

2023
2024

ANNUAL REPORT





Message from the Chair

In my second year as Chair of the Board of Trustees for Carers Northumberland, I am delighted to introduce this Annual Report, which provides an overview of some of the achievements of the team. The report demonstrates the level of commitment, passion and hard work by our wonderful staff to improve the lives of unpaid carers across the county.

The team have seen a significant increase in both the number of registered carers, and the level of carer contacts and actions, and have continued to support carers, who consistently report very high levels of satisfaction about the support they have received. The 83% increase on the amount of annual benefit gains is remarkable, as is the level of training and support offered to other organisations, and the range of events and activities delivered across the county by the team.

One particular noteworthy achievement is being awarded the Improving Quality Foundation Standard in May 2023, which is an award for the not-for-profit sector that defines and recognises good practice. The award was given following a robust external assessment, review of evidence submitted and interviews with staff and trustees. The report noted a number of strengths, including the staff and volunteer team, the diversity of services offered, and good governance arrangements.

On behalf of the Board of Trustees, I would like to offer thanks and appreciation to our small team of volunteers and staff who work tirelessly to ensure unpaid carers in Northumberland have access to the information, advice and support they need. We are also grateful for all the funding streams from commissioners and other smaller funders, which make this work possible.

During 2023/24, three Trustees (Anne Arter, Ang De'Travernent and Julie Birkin-Nicholl) retired from the Board, and I would like to extend my thanks for their previous contribution and service to the organisation.

Finally, I would like to thank Debra, our Chief Executive, for her exceptional leadership in managing and supporting the team to deliver such a fantastic level of service. - **Julie Danskin, Chair of the Board of Trustees**



Very approachable and easy to talk to. Friendly and professional



Whenever I contact Carers Northumberland, I feel listened to and always feel they care and give me good advice. Just to know there is someone there when to talk is invaluable. I always feel reassured



Excellent customer skills. A pleasure liaising with Carers Northumberland. 10/10



Meet The Team



DEBRA BLAKEY
CEO



LISA MORDUE
Service Delivery Manager



ANNE-MARIE JOHNSTONE
Young Carers Service
Co-Ordinator



KAREN LIGHTLEY
Activity Worker
& School Link Worker



LAURIE WILSON
Administration & Finance
Officer



NAOMI CARR
Carer Information &
Advice Worker



HANNAH CORCORAN
Carer Information &
Advice Worker



DAN MACKAY
Carer Information &
Advice Worker



LOUISA SHAW
Carer Information &
Advice Worker



ALESHIA BURT
Business Admin
Apprentice



JULIE DANSKIN
Chair of the Board



DORINDA JACK
Vice Chair of the Board



STAN COOKE
Vice Chair of the Board



PETER STONELL
Treasurer



VAL HODGSON
Trustee



ANNE MOORE
Trustee



PAULA ROBERTSON
Trustee



SHERYLE CLEAVE
Trustee

Group Host Volunteers:

Kath Jameson, Kate Whitehead, Diana Hogg, Liz Taylor,
Susan Thompson

Young Carers Volunteer:

Matthew Brennan

Countywide team of Carer Ambassador Volunteers

Year in Review



7430

Carers on our database

1307

Carers registered this year

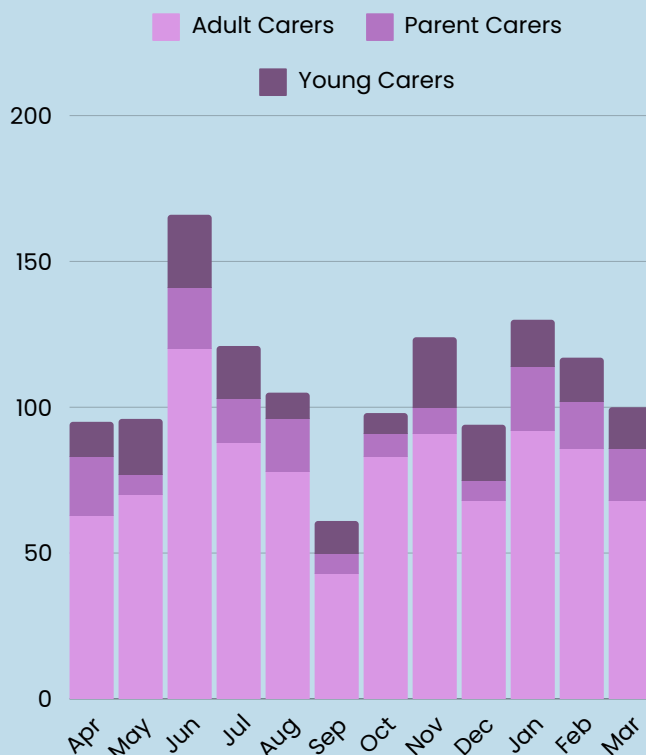
3242

Carers supported this year

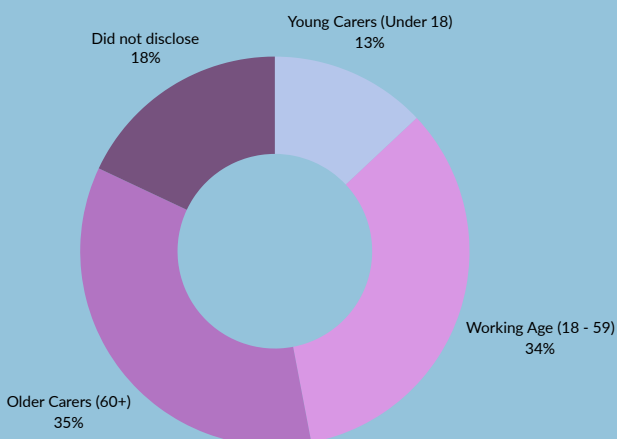
13158

Actions completed this year

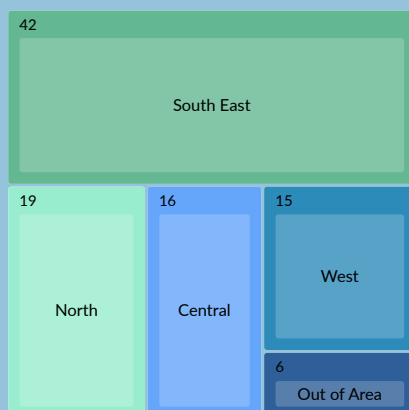
Registrations by month



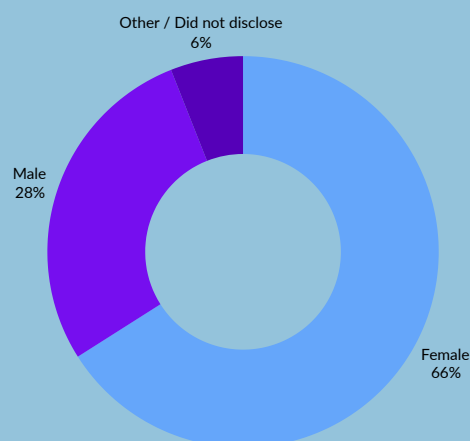
Age



Area



Gender

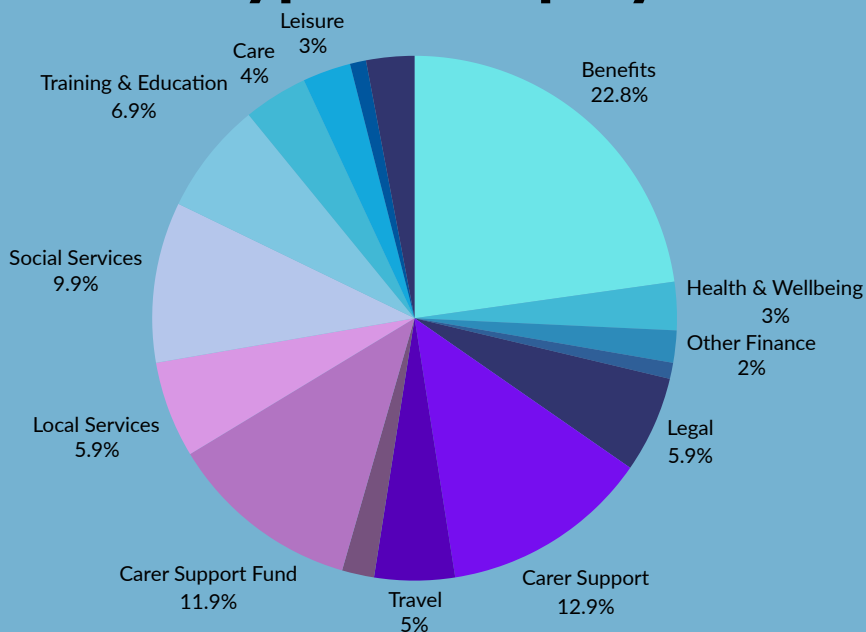


Whenever I contact Carers

Northumberland my experience with all the staff I have dealt with is 100%. I have found the staff to be friendly, supportive and very professional.

Carers Northumberland have been so helpful to me as I have not used them before this. They were so kind and thoughtful on the telephone

Types of Enquiry



Financial Impact

This year Carers Northumberland has supported carers to access over £400,000 of annualised benefit gains, this is an 83% increase on last year.

£413,071.78

Annualised benefit gains 2023/24

£12,597.24

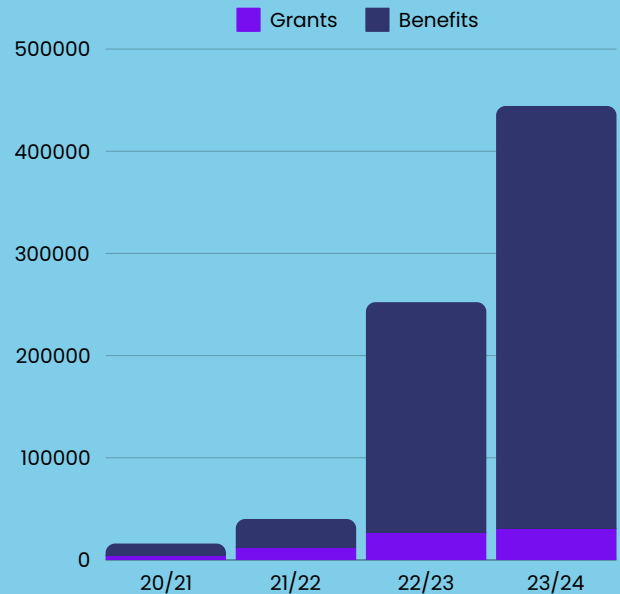
One off grants 2023/24

£13,811.85

Household support fund allocated

£19,645.00

Carer support fund grants



191

Carers have been awarded CSF since April 2023



Carers Northumberland feel like our back bone. To know there is someone to listen, care, support and give guidance is something so valuable to our family. Sometimes gratitude for this service just doesn't seem enough. Thank you from the bottom of our hearts.

21

Successful blue badges awarded

87

Successful benefit applications



We provided over

100

hours of support with Lasting Power of Attorney



To seek power of attorney is a very complicated process, if not for the help of Carers Northumberland I would definitely have not been able to do it. I know if and when I need help I can rely on Carers Northumberland, and that is such a comfort to know they are there for us.

Activities and Events

Joining Carers Northumberland has helped me make many new friends and I look forward to that one day of a month catching up with everyone. The staff are really kind and very helpful too and we've all enjoyed trips away for the day. Thank you to all at carers Northumberland.

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, cinema clubs and trips throughout the year. This year we ran our first ever multi-generational trip and we took over 100 people to Beamish.

1461

Attendances at our groups, events and activities this year

CARERS WEEK

To celebrate Carers Week 2023 we ran a series of trips and activities including a tour of Eshott Airfield, a Puffin Cruise, trips to Lindisfarne and Northumberland Zoo.

CARERS RIGHTS DAY

We raised awareness of Carers Rights as part of Carers Rights Day in the West of Northumberland this year. Information events were held in Prudhoe and Haltwhistle

220

Xmas boxes delivered to carers



Thank you so much for my lovely gift and card. It really cheered me up today, so kind and thoughtful,



Young Carers

512

Young Carers on
our database

189

Young Carers
registered this
year

85%

Rated activities
5 ★

327

Attendances at
activities

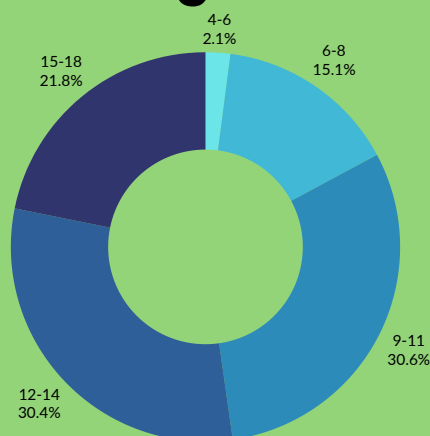
£17k

Grants awarded
to take a break

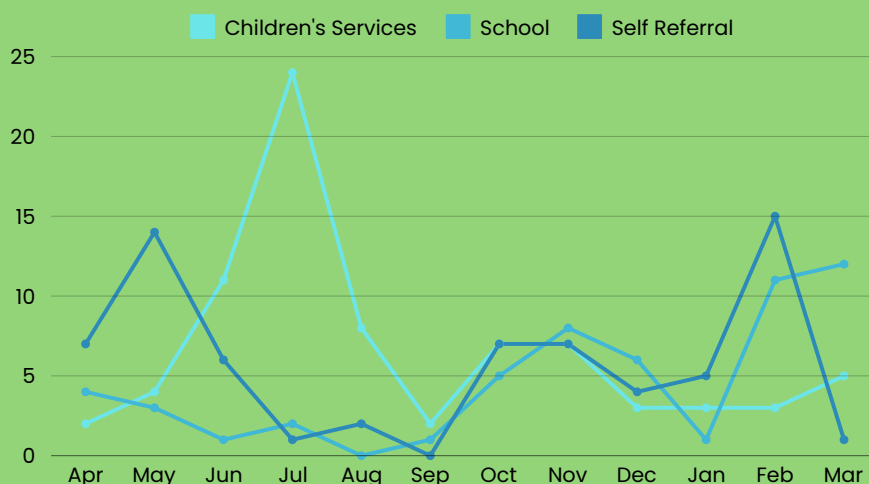
*The thing I enjoy most about
the young carers service is
that the workers are really
kind and are always up to
talk to you and provide us
with many things*



Young Carer Ages



Referral Routes



School Offer

Providing schools with support to identify and support young carers

- **54** schools taking part in Northumberland
- During 2023-24 young carer assemblies have been delivered to **6,004** pupils

Karen was very informative, she answered questions we had and left us with materials useful for school. We're able to plan next steps and involve Carers Northumberland in these.



Outreach Pilot

Our community outreach pilot has sessions running in Rothbury, Belford, Wooler, Alnwick, Bellingham, Prudhoe, Haltwhistle, Hexham, Ponteland, Blyth, Amble, Morpeth, Bedlington, Ashington, Cramlington, and Newbiggin by the Sea

We aim to make our information and advice service more accessible using outreach sessions, targeting carers who would not usually access our services.



It was very pleasant to talk to someone face to face and she helped me to fill in the appropriate forms.

Carers into Work

There are currently 14 carers being supported on this project in Northumberland, with 74 carers in Northumberland having been supported since the start of the project. This project ended on 31 March 2024; however, the partnership of Carers Northumberland, North Tyneside Carers Centre, and Newcastle Carers have secured a 12-month grant from the North of Tyne Combined Authority to upscale some of the elements from the Carers into Work project to include in-work support and employer engagement work.

The new project, Working for Carers, will begin on 1 April 2024



Parent Carers



690

Parent Carers registered



23.5%

Increase from last year

£7,925

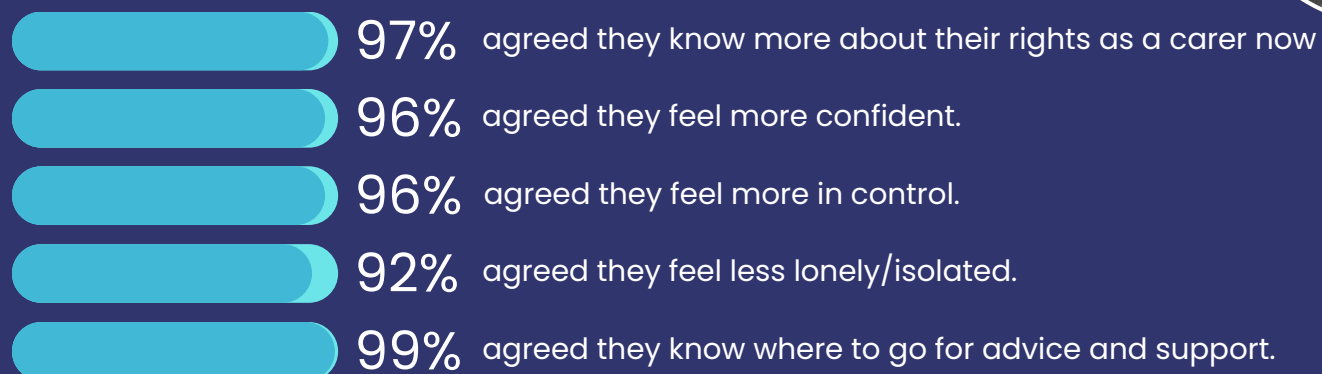
Grants for parent carers

Whenever I have phoned Carers Northumberland for any advice they have always gone above and beyond for me. Hannah was super helpful when I called and really helped me. All super friendly staff who I've spoken to over the times I've needed to call. An amazing service!

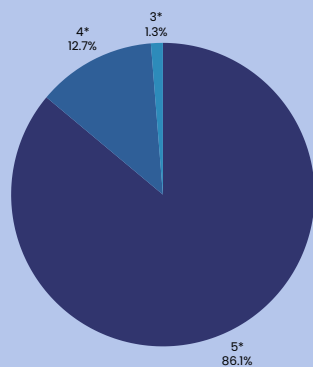
Feedback



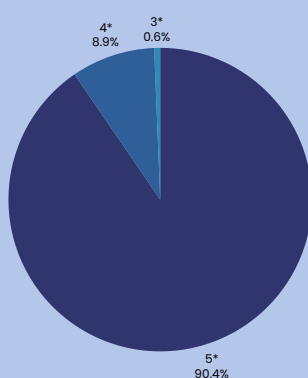
As a result of the support received from Carers Northumberland



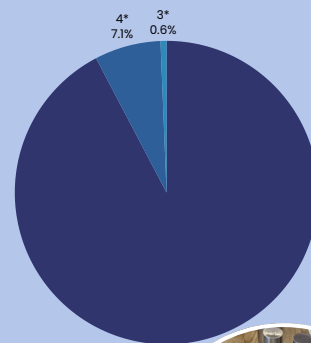
Please rate the service you received overall



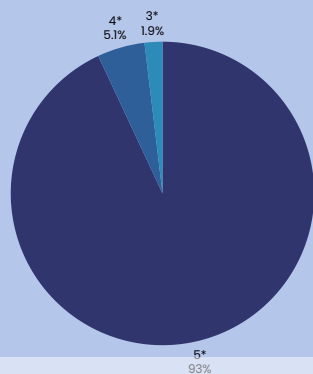
Please rate your experience when dealing with staff at Carers Northumberland



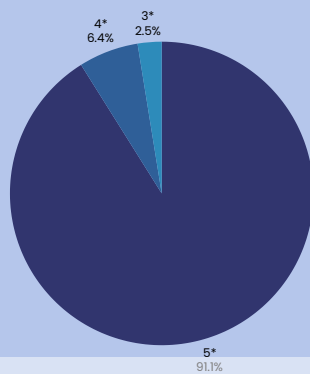
How likely would you be to recommend Carers Northumberland to others?



I felt listened to by the staff / volunteers at Carers Northumberland



Carers Northumberland understand me and my needs



Volunteers

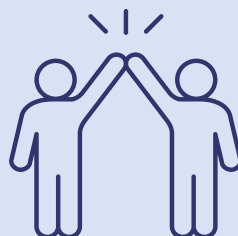
There are currently 17 active volunteers supporting the work of Carers Northumberland which includes 8 trustees,

Who provided:

537
hours of
volunteering

Equating to:

£7,700
annual economic
value



Training

164

Carers attended
workshops &
training

1160

Professionals
attended training

Was pitched at the right level to keep attention, find lots of training is drawn out over hours but this was short and sweet. Loads of information but delivered in a way that it could be retained.

100%

Of people agreed that the staff member was knowledgeable, friendly and approachable.

99%

Of people agreed that the information was useful to them

98%

Of people agreed that the training was relevant, worth attending and there was enough time.

Overall session
rating (out of 5)

4.7

Average Knowledge Score

Before session

After session

0 2 4 6 8 10



Going forward

2023-24 has been a bumper year for Carers Northumberland. We have seen an increase in registrations, contacts, and actions, and more notably, the amount of benefit gains we have secured on behalf of carers which has increased by a whopping 83% from 2022-23. This has been made possible by adding some additional capacity and resources to the team. We have expanded our Information Team with an extra Carer Information and Advice Worker, and the whole team has been supported by our Business Administration Apprentice, who we are pleased to say will be joining the team permanently later this year.

Our targeted outreach pilot started in October, and the team now has a regular presence at around 18 venues across the county. We will be evaluating the success of this pilot later in 2024, but what it has shown us already is that there is a need for our team to get out and about across the county to ensure that carers are able to access our services in a way that suits them.

Our Young Carer Service goes from strength to strength and the work that is being done with schools is ensuring that young carers are identified and able to seek support as soon as possible. Our aim is to expand our school work, and our one-to-one service for young carers in the coming year.

We're also looking forward to the new North East Combined Authority funded collaboration with Newcastle Carers and North Tyneside Carers' Centre, Working for Carers, which will support carers to access employment, training, education and volunteering opportunities, as well as supporting carers who are already in employment to sustain and progress in their career, and supporting employers to implement carer-friendly practices in the workplace.

As with every year, we hope to be able to grow our services and provide more opportunities for carers of all ages to access the support they need. The support of our dedicated Trustee Board, staff, volunteers, and funders are all crucial to ensuring the future success of the charity. We continue to review, plan, and implement new ways of working to ensure that we can meet the needs of carers in Northumberland in the future. **Debra Blakey - CEO**

Statement of Accounts

**TOTAL INCOMING
RESOURCES**

£459,497

**TOTAL EXPENDED
RESOURCES**

£404,470

Restricted Funds to be Distributed - £48,247
Added to Reserves - £6,780

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 of Tyne Combined Authority

David and Paula George

Newcastle Building Society Community Fund

Carers Trust

Tyne Tunnel 2

Susan and Bruce Dowson

Catherine Brayshaw

Jean Blair

Players of the Northumberland Lottery and all our individual donors, fundraisers, and supporters.



**North East and
North Cumbria**



Northumberland
County Council



**Cumbria, Northumberland,
Tyne and Wear**
NHS Foundation Trust

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