

THE LOCAL CARERS NETWORK

England & Wales · Charity number 1155280

Details

Other names	TLCNETWORK
Status	Registered
Legal form	CIO
Registered	2014-01-10
Register	View on the Charity Commission register

Contact

Address The Welcome Centre
43 Hamilton Street
Birkenhead
CH41 5AA

Phone 01516479584

Email info@tlcnetwork.co.uk

Website www.tlcnetwork.co.uk

Activities

Objects: TO RELIEVE THE NEEDS OF UNPAID CARERS IN THE WIRRAL, CHESHIRE WEST AND CHESTER IN PARTICULAR BUT NOT EXCLUSIVELY TO PARENT CARERS OF YOUNG PEOPLE UP TO THE AGE OF 25 YEARS BY THE PROVISION OF TRAINING, SUPPORT, ADVICE INFORMATION AND GUIDANCE AS THE TRUSTEES SHALL DETERMINE.

Activities: The principal activity of our Charity is to promote and advance the knowledge, education and well-being in life of all persons with special educational needs and or disabilities, and to support their families including siblings by delivering training, independent advocacy, representation and family focused activities. We offer independent consultation to organisations and Local Authorities.

Classification

- **How:** Provides Buildings/facilities/open Space, Provides Services, Provides Advocacy/advice/information
- **What:** General Charitable Purposes, Education/training, Disability, The Prevention Or Relief Of Poverty, Human Rights/religious Or Racial Harmony/equality Or Diversity
- **Who:** Children/young People, Elderly/old People, People With Disabilities, Other Charities Or Voluntary Bodies, Other Defined Groups, The General Public/mankind

Geography

- Cheshire East
- Cheshire West & Chester
- Flintshire
- Knowsley
- Lancashire
- Liverpool City
- Sefton
- St Helens
- Wirral
- Wrexham

Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£73,578	£60,795	-	-
2024-03-31	£57,200	£66,865	-	-
2023-03-31	£46,259	£52,057	-	-
2022-03-31	£48,893	£47,191	-	-
2021-03-31	£49,873	£35,490	-	-

Trustees

Name	Role	Appointed
LAURA CARMAN	Chair	2016-09-09
LOUISE REECEJONES		2013-12-05
Selena Chisholm		2019-10-12

THE LOCAL CARERS NETWORK

England & Wales - Charity number 1155280

Accounts



The Local Carers Network

Charitable Incorporated Organisation (CIO)

Charity Number: 1155280

Company Number: CE000647

Annual Trustees' Report and Financial Review

For the period 1 April 2024 – 31 March 2025

Reference and Administrative Details

Registered Address:

The Welcome Centre

43 Hamilton Street

Birkenhead

Merseyside

CH41 5AA

Contact Details:

Email: support@tlcnetwork.co.uk

Telephone: 0151 647 9584

Bankers:

Barclays Bank, Liscard Branch, Wallasey

Trustees serving during the year:

- Laura Carman – Chair
- Louise Reecejones – Secretary and Founder Trustee
- Selena Chisholm – Trustee

Structure, Governance and Management

The Local Carers Network is a Charitable Incorporated Organisation (CIO). The charity is governed by its Constitution and managed by a Board of Trustees. Trustees are appointed in accordance with the governing document and are responsible for strategic direction, financial oversight and regulatory compliance.

The Trustees confirm that they have complied with their duty under Section 17 of the Charities Act 2011 to have due regard to the Charity Commission's public benefit guidance.

Objectives and Activities

The charity exists to improve the lives of individuals with Special Educational Needs and Disabilities (SEND) and their families.

The charity achieves its objectives by:

- Providing independent advocacy support.
- Offering family support and practical guidance.
- Operating a Direct Payments Hub.
- Supporting Deaf families and raising awareness.
- Delivering training and development programmes.

Achievements and Performance

2024–2025 has been a year of growth, stability and strengthened financial resilience. Demand for SEND advocacy and family crisis intervention has continued to increase. The charity expanded responsibly and delivered measurable impact across the region.

Key highlights include:

- Continued 100% tribunal success rate in supported cases.
- Growth of Direct Payments Hub services.
- Expanded reach across Merseyside and Cheshire.
- Increased safeguarding referrals and crisis interventions.

Safeguarding Statement

The Local Carers Network is fully committed to safeguarding and promoting the welfare of children, young people and vulnerable adults. Safeguarding is central to our organisational culture and underpins all service delivery.

We maintain robust safeguarding policies and procedures for both children and adults at risk. These policies are reviewed regularly in line with statutory guidance, including *Working Together to Safeguard Children* and the Care Act 2014 safeguarding duties.

All staff, trustees and volunteers:

- Undertake mandatory safeguarding training appropriate to their role.
- Receive regular safeguarding updates and refresher training.
- Are subject to full Enhanced Disclosure and Barring Service (DBS) checks prior to commencing regulated activity.
- Adhere to our Code of Conduct and professional boundaries policy.

The organisation operates safer recruitment procedures, including structured interviews, identity verification, reference checks and safeguarding suitability assessments.

A designated Safeguarding Lead and Deputy Safeguarding Lead are appointed to oversee safeguarding practice, manage referrals and liaise with local authorities, police and partner agencies where required. Clear reporting pathways are in place to ensure that concerns are escalated promptly and appropriately.

In addition, the charity maintains:

- A comprehensive Adult Safeguarding Policy
- A Child Protection and Safeguarding Policy
- An Equality, Diversity and Inclusion Policy
- A Whistleblowing Policy
- A Safer Recruitment Policy
- A Data Protection and Confidentiality Policy
- Risk assessment procedures for all activities and premises

The Local Carers Network is committed to equality and inclusion. We actively promote a culture of dignity, respect and anti-discriminatory practice, ensuring that individuals are safeguarded from harm regardless of disability, race, religion, gender, sexual orientation or socio-economic background.

We foster a culture of openness and transparency, encouraging individuals to raise concerns without fear of reprisal. Safeguarding responsibilities are understood at every level of the organisation, and Trustees provide active oversight of safeguarding governance.

Financial Review 2024–2025

Total Income: £73,578.26

Total Expenditure: £60,795.05

Surplus for the Year: £12,783.21

Opening Balance: £51,932.28

Closing Cash Balance: £51,607.34

The Trustees are satisfied that the charity remains financially stable, with appropriate reserves in place to ensure continued service delivery. Income streams remain diversified across provision services, local authority funding and small-scale fundraising activity.

The surplus generated during the year strengthens the charity's reserves position and ensures sustainability amid increasing demand.

Reserves Policy

The Trustees maintain reserves to ensure continuity of services in the event of unforeseen financial pressures. The current level of reserves is considered appropriate to meet operational needs and contractual obligations.

Trustees' Responsibilities Statement

The Trustees are responsible for preparing the Annual Report and financial statements in accordance with applicable law and United Kingdom Accounting Standards. The Trustees confirm that the financial statements give a true and fair view of the state of affairs of the charity.

Chair of Trustees' Statement

Laura Carman – Chair

It is my privilege, on behalf of the Board of Trustees, to present the Annual Trustees' Report of The Local Carers Network for the period 1 April 2024 to 31 March 2025.

This year has been one of continued growth, strengthened governance and increased demand for our services. Families of children and adults with Special Educational Needs and Disabilities (SEND) continue to face complex and often overwhelming challenges. Against this backdrop, The Local Carers Network has remained steadfast in its

commitment to providing independent advocacy, practical support and meaningful intervention at times of crisis.

Demand for tribunal advocacy, direct payments support and family safeguarding intervention has increased significantly. I am proud to report that the charity has responded responsibly and sustainably, maintaining high-quality provision while strengthening its financial resilience. Our surplus this year reflects careful stewardship of resources and a clear strategic focus on long-term sustainability.

The Trustees have maintained strong oversight of governance, safeguarding and financial management throughout the year. We have continued to ensure compliance with regulatory requirements and have had due regard to Charity Commission guidance on public benefit. Safeguarding remains central to our work, and we are confident that robust procedures and training standards are embedded across the organisation.

I would like to place on record my sincere gratitude for the endless hard work, dedication and commitment shown by our volunteers. Their generosity of time, lived experience, empathy and professionalism underpins everything we do. Many of our volunteers support families through highly emotional and complex situations, often going far beyond what is expected. Their contribution is invaluable, and the impact they make within our community cannot be overstated.

The dedication of our staff and volunteers continues to be the driving force behind our impact. Together, they ensure that families who often feel unheard and unsupported are empowered, informed and protected.

Looking ahead, the landscape for SEND families remains challenging. However, the Trustees are confident that The Local Carers Network is well-positioned to continue delivering essential support, advocating for systemic change, and strengthening community resilience.

On behalf of the Board, I extend my sincere thanks to our staff, volunteers, funders and supporters. Your commitment enables this charity to continue making a measurable and meaningful difference.

Laura Carman

Chair of Trustees
The Local Carers Network

Financial Overview 2024-2025

Category	Amount (£)
Total Income	73,578.26
Total Expenditure	60,795.05
Surplus	12,783.21
Opening Balance	51,932.28
Closing Cash Balance	51,607.34

Income Breakdown

Source	Amount (£)
Fundraising	84.06
Interest	230.98
Over 18 Day Provision	47,997.58
Refund	649.12
Sensory Sales	1,357.44
Stock Sales	265.00
Under 18 DP Provision	2,994.08
Wirral Council Household Fund	20,000.00
Total Income	73,578.26

Expenditure Breakdown

Category	Amount (£)
Administration	16,870.30
Audit & Accountancy	453.60
Direct Expenses	600.00
Direct Wages	14,511.00
Electricity	7,580.00
General Expenses	386.71

Insurance	6,372.84
IT Software	1,629.04
Misc Expense	382.11
Premises Rent	8,153.47
Staff Training	1,950.00
Telephone & Internet	1,092.86
Waste Disposal	813.12
Total Expenses	60,795.05

Independent Examination

The Trustees confirm that the financial statements for the year ended 31 March 2025 have been independently examined by **Ms C Jones FCCA**, a qualified Chartered Certified Accountant.

Ms Jones holds Fellowship status with the Association of Chartered Certified Accountants (FCCA) and has the requisite professional qualification and experience to carry out an independent examination in accordance with the Charities Act 2011.

The independent examination has been conducted in accordance with the applicable Directions given by the Charity Commission. The examiner has reported that nothing has come to her attention which gives cause to believe that proper accounting records have not been kept, or that the accounts do not accord with those records.

The Trustees are satisfied that the accounts present a true and fair view of the charity's financial position for the year ended 31 March 2025.

THE LOCAL CARERS NETWORK

England & Wales - Charity number 1155280

Accounts



The Local Carers Network

1ST APRIL 2023 – 31ST MARCH 2024

The Local Carers Network

**Charitable incorporated Organisation Number
1155280**



Annual report

1st April 2023 – 31st March 2024

Status

The Local Carers Network is a Charitable Incorporated Organisation (CIO)

Charity Registration No. 1155280

Company registration number CE000647

Address

The Welcome Centre

43 Hamilton Street,

Birkenhead,

Merseyside,

CH41 5AA

Contact details

Email: support@tlcnetwork.co.uk

Phone: 0151 647 9584

Trustees

The Trustees who held office during the year were as follows: -

Laura Carman (Chairperson) Appointed 2016
Susan Mahoney (Trustee) Appointed 2015 - September 2024
Louise Reecejones (Secretary) Founder Trustee January 2014
Selena Chisholm Appointed 2019

There has been no change during this period, one change has been made prior to completing this report and so has been included.

Charities Bankers
Barclays Bank,
Liscard branch,
Wallasey

Principal Activity of the Charity

The Local Carers Network (TLC Network) aims to improve the lives of individuals with Special Educational Needs and Disabilities (SEND) and their families. We achieve this by:

- Promoting the knowledge and understanding of SEND: This includes raising awareness, providing information, and delivering training to families, professionals, and the wider community.
- Advancing the education and well-being of individuals with SEND: We support their development and inclusion within society through a range of services, including advocacy, support groups, and direct support.
- Supporting families of individuals with SEND: We offer practical and emotional support to families, addressing their needs and improving their quality of life.

Services Offered

The TLC Network provides a comprehensive range of services to support individuals with SEND and their families, including:

- Independent Advocacy: We provide free, independent advocacy support to families navigating complex systems such as education, legal, and social care. This includes representation at tribunals and support during police interviews and court proceedings.
- Family Support: We offer a range of support services, including:

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- Information and guidance: Providing information and advice on SEND-related issues, including accessing support services, understanding legal rights, and navigating educational systems.
 - Support groups: Facilitating peer-to-peer support groups for families to connect, share experiences, and offer mutual support.
 - Direct support: Providing direct support to families, such as assistance with accessing services, completing forms, and resolving practical challenges.
 - Direct Payments Hub: We operate a direct payments hub, assisting families in managing their direct payments and finding suitable carers to meet their individual needs.
 - Deaf Family Support: We provide specialized support to Deaf families, including advocacy, communication support, and raising awareness of the unique challenges faced by Deaf parents and their children.
 - Training and Development: We deliver training programs for families, professionals, and the wider community on various SEND-related topics, including communication skills, advocacy skills, and understanding specific disabilities.

Key Principles

The TLC Network operates based on the following key principles:

- Independence: We are independent of statutory services, ensuring impartial and objective support.
- Collaboration: We work collaboratively with other organizations and professionals to ensure the best possible outcomes for individuals with SEND.
- Empowerment: We empower families to make informed decisions and advocate for their own needs and the needs of their children.
- Inclusion: We promote the inclusion of individuals with SEND in all aspects of community life.
- Respect: We treat all individuals with dignity, respect, and empathy.

“The help and support we have received as a family is professional and has really helped us. Without this support we

would have been in crisis as a family as no other service was able to help us. We are so grateful.” Gillian (Liverpool)

Safeguarding Statement

The Local Carers Network is committed to safeguarding and promoting the welfare of all children, young people, and vulnerable adults. We recognize our duty of care to ensure that all our activities are conducted in a safe and supportive environment that protects individuals from all forms of abuse and neglect.

We have robust safeguarding policies and procedures in place, which are regularly reviewed and updated in line with best practice and statutory guidance. All staff and volunteers are required to undergo mandatory safeguarding training and adhere to our safeguarding policies at all times.

We are committed to creating a culture of openness and transparency, where concerns can be raised and addressed promptly and appropriately. We work closely with other agencies, including local authorities and the police, to ensure the safety and well-being of all individuals we support



Chair's Report 2023-2024

A Year of Growth and Impact

On behalf of the Board of Trustees, I am delighted to present the Annual Report for the Local Carers Network (TLC Network) from April 1, 2023, to March 31, 2024. This year has been one of significant growth and impact, marked by a continued commitment to our mission of empowering individuals with Special Educational Needs and Disabilities (SEND) and their families.

Key Achievements

- **Expanded Services:** The launch and successful operation of our Direct Payments Hub has been a major highlight. This innovative service provides vital support to families, enabling them to access tailored care arrangements that meet their unique needs.
- **Enhanced Advocacy:** Our unwavering commitment to advocacy has resulted in a 100% success rate in tribunals, securing positive outcomes for families navigating complex legal and educational challenges.
- **Increased Reach:** We have significantly expanded our reach, supporting a growing number of families across Merseyside and Cheshire.
- **Dedicated Volunteers:** The tireless efforts of our volunteers have been instrumental to our success. Their dedication and compassion have made a profound difference in the lives of countless individuals and families.

Looking Ahead

As we move forward, we remain committed to:

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- Expanding our support services: We will continue to innovate and adapt our services to meet the evolving needs of the SEND community.
 - Strengthening our advocacy: We will continue to advocate tirelessly for the rights and well-being of individuals with SEND.
 - Building strong partnerships: We will collaborate with other organizations and stakeholders to create a more inclusive and supportive community for individuals with SEND.

A Note of Gratitude

I would like to express my sincere gratitude to our dedicated staff, volunteers, donors, and supporters. Your unwavering commitment to our mission has made a profound impact on the lives of countless individuals and families.

Looking to the Future

The challenges facing individuals with SEND and their families are complex and multifaceted. However, I am confident that by working together, we can create a brighter future for all. I am honoured to serve as Chair of the TLC Network and look forward to continuing our journey of growth and impact in the years to come.

Call to Action

The TLC Network is always seeking passionate and dedicated individuals to join our team. We are actively recruiting new Trustees and Volunteers. If you are interested in contributing your skills and experience to our mission, please visit our website at www.tlcnetwork.co.uk for more information on how to get involved.

Laura Carman

Chair, The Local Carers Network

Financial Statement

TLC Network April 2023 – March 2024

The Local Carers Network

For the 12 months ended 31 March 2023

Excluding VAT

Cash Summary

The Local Carers Network

For the year ended 31 March 2024

	2023/24
Income	
Contribution Cash Donation	91.15
Fundraising Income	67.72
Grant Received 1	8,000.00
Interest Received	403.57
Client DP account	8,531.60
Miscellaneous Income	200.30
Over 18 Day Provision	25,020.48
Refund Received	166.68
Sensory Sales	384.00
Stock Sales	423.80
Under 18 Direct Payments Provision	3,138.10
Grant received 2	10,145.36
Grant received 3	634.11
Total Income	57,206.87
Less Expenses	
Accrued Income	0.08
Administration Expenses	19,127.00

Audit & Accountancy fees	417.52
Cleaning	85.98
Direct Wages to agency	20,111.14
Electricity	4,780.00
General Expenses	618.95
Insurance	7,653.40
IT Software and Consumables	420.91
DP loss from none payment	1,148.00
Miscellaneous Expense	435.24
Rent	10,000
Volunteer expenses	200.00
Telephone & Internet	1,291.29
Waste Disposal	576.19
Total Expenses	66,865.69
Surplus (Deficit)	10,341.18
Net Cash Movement	10,341.18
Summary	
Opening Balance	31,591.10
Plus Net Cash Movement	10,341.18
Cash Balance	21,932.28

This report is agreed as a true and accurate account by all trustees
And checked as true and accurate by the charity accountant

Signed on behalf of trustees

L. Carman

Dated 31st January 2025

THE LOCAL CARERS NETWORK

England & Wales - Charity number 1155280

Accounts



The Local Carers Network



1ST APRIL 2022 – 31ST MARCH 2023



The Local Carers Network
Charitable incorporated Organisation
Number 1155280



Annual report

1st April 2022 - 31st March 2023

Status

The Local Carers Network is a Charitable Incorporated Organisation (CIO) Charity Registration No. 1155280
Company registration number CE000647

Address

The Welcome
Centre,
43 Hamilton
Street,
Birkenhead,
Merseyside,
CH41 5AA

TLN
The Local Carers NetworkTM

Contact details

Email: support@tlcnetwork.co.uk

Phone: 0151 647 9584

Current Trustees:

There has been no changes to our trustees, this has helped to offer consistency over the past year.

Laura Carman (Chair person) Appointed 2016 reelected 2018/20/22
Susan Mahoney (Trustee) Appointed 2015 reelected 2018/2021/2023
Louise Reecejones (Secretary) Founder Trustee January 2014 reelected 2018/2022
Selena Chisholm Appointed 2019 reelected 2022

All trustees are reappointed at our Annual General meeting

Current Charities Bankers

Barclays Bank,
Liscard branch,
Wallasey

The principal activity of the Charity

To promote and advance the knowledge, education, and well-being in life of all persons with special needs or disabilities and to support their families by such charitable means as the trustees think fit. To ensure as far as possible such persons with special needs may advance in life and develop as individuals and members of society.

Services Offered

The Local Carers Network TM

TLC Network is a dedicated organisation committed to assisting families, caregivers, young individuals, and children facing the challenges associated with Special Educational Needs or disabilities, encompassing a broad spectrum of conditions, difficulties, and disabilities falling under the legal term Special Educational Needs (SEND).

Since our inception, we have been actively engaged in making a tangible impact by working closely with families at the grassroots level. Our primary objective is to prevent and overcome barriers, thereby addressing issues such as isolation, self-harm, re-offending, child abuse, domestic abuse, segregation, financial poverty, homelessness, and bullying, including exclusion from school or school activities. Our comprehensive range of services includes an independent

advocacy service, inclusive projects, outreach services, training events, direct family and guardian support, as well as casual conversations over a cup of tea when a simple chat about the weather is needed. We recognise that not every family requires extensive support; some simply need a friendly connection without judgment.

Collaborating with various professionals and organisations, we strive to deliver cohesive and effective support. Our offerings extend to inclusive activities such as tots group, children's activity groups, and parent and caregiver support sessions. We conduct training sessions on specific diagnoses or general disability training for parents, professionals, schools, and businesses. Additionally, we provide advice and guidance on Adult ADHD, with trained volunteers available to assist adults seeking support.

A significant focus of our work lies in providing specialised advice and guidance on Special Educational Needs and Disabilities, marking it as our predominant area of support. Through our concerted efforts, TLC Network aims to create a supportive network that empowers individuals and families to navigate the complexities associated with Special Educational Needs and disabilities.

In response to the challenges faced by families awarded direct payments in securing suitable caregivers, we established our Direct Payments Hub as a paid service under direct payments. This initiative has proven successful, as we meticulously match dedicated caregivers with individuals requiring support and coordinate their weekly engagements. Our current team of caregivers has demonstrated exceptional commitment, introducing innovative and enjoyable activities for the individuals they care for. Moreover, we have initiated travel training sessions which have been highly successful, fostering a positive experience for all participants on public transport.

With a focus on expanding our offerings in weekly sessions, we aim to provide a safe and engaging environment for more children to have fun and learn. The increasing demand underscores the need for additional caregivers to join our team, allowing us to extend our support to more children requiring assistance. Given the specialised nature of the job and the potential challenges presented by some young individuals, we prioritise comprehensive training for all caregivers to ensure the delivery of the highest quality care.

Inclusivity is a core value of our organisation, and we actively support Deaf

families by collaborating closely with local agencies. Our efforts include providing deaf advocates to amplify the voices of D/deaf parents and ensure that children, whether deaf or born to deaf parents (known as CODA's), have strong representation. Recognising the potential risks faced by CODA children who may be utilised as interpreters, we work diligently to address and prevent abuse. Our collaboration with services involves promoting an understanding of the rights of the deaf community and the specific rights of CODA children. Addressing the ongoing challenge of accessing fully trained and qualified interpreters for statutory services remains a priority, and we function as advocates, clarifying our role in supporting families rather than serving as interpreters



Our organisation recognises the unique challenges faced by Deaf families, particularly their frequent involvement in child protection proceedings. It is essential to clarify that this involvement is not indicative of parenting struggles or abuse within these families. Instead, it predominantly stems from communication barriers that lead agencies to perceive a lack of engagement, subsequently initiating a process that may be challenging for Deaf families to navigate.

Understanding the critical need in this area, we have identified it as a key focus for future development. We are committed to addressing the communication gaps that contribute to the misperception of disengagement by Deaf families. Our goal is to enhance support systems and resources to empower these families, ensuring they can effectively navigate child protection processes. By bridging the communication divide, we aim to mitigate the unnecessary involvement of Deaf families in child protection proceedings and foster a more inclusive and understanding approach from agencies. This initiative aligns with our commitment to advocating for the rights and well-being of Deaf families, striving to create an environment where they are fully understood and supported in their parenting journey.

- In addition to our range of services, we empower parents through training on effectively representing their children in school meetings. This equips parents with the knowledge and skills to actively participate in discussions and decision-making processes related to their children's education.
- Key tenets of our organisation include our independence from statutory services and our belief in the value of constructive challenge as a healthy practice. Our approach is rooted in principles of transparency, mutual respect, and trust. We champion collaboration and equal partnership, expecting reciprocity in our interactions.
- Comprising parents of children, young people, or adults with Special Educational Needs and Disabilities (SEND), we collectively make decisions that reflect a diverse array of perspectives. Our roles are designed to contribute unique viewpoints, striving to be as representative as possible of the families of children and young people with SEND in Wirral.
- A core objective is to enhance family participation and co-production in the development and commissioning of services that impact us. Through our efforts, we aim to create a more inclusive and collaborative approach to shaping the services that directly affect our community.

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- Operating on a pan-disability basis, we uphold a commitment to inclusivity, ensuring that our work is conducted without exclusion or bias. By embracing diversity, we foster an environment that truly reflects the varied experiences and needs of families with children and young people with SEND.

Our organisation is driven by a set of values and principles that guide our actions and decisions, aligning with the Nolan principles of public life. These values serve as the foundation of our commitment to the community and the mission we aim to achieve:

1. Selflessness: We make decisions based on our values and mission, prioritising universal benefit over personal gain.
2. Integrity: We avoid placing ourselves under obligations to individuals or organisations that may influence our decisions, ensuring our actions are guided by honesty and moral principles.
3. Objectivity: We strive to be representative of the Special Educational Needs and Disabilities (SEND) community and our localities, embracing diverse perspectives to make informed decisions.
4. Accountability: We willingly accept accountability for our decisions and actions, subjecting ourselves to appropriate scrutiny to maintain transparency and trust.
5. Openness: We are transparent about all decisions and actions, providing reasons when necessary, fostering an environment of openness and clear communication.
6. Honesty: We openly declare any private interests related to our duties and proactively address conflicts, prioritising the protection of our reputation, values, and mission.
7. Leadership: We promote and support the aforementioned principles through leadership and example, inspiring others to uphold the same standards of integrity and commitment.

Our volunteers, who form the backbone of our charity, have contributed over 5000 hours of volunteer service in the past year. This significant dedication has made a profound difference in the lives of families across Wirral and the Northwest, underscoring the impactful role of our volunteers in fulfilling our mission.

“Having a skilled Advocate has been valuable to this family, it is so important it is available to others in the future. Thank you so much”

Wirral social care





A message from our Chair

I extend my heartfelt gratitude to everyone who has supported our charity through the last year, especially considering the impact of the pandemic that is still causing significant delays and waiting lists. Our dedicated volunteers have admirably adapted, shifting their support for families to online platforms and going out now to meetings including our Friday support sessions.

This year has seen the successful expansion of our Direct Payments service, and we plan to continue its growth with careful consideration.

The unwavering commitment and hard work of our volunteers fill me with immense pride. Their dedication to the charity has been instrumental, providing crucial help to many families who might have otherwise been left without support.

At The Local Carers Network, we consider ourselves one united family. I eagerly anticipate welcoming new families and community members to our charity in the coming year. Witnessing the continuous growth of the charity and the positive impact we make on the community is truly humbling.

Serving as the chair of this genuine charity, powered by a remarkable team of volunteers, fills me with pride and honor. In our journey, we've proven that true magic lies not in fairy dust, but in the extraordinary efforts of our amazing team.

Best Wishes

Laura Carman

Chair Of Trustees

We have received support and funding from:



cashforkids



We have also received private donations from many of our members, from the smallest to the largest we are very grateful to you all. We would also like to thank TM everyone who has nominated us on Facebook for Birthday donations.

The Local Carers Network

Easy fundraising has also been successful in bring in much needed funds too, thank you to all members who think of us every time they shop online, all those small pennies really do add up.

Financial Statement
TLC Network April 2022 – March 2023

The Local Carers Network
For the 12 months ended 31 March 2023

2023

Income	
Cost of living grant	1,950.00
Contribution Cash Donation	3,292.77
Fundraising Income	183.35
Grant Received	500.00
Interest Received	53.08
Direct payment account	1,696.80
Insurance payout for repairs	14,145.00
Over 18 1:1 support	16,839.12
Refund Received	36.29
Room Hire	100.00
Under 18 Direct Payments Provision	7,463.00
Total Income	46,259.41
Less Expenses	
Administration Expenses	426.60
Audit & Accountancy fees	388.56
Cleaning	136.25
1:1 Carers DP	18,501.00 TM
General Expenses	2,427.39
Grant Expenditure	1,367.44
Insurance	3,503.37
Inventory Write Off	220.00
IT Software and Consumables	334.27
Miscellaneous Expense	1,668.09
Motor Vehicle Expenses	107.40
Premises Rent	7,500.00
Repairs and Servicing	13,865.34
Subscriptions	96.00
Telephone & Internet	1,295.60
Waste Disposal	220.00
Total Expenses	52,057.31
Surplus (Deficit)	(5,797.90)
Net Cash Movement	(5,797.90)

Summary

Opening Balance	47,389.00
Plus Net Cash Movement	(5,797.90)
Cash Balance	41,591.10

**This report is agreed as a true and accurate account by all trustees
Submitted Tuesday 30th January 2024**





THE LOCAL CARERS NETWORK

England & Wales - Charity number 1155280

Accounts



The Local Carers Network

1ST APRIL 2021 – 31ST MARCH 2022

The Local Carers Network
Charitable incorporated Organisation
Number 1155280



Annual report

1st April 2021 – 31st March 2022

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Trustees

The Trustees who held office during the year were as follows:-

Laura Carman (Chair person) Appointed 2016
Susan Mahoney (Trustee) Appointed 2015
Louise Reecejones (Secretary) Founder Trustee January 2014
Selena Chisholm Appointed 2019

All trustees are reappointed at our Annual General meeting and this year there was no changes to be made.

Charities Bankers

Barclays Bank,
Liscard branch,
Wallasey

The principal activity of the Charity

To promote and advance the knowledge, education and well-being in life of all persons with special needs or disabilities and to support their families by such charitable means as the trustees think fit. To ensure as far as possible such persons with special needs may advance in life and develop as individuals and members of society.

Services Offered

Special educational needs (SEND) is a legal term, referring to any condition, difficulty or Disability TLC Network is an independent advice and support network for families, carers, young people and children affected by the issues and challenges of living with Special Educational Needs or disabilities. Since starting our charity has made a real difference working practically with families at a grass roots level to prevent and overcome barriers and to reduce isolation, self-harm, re-offending, child abuse, domestic abuse, segregation, financial poverty, homelessness, bullying, this includes bullying and exclusion from school or school activities. We provide a free independent advocacy service - inclusion projects - outreach service, training events, direct family, and guardian's support. We also just sit down and have a cuppa when just a simple chat about the weather is needed. Not every family needs full support, some just need to feel like they have a friend who just gets them and won't judge.

We work in conjunction with other professionals and organisations to provide the best possible support in a joined-up way. We provide activities for families to access which includes our tots group, children's activity groups, parent and Carer support sessions, training on specific diagnosis or general disability training for parents, professionals, schools and businesses, Adult ADHD advice and guidance is also available, and we have trained volunteers on hand to support any adults who approach. We have a team who specialize in giving advice and guidance in special educational needs and disabilities, this is by far our biggest area of support.

We set up our direct payment's hub, this was in response to families struggling to find carers when they are awarded direct payments. This is a paid service through direct payments and is working well. We match carers to members who need the support and coordinate them going out on a weekly basis. The carers we currently have are amazing and have come up with some great ways to spend their day with the child or adult they look after. We have also been able to start to teach travel training. This has had a great success with everyone having fun on public transport.

We want to increase what we offer in our weekly sessions, so we are able to bring more children in safely to have fun, or to learn. We hope to get more carers on board so we can access more children needing that support. The demand is extremely high, but it is a very skilled job and some of our young people can be very challenging so we ensure all carers are given training so they can deliver the highest level of care.

We offer support for Deaf families, working closely with local agencies, we provide deaf advocates to ensure the voices of D/deaf parents are heard and that children who are both deaf or born to deaf Parents have a strong voice. Children born to deaf parents are known as CODA's, these children can very often face abuse from agencies who use them as interpreters for their parents. Often these children can then become exposed to conversations that they should not be hearing or involved in. We ensure services we work with understand the rights of the deaf community and the rights of CODA children. The right to fully trained qualified interpreters when accessing statutory services is still a frequent challenge that the deaf community face daily. We are advocates and not interpreters and we make it very clear what our role is in supporting families.

Our deaf families often find themselves in child protection, this is not because they are struggling to parent or because of abuse. This is, in most cases because agencies cannot communicate with the family, they are then seen as not engaging and then taken through a process they struggle to follow. This area is one we plan to develop further as it is a huge area of need.

We also provide training to parents in representing their children in school meetings.

- We are independent of the statutory services, and we believe constructive challenge is healthy.
- Our approach is based on transparency, mutual respect, and trust.
- We work collaboratively and in equal partnership; we expect the same in return
- We are parents of children, young people or adults with SEND and collectively make decisions.
- Our roles are to contribute different perspectives and be as representative as possible, of the families of children and young people with SEND in Wirral.
- We seek to increase family's participation and co- production in the developing & commissioning of services that affect us
- We work on a pan-disability basis, without exclusion or bias.

Our Values and principles

Our charity is run by volunteers and abide by the Nolan principles of public life.

These are our values:

- ☐ **Selflessness** – we take decisions in terms of our values and mission, for universal benefit (not personal benefit)
- ☐ **Integrity** – we do not place ourselves under obligation to individuals or organisations that might influence us
- ☐ **Objectivity** – we ensure that we are representative of SEND and our localities
- ☐ **Accountability** – we accept accountability for our decisions and actions and submit ourselves to appropriate scrutiny

-
- **Openness** – we are open about all decisions and actions that we take; and where required give reasons for our decisions
 - **Honesty** – we declare private interests relating to our duties and takes steps to resolve conflicts in a way that protects our reputation, values and missions
 - **Leadership** – we promote and support these principles by leadership and example

Our volunteers have given over 3000 hours of volunteer service during the past year, making a huge difference to families lives from across Wirral and the North West

“The Welcome Centre is the most welcoming place to be, my family has been supported and without their help I do not know where we would be now. Thank you so much everyone” Jane, Wirral



A message from our Chair

I want to thank everyone who has helped the Charity over some very difficult years, we have had the pandemic which hit our centre very hard. Volunteers have changed the way they support families with so much moving online.

This year we have expanded our Direct payments service, and this has been a huge success, we will continue to grow this with caution.

I am so proud of all our volunteers for the amount of work and dedication they have shown once again to the charity, without all their work, and the hours they put in many families would have not had anywhere to go to get help.

We are all one family at The Welcome Centre, and I look forward to welcoming more new families or members of the community into our fantastic Centre over the next year. Watching the charity grow each year, and the difference we make to the community is humbling.

I am so proud and honored to be the chair of a genuine charity powered by volunteers. Who needs fairy dust when you have such an amazing team.

Best Wishes

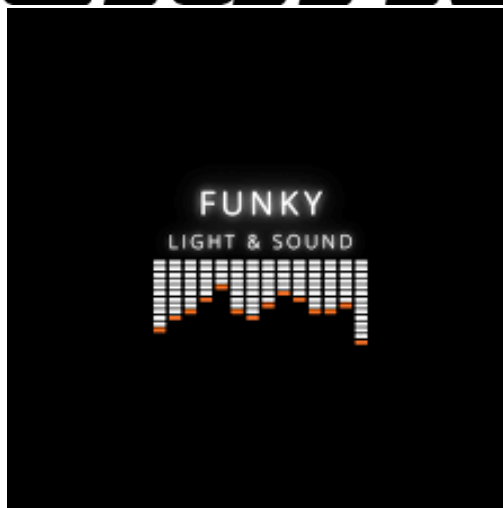
Laura Carmen

Chair Of Trustees

We have received support and funding from:



Arnold Clark



We have also received private donations from many of our members, from the smallest to the largest we are very grateful to you all. We would also like to thank everyone who has nominated us on Facebook for Birthday donations.

Easy fundraising and Amazon Smile has also been successful in bring in much needed funds too, thank you to all members who think of us every time they shop online, all those small pennies really do add up.

Financial Statement
TLC Network April 2021 – March 2022

The Local Carers Network
For the 12 months ended 31 March 2022
Excluding VAT

Income

Consultancy fee	£1,620.00
Contribution Cash Donation	£100.00
Fundraising Income	£1,843.08
Grant Received	£19,325.00
Interest Received	£3.41
payment for services	£25,990.00
Purchase Returns	£0.44
Refund Received	£11.50
Total Income	£48,893.43

Less Operating Expenses

Administration Expenses	£1,578.82
Audit & Accountancy fees	£331.04
Cleaning	£108.80
Direct Expenses	£232.42
Direct invoices paid	£9,875.00
General Expenses	£6,921.37
Grant Expenditure	£3,311.70
Insurance	£866.71
IT Software and Consumables	£4,877.72
Office Stationery	£121.79
Postage, Freight & Courier	£6.85
Premises Rent	£12,744.70
Repairs and Servicing	£4,332.65

Staff Training	£237.60
Telephone & Internet	£1,644.21
Total Operating Expenses	£47,191.38

Summary

Opening Balance	£28,770.00
Total Income	£48,893.43
Total Spent	£47,191.38
Closing Balance	£30,472.05

**This report is agreed as a true and accurate account by all trustees
Submitted Tuesday 31st January 2023**

THE LOCAL CARERS NETWORK

England & Wales - Charity number 1155280

Accounts

TLC Network

2020-2021

Trustee Annual report including The
Charity financial report



The Local Carers Network CIO number
1155280

Annual report

1st April 2020 – 31st March 2021

Status

The Local Carers Network is a Charitable Incorporated Organisation
Charity Registration No. 1155280
Company registration number
CE000647

Address:

The Welcome Centre
43 Hamilton Street,
Birkenhead,
Merseyside,
CH41 5AA

Contact details

Email: info@tlcnetwork.co.uk

Phone: 0151 647 9584

Web: www.tlcnetwork.co.uk

Trustees

The Trustees who held office during the year were as follows:

Laura Carman (Chairperson) Appointed 2016

Susan Mahoney (Trustee) Appointed 2015

Louise Reecejones (Secretary) Founder Trustee 2014

Selena Chisholm Appointed November 2019

The Charities Bankers:

Barclays Bank,
Liscard branch,
Wallasey.

The principal activity of the Charity

To promote and advance the knowledge, education and well-being in life of all persons with special needs or disabilities and to support their families by such charitable means as the trustees think fit. To ensure as far as possible such persons with special needs may advance in life and develop as individuals and members of society.

Services Offered

Special educational needs (SEND) is a legal term, referring to any condition, difficulty or Disability TLC Network is an independent advice and support network for families, carer's, young people and children affected by the issues and challenges of living with Special Educational Needs or disabilities. Over the last 6 years our charity has made a real difference working practically with families at a grass roots level to prevent and overcome barriers and to reduced self-harm, re-offending, child abuse and neglect, segregation, financial poverty, homelessness, bullying and exclusion from school or school activities. We provide an independent advocacy service - inclusion projects - outreach service, training events, clients assessment of needs, direct family and guardian's support.

We work in conjunction with other professionals and organisations to provide the best possible support, and up to date advice and guidance. We would usually provide activities for families to access which include under 5's groups, children's activity groups, parent and Carer support sessions, Adult ADHD advice and guidance and specialist advice and guidance in Special educational needs and disabilities. We have expanded in to working remotely due to the covid-19 situation. All our volunteers are vulnerable, so we have found new ways to engage with families while they are at home, this includes helping with any digital issues with education. Our main priority is to ensure all children are receiving the correct amount of support whilst in school or educated at home during lockdowns or due to isolation. We have also increased our support for school exclusions as these have risen and especially amongst children and young people with diagnosed Autism or ADHD. The wait to be diagnosed has also increased due to covid and this is having a negative impact on Children and young people, so we are spending a long-time educating professionals about needs not diagnosis. We also support with disability discrimination and work with solicitors if cases need to be handed over to escalate.

We offer support for Deaf families, working closely with other charities we provide

Deaf advocates to ensure They are able to communicate with children's and adult services, this includes providing specifically trained Deaf advocates for child protection and child advocates when capacity is limited with Deaf CAMHS.



Our Grant funders during this year were:



Who are we, what do we believe:

- **We are independent of the statutory services, and we believe offering a completely independent service gives families the choice.**
- **Our approach is based on transparency, mutual respect and trust.**
- **We work collaboratively and in equal partnership; we expect the same in return**
- **Our volunteers are all parents of children or young people with SEND and collectively make certain decisions**
- **Our roles are to contribute different perspectives and to be as representative as possible of the families of children and young people with SEND in Wirral.**
- **We seek to increase family's participation and co- production in the developing & commissioning of services that affect us**
- **We work on a pan-disability basis, without exclusion or bias.**

Our Values and principles

We are all volunteers and abide by the Nolan principles of public life.

These are our values:

- Selflessness – we take decisions in terms of our values and mission, for universal benefit (not personal benefit)**
- Integrity – we do not place ourselves under obligation to individuals or organisations that might influence us**
- Objectivity – we ensure that we are representative of SEND and our localities**
- Accountability – we accept accountability for our decisions and actions and submit ourselves to appropriate scrutiny**
- Openness – we are open about all decisions and actions that we take; and where required give reasons for our decisions**

- **Honesty – we declare private interests relating to our duties and takes steps to resolve conflicts in a way that protects our reputation, values and missions**
- **Leadership – we promote and support these principles by leadership and example**

The next year is an interesting year as we grow and thrive in new and different ways, with a well-established Charity now and attracting new members from across the Northwest England we have a positive future. The covid-19 situation has seen our skills being used across the country as tribunals and meeting went remote via online platforms. The challenge for our charity is to keep up with the technology world so that all our volunteers have the resources to work effectively from home.

Our volunteers have given over 3000 hours of volunteer service during the past year, making a huge difference to families lives from across Wirral, The Northwest England and the whole country, much by remote access.

“I do not know what I would have done if I didn’t have the charities support. I am so grateful; your professionalism and extensive knowledge won the tribunal and got my son the right support at last. I went to other places for support, but they either cost a fortune or they just don’t do what you all do. It also makes a difference having someone who has been through what we were going through. Thank you all so much!!” Jane

A message from our Chair



We have had some very challenging times with the covid-19 pandemic, our volunteers have gone above and beyond this year with all the support they have given to families. Our financial situation is under constant discussion as we have been unable to raise funds in the way that we did before, this was helped by receiving government grants as these have really helped to take the pressure off so that we could concentrate on families and the support we give, without these grants we may have had to close.

We have been able to look at our support off and also update our policies, so we have used our time wisely so when we open the building back up, we are ready to implement the changes.

We are one family at The Welcome Centre, and we look forward to welcoming more new families, new volunteers and members of the community from different groups who hire out the building.

We are looking forward to the year ahead and ready to take on the challenges ahead.

Laura Carman

Chair of Trustees

Financial report

1st April 2020 – 31st March 2021

Financial report

The Local Carers Network

CIO number 1155280

For the 12 months ended 31

March 2021

Consultancy fee	3,000
Fundraising Income	731
Grant Received including covid grants	40000
Interest Received	12
Sensory Sales	0
Under 18 Direct Payments Provision	6,130
Total Income	49,873
Less Operating Expenses	
Administration Expenses	5,118
Audit & Accountancy fees	346
Grant spend including covid 19 Grants	7953
Direct Expenses	1,910
General Expenses	2,510
Insurance	994
IT Software and Consumables	76
Premises Rent	10,000
Telephone & Internet	1,487
Tuck Shop Stock Purchases	96
Total Operating Expenses	35,490
Operating Surplus (Deficit)	0
	14,383
Net Cash Movement	
Summary	
Opening Balance	14,387
Total income	49,873
Total expenditure	35,490

