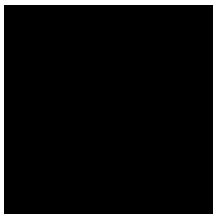


# **Carers of East Lothian**

**Supporting all adults in a caring situation in East Lothian to get information and services to help their individual caring role, enhance their own wellbeing and strengthen their collective voice to improve services.**

## **Trustees' Annual Report and Accounts 2012-2013**



*Carers of East Lothian*

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Charity registered in Scotland, Charity No. SC027000

Company Limited by Guarantee, No.SC366908

## Chairperson's Report

This has been a year of change and challenge for Carers of East Lothian.

Tony Segall, our Centre Manager who had been with the organisation since its inception, left in December 2012 to pursue his interest in sports development. We thank him for his service and wish him well in his new career.

A change in leadership is a significant event in the life of a small organisation. We thank the staff and Raj Singh, Interim Manager, for holding a steady course over several months.

We are delighted to welcome Andrew Tweedy as our new Director. Andrew brings to CoEL a breadth and depth of management and practice experience from the voluntary and statutory sectors. We look forward to working with him in the years ahead in pursuit of CoEL's objectives of supporting, promoting and protecting the best interests of carers.

I referred in last year's report to the challenges facing CoEL in balancing the opportunities for growth – allowing us to reach more carers – against the risks of very short term, time limited, project based funding. Our experience over the past year leads me to reiterate our call to policy makers and funders at national and local level to recognise that the demands on carers increase over time. Seventy per cent of carers have been caring for over five years. Secure, stable funding is the key to the provision of consistent, dependable services on which carers can rely.

CoEL recognises the financial constraints on our statutory partners. In turn Health and Social Care must not only recognise the importance of carers but demonstrate their commitment to them. Carers are essential to the aim of reshaping care in the community. Statements of intent in legislation, strategy and policy about the importance of carers need to be matched by evidence of action and implementation.

Carers tell us that they do what they do out of love, mutual bonds, friendship or a sense of duty. They also tell us that caring can be lonely, hard, takes a toll on their health, finances, relationships and personal freedom. Carers deserve timely information and advice, practical and emotional support and opportunities for a life outwith caring.

Meeting the needs and hopes of carers is a challenge for us all. We are grateful for the support we receive from both our Statutory Partners and the independent Trusts and Funds who support our work and of course we are very grateful to our staff and volunteers who deliver our services.

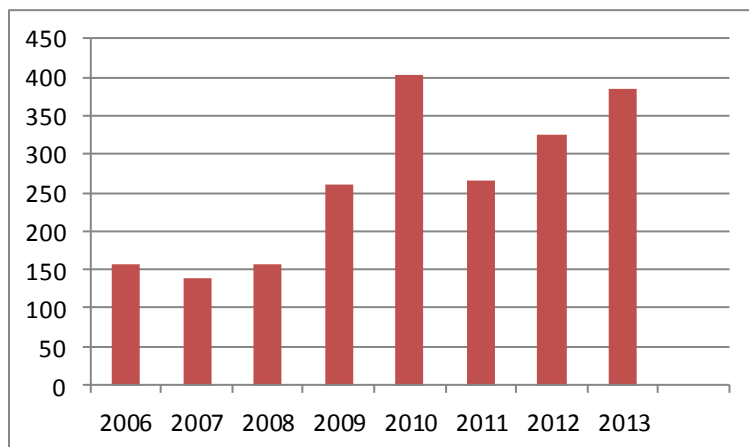


**Margaret McKay, Chairperson,  
November 2013**

## About Us

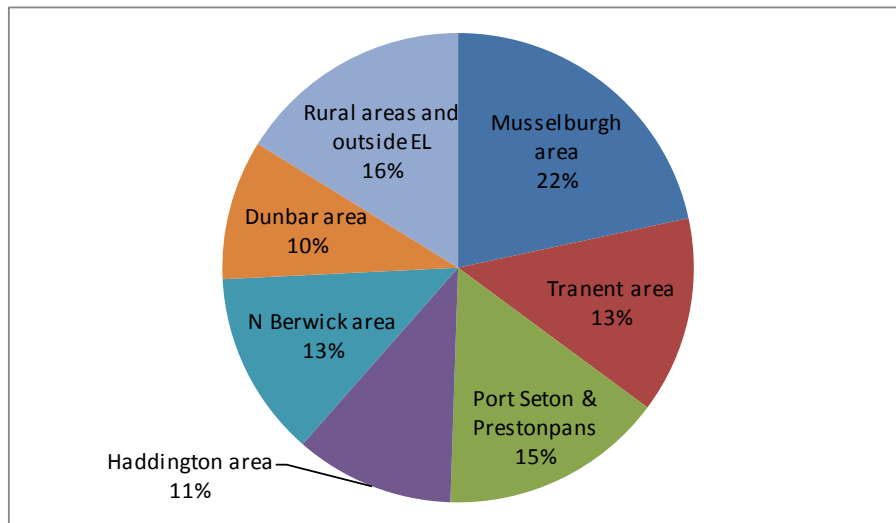
*Carers of East Lothian (CoEL)* was established in October 1996 as an independent charity but one of the network of Carers Trust (formally the Princess Royal Trust for Carers, PRTC) Carers Centres across the UK. CoEL is governed by a Board of Directors primarily consisting of carers or former carers while support for carers is primarily provided by a team of professional staff.

### The carers we work with

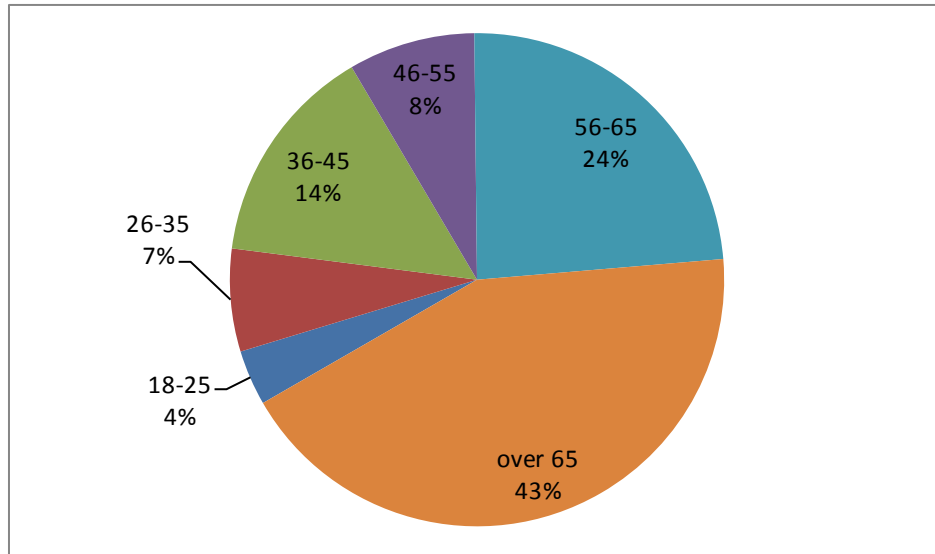


**Figure 1: Number of new carers contacting CoEL for support by year**

Over the years CoEL has responded to increasing numbers of carers contacting us for support. In 2012-13 we responded to 384 new carers (an 18% increase on the previous year) as well as continuing to remain in contact with and support a large number of carers who had first contacted our service in previous years. By the end of March 2013 we were in contact with over 1400 carers in total. We anticipate this trend of increasing numbers of carers using our services will continue.



**Figure 2: Home area, new carers – 2012-13**

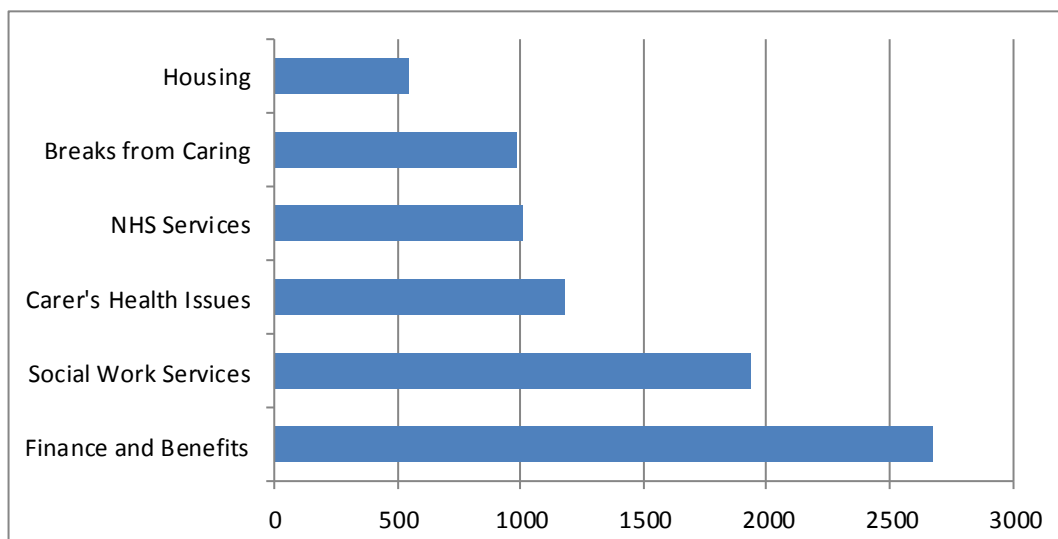


**Figure 3: Age group, new carers – 2012-13**

The new carers we have worked with in this year come from across the county and from across the ages consistent with the wider population of East Lothian and of carers more specifically. This indicates that despite being largely Musselburgh based our outreach is relatively effective.

### **Our Work in 2012-13**

CoEL's Mission is to "support all adults in a caring situation in East Lothian to get information and services to help their individual caring role, enhance their own wellbeing and strengthen their collective voice to improve services."



**Figure 4: Main issues carers asked us about – 2012-13**

In common with other years carers approached CoEL with a wide range of issues and concerns and we have a number of ways of supporting them.

### 1 to 1 Support for carers

Much of our work involves Carer Support Workers working directly with carers to provide them with support. This will include:

- Information on all aspects of caring
- Advice on how social care systems work (for example, Eligibility Criteria, and Carers' Assessments)
- A confidential 'listening ear' which understands the pressures of being in a caring role
- Help with planning for emergencies or the future
- Continuing support if a caring role ends

We are unique in Scotland in having a Carer Support Worker who is based alongside the Community Mental Health Team to try to ensure that carers of people with mental health problems are well supported. We also have close working relationships with some GP practices, including providing a weekly surgery in North Berwick Health Centre and we are keen to expand this area of work.

*"The great weight of isolation and depression I had been feeling lifted when CoEL became involved"* Carer using Rural Carer Support Project

*"I personally have found the service CoEL offers invaluable- it should be available in all Health Centres"* Local GP

### Help with claiming Welfare Benefits, accessing Grants and help with Fuel Poverty

Assistance with financial issues and help with Welfare Benefits are critical to enabling carers to be able to care. CoEL has two projects to assist with Welfare Benefits and in 2012-13 these projects assisted over 250 carers and the people they care for to claim a total of over £659,740 in benefits as well as securing over £16,000 worth of savings on fuel bills.

*"Thanks you so much for your help and advice. We were so lucky to have you for our own support and guidance. Many, many thanks."* Carer using Warmer and Better Off Project



**Figure 5: Group organised by Short Breaks Service**

### Respite and breaks from Caring

Our Short Breaks Service supports carers to overcome the barriers to them being able to access breaks from caring. The service commenced in June 2012 and was formally launched at our last AGM. Funding restrictions mean that this Service needs to focus on working with people who are over 65 and during its first 8 month of operation it supported a total of 108 older people and carers to access breaks. However, all carers need the chance of a break so the Service also responded to 25 requests for information and support from professionals or carers even though these were formally outside the Service's remit. CoEL hopes to be able to work with our funders to ensure that support with short breaks is available to all carers.

*"What a great break from my usual routine. Really recharged my batteries"* Carer attending day out.

### Training and Support Groups

CoEL provides training and information sessions for carers and organises Carer Support groups across the county to provide carers with the opportunity for peer support.

*"Time out, fantastic atmosphere – I am in need of support"* Carer attending Mental Health Carers Support Group

### Giving carers a voice and influencing policy

CoEL has continued to try to represent carers at planning forums and to input into the development of policy notably in this year through the secondment of Tony Segall to ELC to help re-develop their Respite Policy.

## **Future Plans**

CoEL has a number of key priorities for the coming year:

### 1. Maintain and Consolidate Support for Carers

Clearly it is a critical priority for us that we continue to provide high quality, welcoming and accessible support services for carers. We will strive to maintain and expand funding for our services as well as looking for ways that we can evaluate and improve the services we provide.

### 2. Review Strategic Plan.

The strategic direction for CoEL is set out in our 3-Year Strategic Plan which ends in 2014 and which we will want to engage with carers and stakeholders to review. The current plan sets out 6 priorities:

- Secure funding and associated resources to sustain *CoEL* for the next three years
- Identify more 'hidden carers' and offer them support
- Anticipate changes in policy/practice to safeguard carers' interests
- Give a stronger voice to carers
- Increase effectiveness of partnership working
- Build on our reputation as a credible organisation

While we have been successful in delivering on many of these, they remain very relevant to our ongoing work and future plans.

### 3. Implement Organisational Review.

During 2012-13 CoEL commissioned Community Enterprise Ltd to carry out an organisational review to ensure CoEL's Governance, Management and Support structures remained appropriate given our recent rapid growth. This review made a number of recommendations which the Board is committed to implementing.

## **Our Finances**

### Funding

CoEL has a Service Level Agreement with ELC and NHS Lothian from 2009 to March 2014. This provides £88,588 for our core work but represents only 20% of our total funding. Additional funding comes from NHS Lothian towards our Rural Carers Project, Hospital Discharge Support Worker and Mental Health Carers Project and, via the Change Fund for Older People, towards our Short Breaks Service, Emergency Planning Project and Training for Care Project. We also received funding from ELC via the Fairer East Lothian Fund for our Financial Inclusion Project. Lastly, we received grant funding from the Robertson Trust and the Lloyds TSB Trust for Scotland towards our Rural Carers Project, and from The Energy People who fund our Warmer and Better Off project. While we are very grateful to all our funders we hope to be able to move to a more settled position.

### Summary of Accounts

<b><u>Statement of Activities</u></b>	<b><u>2013</u></b>	<b><u>2012</u></b>
Income		
TOTAL	435,933	398,770
Expenditure		
Charitable Activities	477,231	352,210
Governance Costs	3,142	2,008
TOTAL	480,373	354,218
Net movement in funds	-44,440	44,552
Funds brought forward	114,779	70,227
Funds carried forward	70,339	114,779
<b><u>Balance Sheet</u></b>		
Current Assets		
Cash	78,858	174,699
Debtors	4,333	0
TOTAL	83,191	174,699
Creditors	-12,852	-59,920
Net Assets	70,339	114,779
<b><u>Funds</u></b>		
Restricted	26,301	72,794
Unrestricted	44,038	41,985
TOTAL	70,339	114,779

A full copy of our accounts is available from our website ([www.coel.org.uk](http://www.coel.org.uk)).

#### Commentary & Reserves Policy

There was a net decrease in overall funds during the year of £44,440. This was largely due to a commitment to maintain staffing hours at enhanced levels to provide both continuity of services for carers and cover during a period of operational review as well as some exceptional costs.

We have amended our policy on reserves in order to better allow for the continuation of services to carers in the event of any temporary shortfall in funding. In the past we aimed to hold 3 months of core running costs but we now aim to hold reserves to a level representing three months' expenditure. In this year there has been a significant reduction in reserves and as at 31<sup>st</sup> March our unrestricted reserves were £44,038 which represented just over one month's running costs. The Board is committed to taking steps to ensure these are increased while at the same time prioritising protecting services for carers.

#### **Thank You**

Lastly, but certainly not least, we need to thank our funders, our staff team and our volunteers who have dedicated so much time and effort in trying to ensure that carers receive the support they require.

A handwritten signature in black ink, reading 'Margaret McKay'. The signature is fluid and cursive, with the first name 'Margaret' and the last name 'McKay' clearly distinguishable.

**Signed on behalf of the Management Board**

**Margaret McKay, Chairperson,  
November 2013**



## **Reference Information**

### **Carers Centre and Registered Office address**

94 High Street, Musselburgh, EH21 7EA

Tel: (0131) 665 0135

Email: [centre@coel.org.uk](mailto:centre@coel.org.uk)

Website: [www.coel.org.uk](http://www.coel.org.uk)

### **Management Board during 2012-13**

Margaret McKay – Chairperson

Ian Walker - Vice-Chairperson (resigned July 2012)

Sue van den Broek – Secretary

Terry Denton – Treasurer

George Brown

Laurelle Edmunds – Vice Chairperson (from July 2012)

Darryl Stenabaugh (joined January 2013)

Jim Goddard

Hugh Lynch

Gill Wilson

### **Independent Examiner**

Douglas & Reaves AIMS Accountants for Business

### **Bankers**

Royal Bank of Scotland, 36 High Street, Tranent, EH33 1HQ

### **Managers**

Centre Manager - Tony Segall (resigned Dec 2012)

Interim Manager - Rajvinder Singh

Director – Andrew Tweedy (appointed April 2013)

### **Status**

CoEL is a Registered Scottish Charity Number SC 027000

CoEL is also a Company Limited by Guarantee Number SC 366908