



2024 2025 ANNUAL REPORT



MESSAGE FROM THE CHAIR

In writing this foreword, I reflect on how much the staff and volunteers have achieved on behalf of unpaid carers in Northumberland during 2024/25.

In reflecting on the past year, it is poignant to remember that we learnt of the very sad news of the death of Peter Stonell, who was a much loved and respected Trustee and Treasurer for many years. We are grateful for his support and his service to the organisation.

However, we also have much to celebrate and to be proud of. The small staff team go above and beyond and continue to deliver life-changing support to unpaid carers in Northumberland. Special thanks are also given to our fabulous volunteers who dedicate their time and support as group hosts, activity assistants and Board trustees.

Collectively, the team have continued to provide a huge amount of support to an ever-increasing number of unpaid carers across the county. The excellent feedback received demonstrates the transformational support provided, and the real difference our staff make to carers on a daily basis.

During 2024/25, we have continued to see a significant rise in the number of new registered carers, alongside an increased complexity of enquiries. The team have delivered significant levels of training for professionals and carers, and their work has generated a very large increase in financial benefit gains, and grants for individual unpaid carers.

All of this is made possible by the exceptional leadership of Debra Blakey, our CEO over the past 7 years.

Given the continued rise in the number of unpaid carers in Northumberland, the task of making sure carers are recognised, valued and supported doesn't stop.

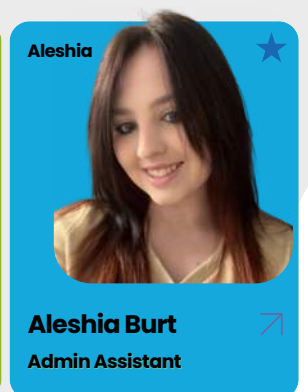
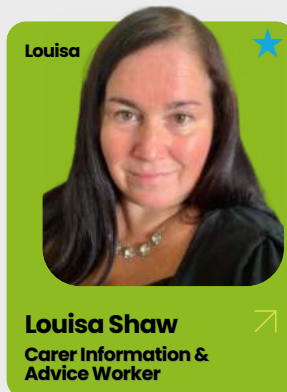
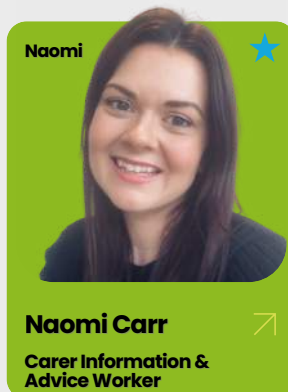
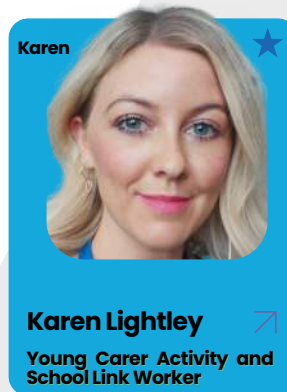
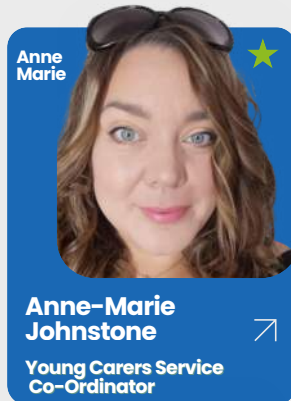
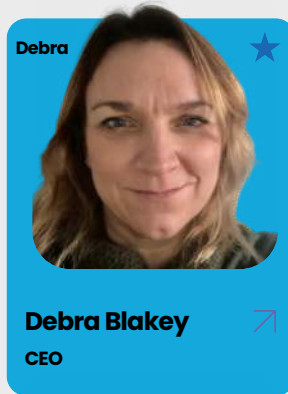
On behalf of my fellow Trustees, thank you to our staff, our volunteers and all our partners, supporters, and funders.

Julie Danskin



MEET THE TEAM

STAFF



TRUSTEES

Julie Danskin – Chair of the Board

Dorinda Jack – Vice Chair

Stan Cooke – Vice Chair

Val Hodgson – Trustee

Paula Robertson – Trustee

Sheryle Cleave – Trustee

Kelly Burton – Trustee

Paul Walton – Trustee

Viv Braithwaite – Trustee

VOLUNTEERS

★ **Diana Hogg** – Group Host

★ **Kath Jameson** – Group Host

★ **Liz Taylor** – Group Host

★ **Kate Whitehead** – Group Host

★ **Matthew Brennan** – Young Carer Activities Assistant

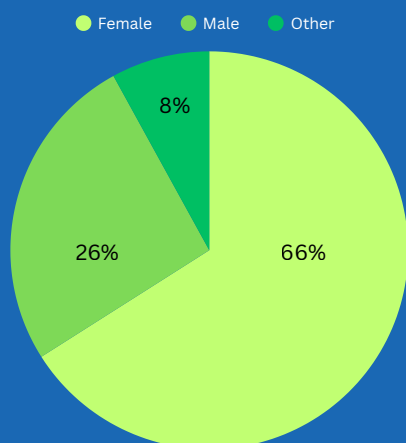
YEAR IN REVIEW

On 31 March 2025, there were 8959 carers registered (this includes 879 parent carers and 656 young carers). Since 1 April 24, 1124 new adult carers have been registered, and 195 new young carers have been registered.

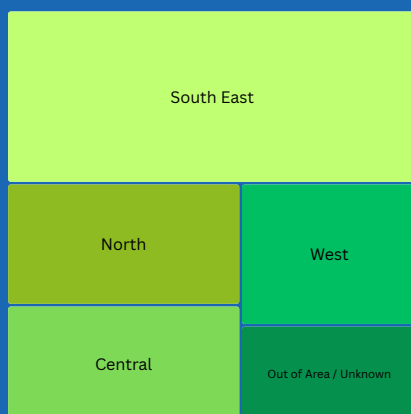
In 2024/2025 we supported 3792 people and undertook 17316 actions on their behalf.

“
Fantastic service, valuable, genuine, informative and vital. Always approachable and always there when needed, even if just an ear. Brilliant
”

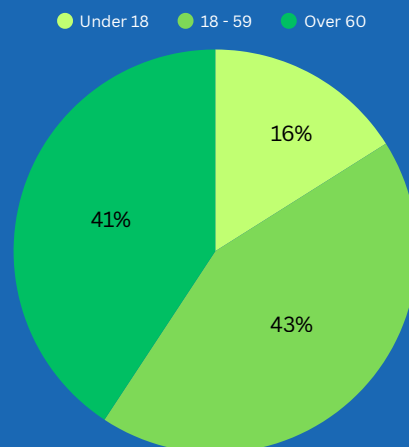
DEMOGRAPHICS



GENDER

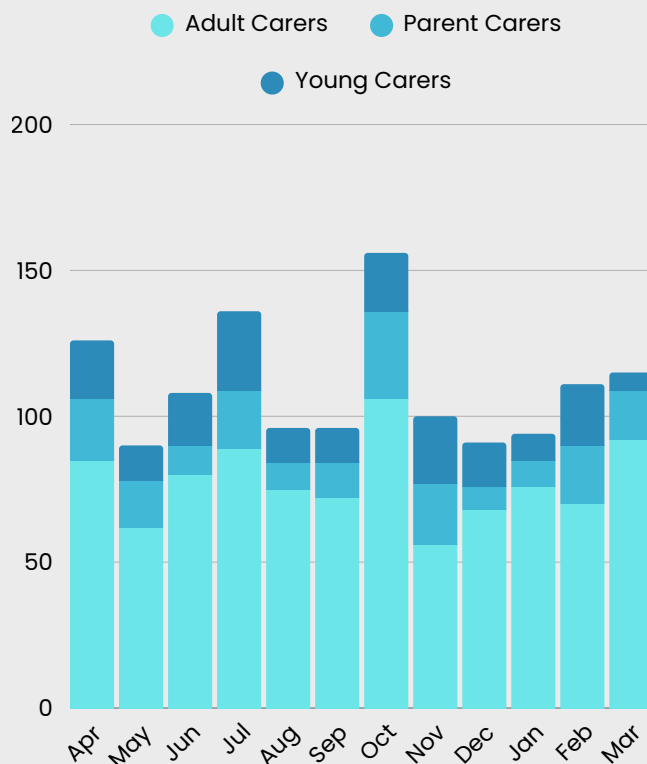


LOCATION



AGE

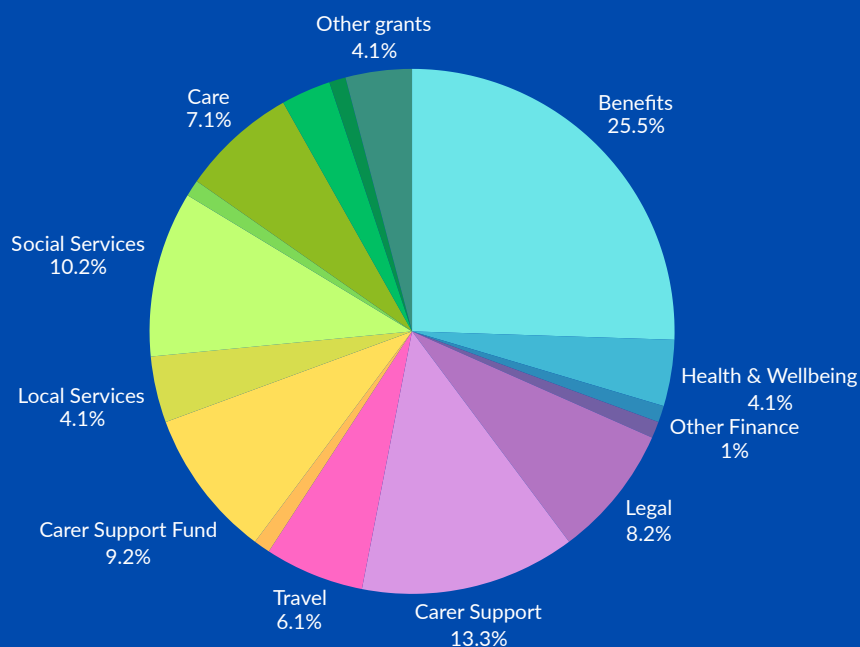
REGISTRATIONS BY MONTH



“
They are a unique bunch of people worth their weight in gold. They have supported myself and my daughter throughout the start of our journey, and they will be our life line for years to come
”

“
Carers Northumberland have been amazing. They stay in touch via emails and newsletters. I feel connected to other carers. We have been on a few day trips and they were fantastic, it brings everyone together.
”

ENQUIRY TYPES



FINANCIAL IMPACT

This year Carers Northumberland has supported carers to access nearly £800,000 of annualised benefit gains, this is an 94% increase on last year.

£799,627.90

Annualised benefit gains 24/25

£8188

One off grants 2024/25

£23,119.09

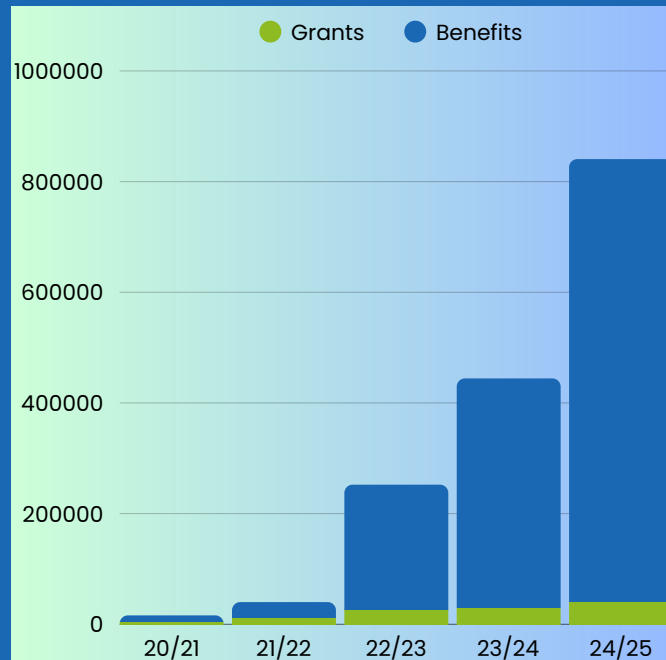
Household support fund granted

£19,215.00

Carer support fund grants

£10,000

Parent carer grants



“
Lots of information provided, which was very helpful. Help to complete application forms was excellent.
”

“
I've never claimed any benefits before now and wouldn't know where to start. Louisa was very thorough and got me attendance allowance and blue badge and a rebate on my council tax. Very impressed
”

OTHER STATISTICS

164

HOURS OF SUPPORT WITH LPA

200

BENEFIT CHECKS COMPLETED

186

CARER SUPPORT FUND GRANTS ACCESSED

158

SUCCESSFUL BENEFIT APPLICATIONS

60

PARENT CARER GRANTS

37

BLUE BADGES AWARDED

WORKING FOR CARERS

The Working For Carers project began on 1 April 2024 in partnership with Newcastle Carers and North Tyneside Carers' Centre it aims to support carers to move towards employment, training, and education, as well as supporting carers who are in work to sustain employment and achieve career progression. The project is funded by the North East Combined Authority and also aims to support employers across the North of Tyne to have a greater awareness of employees who may have caring responsibilities and how to help support them to remain in work. The project engaged over 300 carers throughout the year and connected with 196 organisations in the North of Tyne region



ACTIVITIES AND EVENTS

We run 9 regular carer groups across the county, offering peer support and a chance for carers to take a break. In addition to this we have organised meals, walks, activities and trips throughout the year.

Our second annual Beamish trip had nearly 150 attendees!

“
Thank you so much! This was wonderful and all so well organised. The cost was so very affordable and exceptional value. We'd love to do it again some time!

”

1420

Attendances at our groups, events and activities this year



CARERS WEEK

Carers week 2024 was celebrated with a week long series of events including afternoon teas in Hexham, Alnwick and Blyth, trips to the Hay Heavy Horse Farm and Belsay Hall, several walks and meals out and a fundraising quiz night in Ashington.

CARERS RIGHTS DAY

For Carers Rights Day 2024 we held an information marketplace event at the Town Hall in Morpeth. This great event was attended by over 80 people.

“
Can't thank staff who work at carers Northumberland enough for all the hard work and support they provide

”



YOUNG CARERS

656

YOUNG CARERS

195

NEW THIS YEAR

7232

PUPILS ATTENDED
YOUNG CARER
ASSEMBLIES



SCHOOLS WORK

Carers Northumberland have a comprehensive offer to schools to help them to identify and support young carers in education. Our schools programme offers young carer awareness training to all school staff, young carer themed assemblies, support with implementing a Young Carer Policy, and group work in schools.

Our School Award has seen 7 schools achieve gold, 3 silver and 18 bronze, with over 60 schools currently taking part in the School Award.

ACTIVITIES

Our young carer activity programme has been able to continue thanks to a generous ongoing private donation. Activities this year have included, Kirkley Hall Zoo, Whickham Thorns, Bowling, Boxing, Paddleboarding, Ice Skating, Lilidorei, and an exciting 2-night residential trip to Peat Rigg Outdoor Activity Centre in Yorkshire where we were joined by young carers from Newcastle and Hartlepool.

416 young carers attended activities and events this year, an increase of 28% from 2023-24.

“
Trying new things because I thought I was going to be really homesick and be left out. I loved the zip line and the crate stacking. I learned so much from it and I'm so happy I went.
”

“
Young carers have been amazing for my son. His confidence and independence has grown, and he loves spending time with all the staff at young carers. He is beginning to build friendships too which is so lovely to see.
”

“
Training has been provided to staff to equip them to be better able to identify young carers. Parents evenings and assemblies have allowed young people to identify themselves as young carers too
”

284

STAFF ATTENDED
TRAINING

121

YOUNG CARERS
ACCESSED YCSF



TRAINING

Training for carers – there is a programme of regular carer workshops to support wellbeing through the year being delivered both remotely via Zoom and in-person. Carers have attended sessions on Lasting Power of Attorney, rare dementia, scam awareness, managing guilt, and caring for someone with dementia, paying for social care and stress management.

186

Carers have attended workshops this year



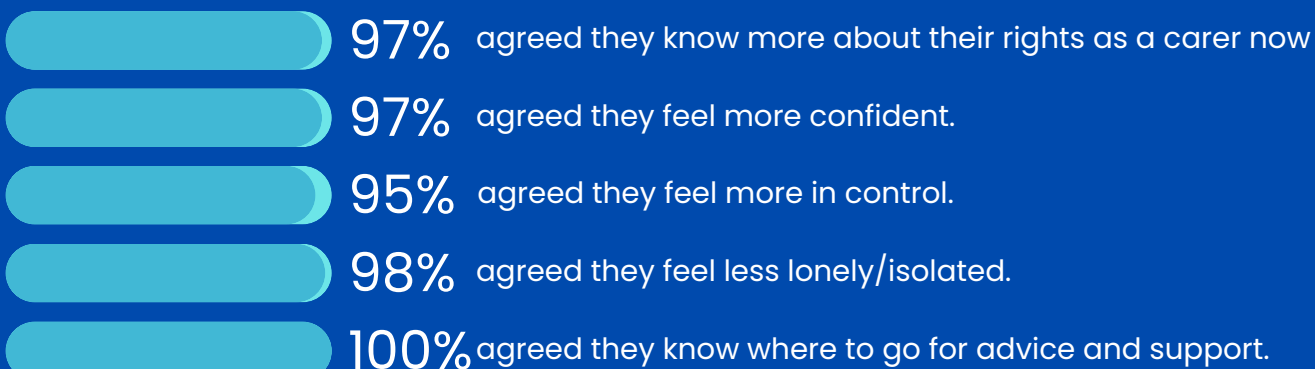
FEEDBACK

Carers Northumberland receives consistently positive feedback. Carers are asked a series of questions about their experience and asked to score us out of 5. The chart below shows the overall scores as %. No one scored us under 3/5.



How would you rate the overall service received	88	10
Rate your experience when dealing with staff	92	6
How likely would you be to recommend us to others	95	
Did you feel listened to by the staff and/or volunteers	90	9
Carers Northumberland understands me	88	8

As a result of the support received from Carers Northumberland



517

Professionals have attended carer awareness training this year

Training for professionals – Carers Northumberland offer training to professionals around carer awareness and identification. This is currently being delivered remotely and in-person. We run sessions for adult social care staff online every other month, co-deliver carer assessment training with the local authority and carer awareness training with CNTW along with any other bespoke requests from partners.

“ ———
It was really helpful and useful to get a refresher about carer's needs and of carers Northumberland and support you provide. Really helpful session - Thankyou
————— ”



GOING FORWARD

2024-25 has been another fast-paced year for Carers Northumberland, and we have seen growth across all of the services we offer. Our registrations, contacts and actions have increased year-on-year, and the number of carers supported has increased by 17% in 2024-25 from the previous year. We have funded (via our reserves) additional capacity in the Information and Advice Team which has enabled us to manage the increased demand on our service. This shows in the amount of annualised benefit gains we have secured for carers which has increased by a huge 94% from 2023-25 to just under £800,000.

Our work in the community will be continuing into the next financial year, this has given some of those carers who are not confident speaking on the telephone a much needed opportunity to be seen in person. We have also increased the number of trips and activities we provide for both carers and families – this has been possible due to an increase in general fundraising, early results from our recent survey have indicated that this is something that carers value and want more of.

As the funding landscape changes, we will be involved in more collaborative work both locally and regionally. We have already been working with our North of Tyne counterparts for many years, but with the establishment of both the North East Combined Authority, and the North East and North Cumbria Integrated Care Systems we are now involved in more regional partnerships with other carer centres, with the aim of bringing more targeted support and consistency to all our services for adult, parent and young carers.

As always, our thanks go to our funders, our dedicated Trustee Board, staff team and volunteers for ensuring the ongoing success of Carers Northumberland.

Debra Blakey

Chief Executive

Statement of Accounts

TOTAL
INCOMING
RESOURCES

£414,052

TOTAL
EXPENDED
RESOURCES

£469,206

Restricted funds distributed – £24,487
Funds utilised from reserves – £30,667



TO OUR SUPPORTERS AND FUNDERS, THANK YOU

Her Grace the Duchess of Northumberland, our Patron
Northumberland County Council Adult and Children's Services
NHS North East and North Cumbria Integrated Care Board
Cumbria, Northumberland, Tyne and Wear NHS Foundation Trust
North East Combined Authority
David and Paula George
Carers Trust
Community Foundation Tyne and Wear and Northumberland
Sterling Pharma Solutions
Whitley Bay RAOB
Blyth Rotary Club
Blyth Ladies Golf Members
St George's UR Church Morpeth
Sam Paisley
Players of the Northumberland Lottery and all our
individual donors, fundraisers, and supporters.

NHS

Cumbria, Northumberland,
Tyne and Wear
NHS Foundation Trust



Northumberland
County Council

NHS

North East and
North Cumbria



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