Carers Leeds
Annual Report

Looking Ahead

- New database system
- Improved I.T. and telephone communication systems and a website
- New ways to reach out to Carers in Leeds including satellite projects
- Exploring funding streams that can support and expand our services

Thanks
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Rita Wood
Myra Wight
Linda Zack

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James Crawford
Avril Dean
Joan Doyle
George Edisson
Sarah Gillian
Alayne Holmes
Peggy Hughes

Contact us
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info@carersleeds.org.uk

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Tony Spice (Chair from 18/12/08)
Sian Carwright (Vice Chair)
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Valerie Banks – Office Administrator
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Carrie Grey – Carer Outreach Support Worker
Karen Harris – Carer Support Worker
Margaret Hebden – Project Support Worker
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Message from Vice-Chair, Carers Leeds

The year to March 2009 was dominated for carers nationally by the publication of the Government’s National Strategy for Carers in June 2008. For Carers Leeds the major success was winning the contract from Leeds City Council to continue to provide a high quality advice, information and support service to carers across Leeds. This now means Carers Leeds has secure funding until at least 2011 with the prospect of an additional two years beyond this until 2013.

For much of the year Carers Leeds was without a Manager and credit is due to the fantastic staff team who remained focussed and committed to providing a professional and responsive service at all times. Particular thanks must go to Val Hewison who juggled the dual roles of Deputy Manager and Acting Manager for 9 months. Peter Hunter was appointed as Manager and took up post in May 2009 and we look forward to working with Peter in the coming year.

During the year Carers Leeds has continued to develop new initiatives, running a comprehensive choice of groups, trips and education and training opportunities alongside home visits and one-to-one support. Once again Carers Leeds celebrated Carers Week in June offering a range of activities including a hugely popular day trip to Bridlington for carers along with the person they care for. The staff team continue to think creatively about ways of reaching new carers and the development of new carers groups across Leeds has demonstrated a commitment to take services out to carers who cannot access the city centre office.

As ever the staff team have been supported by a dedicated group of volunteers who tirelessly stuff envelopes, answer phones, do data entry and make tea and coffee; we could not provide such a successful service without them. Thanks must also go to my immediate colleagues on the Board of Trustees for giving up their time every month to attend meetings.

Siân Cartwright
Vice Chair
Carers Leeds Board of Trustees

Message from Manager, Carers Leeds

Carers Leeds continues to support nearly 6000 carers across the city of Leeds and provides information, advice and support in a confidential, safe environment. Situated in the city centre, on the Headrow, we offer drop-in facilities during the day and with social events, education and training courses – we are very proud to be a leader in Carer support in Leeds.

We are committed to the Carers’ Strategy for Leeds 2009-2012 ‘Every Carer Counts’ which was launched earlier this year and our staff team maintains a high level of dedication and professionalism working closely with all our partner agencies across the city to be part of the strategy.

It has been six months since I joined Carers Leeds and I have witnessed first hand the busy and challenging days that our staff and volunteers face and how their integrity beats any challenges. The resources must be right – but it is the staff using those resources enabling them to reach out to Carers and that is what makes a difference.

Peter Hunter
Manager, Carers Leeds November 2009

Summary of our services provided 2008 to 2009

- 2013 telephone enquiries were received from carers and professionals
- 983 carers were new to our service
- 1090 people added to mailing list now totaling 6,387 receiving our newsletter
- 648 successful applications to Time For Carers
- 505 carers ‘Dropped In’ to our city centre offices
- 603 Outreach home visits were made
- 206 carers ‘Dropped In’ to community events
- 40 individual grants were awarded to carers
- 76 carer group meetings were held
- 30 community events held across Leeds
- 16 carer awareness training sessions run by health development team
- 20 Wellbeing Days were held
- 55 social events were held at Carers Leeds centre offices
- 550 carer referrals were made via GP practices
- 42 members of the Moving On group

There are many new and exciting plans emerging for Carers Leeds to develop and modernise resources. We are implementing a new database system which will operate as a case management system but will also capture the evidence we need to monitor what we do and what works. This is crucial not only for our funders but for future commissioning where we can lead on what works for our carers.

Carers week earlier this year was an opportunity to raise the profile of ‘Carers – the UK’s Secret Service’ and the valuable work they do and we also took the time to join in events and promote our services. We look forward to a future in partnership with Carers and agencies across the city to continue “supporting carers because every carer counts”.

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Financial Report

Refer to audited accounts.
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