts can be measured reliably, and it is probable that income will be received.

Cash donations are recognised on receipt. Other donations are recognised once the charity has been notified of the donation, unless performance conditions require deferral of the amount. Income tax recoverable in relation to donations received under Gift Aid or deeds of covenant is recognised at the time of the donation.

Legacies are recognised on receipt or otherwise if the charity has been notified of an impending distribution, the amount is known, and receipt is expected. If the amount is not known, the legacy is treated as a contingent asset.

BLACKBURN WITH DARWEN CARERS SERVICE LTD

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2023

1 Accounting policies

(Continued)

1.5 Expenditure

Expenditure is recognised once there is a legal or constructive obligation to transfer economic benefit to a third party, 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 classified by activity. The costs of each activity are made up of the total of direct costs and shared costs, including support costs involved in undertaking each activity. Direct costs attributable to a single activity are allocated directly to that activity. Shared costs which contribute to more than one activity and support costs which are not attributable to a single activity are apportioned between those activities on a basis consistent with the use of resources. Central staff costs are allocated on the basis of time spent, and depreciation charges are allocated on the portion of the asset's use.

1.6 Tangible fixed assets

Tangible fixed assets are initially measured at cost and subsequently measured at cost or valuation, net of depreciation and any impairment losses.

Depreciation is recognised so as to write off the cost or valuation of assets less their residual values over their useful lives on the following bases:

Computers	25% on cost
-----------	-------------

The gain or loss arising on the disposal of an asset is determined as the difference between the sale proceeds and the carrying value of the asset, and is recognised in the statement of financial activities.

1.7 Impairment of fixed assets

At each reporting end date, the charity reviews the carrying amounts of its tangible assets to determine whether there is any indication that those assets have suffered an impairment loss. If any such indication exists, the recoverable amount of the asset is estimated in order to determine the extent of the impairment loss (if any).

1.8 Cash and cash equivalents

Cash and cash equivalents include cash in hand, deposits held at call with banks, other short-term liquid investments with original maturities of three months or less, and bank overdrafts. Bank overdrafts are shown within borrowings in current liabilities.

Derecognition of financial liabilities

Financial liabilities are derecognised when the charity's contractual obligations expire or are discharged or cancelled.

BLACKBURN WITH DARWEN CARERS SERVICE LTD

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2023

2 Donations and legacies

	Unrestricted funds general		Unrestricted funds designated		Unrestricted funds general		Unrestricted funds designated		Restricted funds		Total	
	2023	£	2023	£	2023	£	2023	£	2023	£	2023	£
Donations and gifts	11,723	-	-	-	14,283	20	230	14,533	230	14,533		
Grants	320	53,273	98,666	152,259	11,469	12,696	83,832	107,997	83,832	107,997		
	12,043	53,273	98,666	163,982	25,752	12,716	84,062	122,530	84,062	122,530		

BLACKBURN WITH DARWEN CARERS SERVICE LTD

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2023

3 Charitable activities

	2023 £	2022 £
Services provided under contract	216,883	224,470
Charitable rental income	3,232	2,783
Other income	8,663	7,830
	<u>228,778</u>	<u>235,083</u>
Analysis by fund		
Unrestricted funds - general	205,395	216,854
Unrestricted funds - designated	23,383	18,229
	<u>228,778</u>	<u>235,083</u>

4 Other trading activities

	Unrestricted funds general 2023 £	Unrestricted funds general 2022 £
Fundraising events	<u>546</u>	<u>4,430</u>

5 Raising funds

	Unrestricted funds general 2023 £	Unrestricted funds general 2022 £
Fundraising and publicity	71	932
Other fundraising costs	<u>71</u>	<u>932</u>

BLACKBURN WITH DARWEN CARERS SERVICE LTD

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2023

6 Charitable activities

	2023 £	2022 £
Staff costs	309,520	276,699
Depreciation and impairment	3,215	2,701
Rates and water	21,200	21,198
Insurance	2,199	2,093
Telephone	4,293	4,780
Postage and stationery	3,359	2,924
Sundries	4,478	4,733
Repairs and equipment hire	3,131	1,407
Computer support	5,978	3,599
Counselling fees	8,110	6,365
Volunteer expenses	3,160	2,371
Human resources and personnel	2,289	2,185
Training and courses	2,557	816
Activities and events	9,863	13,396
Service marketing	6,255	1,890
Staff expenses	835	450
Subscriptions and publications	2,666	3,570
	<u>393,108</u>	<u>351,177</u>
Grant funding of activities (see note 7)	16,539	12,162
Share of governance costs (see note 8)	17,128	3,188
	<u>426,775</u>	<u>366,527</u>
Analysis by fund		
Unrestricted funds - general	256,568	250,666
Unrestricted funds - designated	69,043	31,924
Restricted funds	101,164	83,937
	<u>426,775</u>	<u>366,527</u>

7 Grants payable

	2023 £	2022 £
Grants to institutions:		
Grants to individuals	16,539	12,162
	<u>16,539</u>	<u>12,162</u>

BLACKBURN WITH DARWEN CARERS SERVICE LTD

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2023

7 Grants payable

(Continued)

8 Support costs

	Support costs £	Governance costs £	2023 £	2022 £
Independent examination fees	-	2,173	2,173	2,083
Legal and professional fees	-	14,955	14,955	1,105
	-	17,128	17,128	3,188
Analysed between Charitable activities	-	17,128	17,128	3,188

9 Trustees

None of the trustees (or any persons connected with them) received any remuneration or benefits from the charity during the year.

10 Employees

The average monthly number of employees during the year was:

	2023 Number	2022 Number
	9	8
Employment costs	2023 £	2022 £
Wages and salaries	279,913	252,946
Social security costs	16,741	12,377
Other pension costs	12,866	11,376
	309,520	276,699

There were no employees whose annual remuneration was more than £60,000.

11 Taxation

The charity is exempt from tax on income and gains falling within section 505 of the Taxes Act 1988 or section 252 of the Taxation of Chargeable Gains Act 1992 to the extent that these are applied to its charitable objects.

BLACKBURN WITH DARWEN CARERS SERVICE LTD

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2023

12 Tangible fixed assets

	Computers £
Cost	
At 1 April 2022	57,317
Additions	2,486
	<u>59,803</u>
At 31 March 2023	<u>59,803</u>
Depreciation and impairment	
At 1 April 2022	52,588
Depreciation charged in the year	3,215
	<u>55,803</u>
At 31 March 2023	<u>55,803</u>
Carrying amount	
At 31 March 2023	<u>4,000</u>
At 31 March 2022	<u>4,729</u>

13 Financial instruments

	2023 £	2022 £
Carrying amount of financial assets		
High interest deposits	50,000	-
	<u>50,000</u>	<u>-</u>

14 Debtors

	2023 £	2022 £
Amounts falling due within one year:		
Trade debtors	422	475
Other debtors	18,773	-
Prepayments and accrued income	10,970	1,632
	<u>30,165</u>	<u>2,107</u>

15 Creditors: amounts falling due within one year

	2023 £	2022 £
Trade creditors	12,740	573
Other creditors	54	32
Accruals and deferred income	9,106	29,265
	<u>21,900</u>	<u>29,870</u>

BLACKBURN WITH DARWEN CARERS SERVICE LTD

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) **FOR THE YEAR ENDED 31 MARCH 2023**

16	Analysis of net assets between funds	Unrestricted funds		Designated funds		Restricted funds		Total Unrestricted funds		Designated funds		Restricted funds		Total	
		2023	£	2023	£	2023	£	2023	£	2023	£	2022	£	2022	£
	Fund balances at 31 March 2023 are represented by:														
	Tangible assets	4,000		-		-		4,000	4,729	-		-		4,729	
	Current assets/(liabilities)	136,835		61,267		1,655		199,757	174,372	54,043		4,153		232,568	
		<u>140,835</u>		<u>61,267</u>		<u>1,655</u>		<u>203,757</u>	<u>179,101</u>	<u>54,043</u>		<u>4,153</u>		<u>237,297</u>	

BLACKBURN WITH DARWEN CARERS SERVICE LTD

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2023

17 Related party transactions

There were no disclosable related party transactions during the year (2022 - none).

18 Funds

Restricted funds relate to voluntary donations and grants which are for specific purposes but not fully spent at the year end, and are as follows: Lottery £2,534, Eric Wright Trust (£19), Eric Wright Trust Triage (£860).

The designated funds relate to monies unspent at the year end received from contracted income/service level agreements which are not classed as restricted voluntary income but can still only be spent on specific projects, and a provision for continuity costs totaling £61,656.

There are also general free funds of £140,446.