

A photograph of a woman in a dark blue uniform, seen from the side, talking to an elderly man. The man is smiling and holding a large orange pot containing several green plants. He is using a walking stick. The background shows a residential building with a tiled roof.

Impact Report 2022/2023



About

Carers Leeds

3 in 5 of us will provide unpaid care at some point in our lives.

Carers Leeds believes all care counts.

What is an unpaid carer?

An unpaid carer is someone who provides help and support to a family member, friend or neighbour who couldn't manage without their help. This could be due to illness, disability, mental health problems or substance misuse.

Established in 1996, Carers Leeds is a charity that provides information, advice and support to unpaid adult and parent carers across our city.

This includes our Advice Line, carers support groups, one to one support and support in hospitals. Some of our services are universal – open to all carers – and some are targeted at specific groups of carers. Our services are provided to communities throughout Leeds.

We work in partnership with others to deliver our service and to influence them to act to benefit unpaid carers. This involves those working in health and social care and employers.

Foreword

Andy Rawnsley, Chair of Trustees

I am really pleased to provide this foreword to our Impact Report 2022/2023. This document sets out what we have achieved in the year, towards our mission of improving the lives of unpaid carers in Leeds. It covers the period April 1st 2022 to March 31st 2023.

I am delighted to report that we have again made significant progress, despite the challenging financial climate.

You will find the detail of the impact we have made as an organisation in the pages that follow.

I hope that this report demonstrates our commitment to ensure unpaid carers are fully recognised, supported and celebrated for their role in supporting their loved ones, many of whom are some of the most vulnerable of our city's citizens.

I would like to thank all the staff team, volunteers, partners and funding organisations - without whom none of this would have been possible.



Andy Rawnsley,
Chair of Trustees, Carers Leeds

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Review of the year

Claire Turner, Chief Executive

Our Vision

Our vision at Carers Leeds is that all unpaid carers in our city are recognised, valued and supported to live a fulfilling life. Our mission is to improve the lives of unpaid carers in Leeds.

We provide information, advice and support to unpaid adult and parent carers across our city.

For some, caring has always been a part of life. For many, a caring role evolves over time. Others are thrown into a caring role. Some people live with the person they care for, some don't. Some unpaid carers care for more than one person.

Caring for someone can take up a few hours a week, or an unpaid carer may be caring for 24 hours a day, 7 days a week. Many unpaid carers do not see themselves as carers.

“Our vision at Carers Leeds is that all unpaid carers in our city are recognised, valued and supported to live a fulfilling life.”

We aim to influence others to act and create positive change for unpaid carers. 3 in 5 of us will provide unpaid care at some point in our lives.

Carers Leeds believes all care counts.

An unpaid carer is someone who provides help and support to a family member, friend or neighbour who couldn't manage without their help. This could be due to illness, disability, mental health problems or substance misuse.



But if you provide help and support such as shopping, managing medication, cooking, cleaning, emotional support or personal care, such as helping someone get dressed – you are an unpaid carer.

Being an unpaid carer can be rewarding but it can also be challenging. No-one should provide unpaid care at a cost to their own health and wellbeing, finances or relationships.

“No-one should provide unpaid care at a cost to their own health and wellbeing, finances or relationships.”

Carers Leeds wants unpaid carers to have the information, advice and support they need to be able to care and live a fulfilling life.

This annual report sets out what we did and the impact we made between April 2022 and March 2023. I am so proud of the achievements of the Carers Leeds team of staff, volunteers and trustees over this period.

April 2022 to March 2023 was the first year of Carers Leeds strategy. This report is structured around the key areas of our strategy: our service model, influencing others to act and four key pillars: equality diversity and inclusion; carer engagement; partnerships and digital.

Our strategy is underpinned by five strategic principles, which guide our work. You will see these running through the activities and achievements set out in this report:

Our guiding principles

- To reach more, and more diverse, carers.
- To start with carers' strengths and skills, working with carers to improve their own lives, rather than doing for or to carers.
- To communicate and engage earlier; working preventatively or on the cusp of crisis, rather than once carers are already in crisis.
- To provide direct information, advice and support to carers and work to influence others to act to benefit the lives of carers.
- To be more intentional. Decide what we want to do, based on what carers tell us and tested through our strategy criteria and seek funding to do it.



Claire Turner,
CEO, Carers Leeds

Service Delivery

Universal services for carers

This year we received 9,175 referrals. Our first point of contact for most carers and professionals is our Advice Line, who made 8,722 contacts with carers.

Over this period, we piloted a new triage process, to help assess carers needs more quickly and direct carers to the right support in a timely way. The aim is also to reduce waiting lists and pressures on the teams who provide targeted support for carers.

We ran 24 carer support groups across the city each month, with carers telling us that these groups are a great source of peer support, helpful for their wellbeing and an opportunity to take a break and make new friends.

Addressing Loneliness

This year we recruited a new co-ordinator for our befriending project, who has matched more than 30 lonely or isolated carers with a trained volunteer, for up to 12 sessions.

The aim of this project is to build carer's confidence to (re)engage with their communities and make social connections which sustain beyond these sessions. Carers involved in this project report lower levels of loneliness and feeling more confident to attend groups and meet other people.

Between October 2022 and April 2023, we also ran a project focused on transport and loneliness.

Carers Connecting supported 60 carers aged 55 and older with the transport to take part in a range of social activities, alongside receiving peer support and making new friends.

"I cannot thank you enough for everything that you have done. Carers Leeds is an amazing agency and your staff are a credit to you."

Unpaid Carer

Year in numbers

2022/2023

51

Staff
members



9,175

Referrals
recieved



288

Group sessions
delivered



2,025

Face to face
appointments



£141.5k

Time for Carers
grants administered



11,720

Telephone
calls



OUR EXPENDITURE 2022/2023

Our total expenditure for the year ending March 2023 was £1,801,447.



77%

Providing support and
advice to unpaid carers



12%

Small grants paid out to
unpaid carers



11%

Organisational
development and costs

Service Delivery

Targeted support for carers

Our targeted support teams made over 13,000 contacts with carers this year. Collectively, these teams delivered 2,025 face to face 1:1 appointments, provided 122 online sessions and made 11,709 telephone calls.

The team continue to be an important voice for Parent Carers at strategic networks across the city including Early Help meetings, organised by SNAPS (Special Needs and Parent Support); Voices and Influence Network; and WYCANN (West Yorkshire Children Additional Needs Network).

Bereaved Carers

This year our support for bereaved carers included re-energising our monthly Support After Loss Group with new members and increased numbers. We continued to provide bereavement support groups in partnership with Cross Gates and District Good Neighbours and MHA Communities South Leeds for bereaved carers aged 60 and over.

Parent Carers

The Parent Carer team supported over 260 parent carers in the city.

We were influential in the development of a city-wide Parent Carer forum which aims to work in partnership with Education, Health and Social Care services to improve the quality of life for children and young people with additional needs, and their families in Leeds.

Supporting carers of someone with a mental health condition and/or learning disability

This year the Mental Health and Learning Disabilities team helped 259 carers across Leeds.

We were also proud to start a new partnership with Aspire to deliver an annual programme of joint sessions open to all carers of someone with a learning disability. These sessions were hosted at three Aspire venues across the city in Rothwell, Bramley and Potternewton.

In the autumn we ran sessions on wills, Power of Attorney and the Mental Capacity Act, and in the spring the sessions focused on future planning and personal budgets.



Scan to see the film



Young Adult Carers

Sadly, the funding for our dedicated Young Adult Carers project came to an end this year. Although we continue to provide support for carers aged 18-25 through our wider services.

As part of the project's legacy, we produced a film to raise awareness of young adult carers and continue to share it widely with other organisations working with young adults in Leeds.

They undertook Restorative Practice training to provide wider family support, working closely with Forward Leeds, and delivered carer awareness training sessions to Adult Social Care and Forward Leeds.

Concerned Others

Our Concerned Others team supports carers caring for someone with a substance misuse issue. This year the team had 118 referrals and facilitated 3 support groups per month.

Helping carers of someone with Dementia



Our Dementia team supported 376 carers this year. The team also delivered dementia information workshops and offered quarterly sessions on legal issues (such as Power of Attorney and making a will) in partnership with a local solicitor's firm.

WORKING IN HOSPITALS

This year we more than doubled the capacity of the service we deliver in Leeds Teaching Hospitals (LTH) and with community health services following discharge. We saw a 20% increase in referrals to our hospital team and an improved experience for carers, particularly where a person with care needs is moving into permanent care.

In October 2022, with funding from Leeds Community Healthcare, we welcomed two new members of staff to support hospital discharge processes. Where patients are discharged to Recovery Hubs, we can now support their carers who need to find self-funded care home places or domiciliary care packages. Between November 2022 and March 2023, 61 carers were supported.

Influencing others to act

To reach more and more diverse carers we need to encourage others to act, alongside delivering our own service. Carers Leeds has always done this but now it is central to our strategy. This year, we created an External Partnerships team to help focus our efforts on three priority

stakeholders: health, adult social care and employers.

Alongside a proactive plan of influencing and engagement, we have been routinely approached to contribute to strategic plans and projects in Leeds.

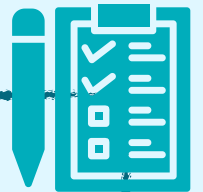


Employers

We held 3 Employer Forums over the year, which brought together organisations from across the city and from all sectors to share good practice on how best to retain and support working carers within their workforces.

A new Employer Partnerships Officer started in post in January 2023 to support our engagement with Leeds based employers.

Carers Leeds needs to practice what we preach as an employer. This year we achieved Carers UK Carer Confident Level 1 award in recognition of our support for our employees who are also unpaid carers. Next year we will go for Level 2!



Adult Social Care

We have worked closely with our colleagues in Adult Social Care to support more, good quality carers assessments over this period. This has included training for 26 social workers and 5 Carers Champions meetings, with 46 members attending.

We have redesigned and shortened our Carers Assessment training, so that we can take this training out to social work teams next year. The Carers Leeds team made 109 carers assessment referrals this year, of which 39 had an eligible support plan.

We have also played an active role in city-wide developments in Leeds to transform home care and intermediate care.

PRIMARY, COMMUNITY AND SECONDARY HEALTHCARE

This year we designed a new Carer Awareness Training session, in partnership with Family Action's Young Carers Service. Over this period, 32 training sessions were delivered to 282 health professionals across Primary Care, Leeds Teaching Hospitals Trust, Leeds and York Partnership Foundation Trust and Leeds Community Healthcare (LCH). We have named Carers Champions in most Leeds GP practices.

Through our partnership with LCH, we have helped improve the way LCH supports carers. This includes staff who are working carers, carers of patients and carers who are patients. We provide the secretariate for the partnership's steering group and expert advice and guidance where needed. Outcomes of the partnership include greater awareness of carers and our service (training delivered to over 400 staff) and an increased carers leave entitlement for LCH staff.

Partnerships

Partnership working is integral to our work at Carers Leeds and so many of the projects and initiatives contained in this report have been delivered in partnership. Some other key partnerships this year include:

Carers Leeds representation on 15 Local Care Partnerships (LCPs)

- a model of joined-up working to deliver local care to local people in local communities across Leeds. Through our partnership with LCPs, we have been involved in establishing local carer support groups, local community wellbeing

days, the development of dementia-friendly communities, Primary Care Network initiatives to better identify and support carers and ensuring that information about Carers Leeds is widely available across a broad range of community organisations.

Leeds Carers Strategy Partnership Board

- This year the partnership has set up a task and finish group to focus on carers from ethnic minorities and positioned itself as an Expert Advisory Group to the Leeds Integrated Care Board.



“The support I have received from Carers Leeds was brilliant. Having cared for my mum over the last three years, Carers Leeds have been one of the few places that have actually done what they say they will do, which was hugely beneficial and reassuring.”

Unpaid carer supported by
Carers Leeds.

John's story

John is a carer for his wife who has a long history of issues with alcohol.

This severely impacts her physical health, confining her to bed. Despite repeated hospitalisations and residential detox attempts, her struggles persist.

John took early retirement to devote more time to caring for his wife, but the toll on his well-being reached breaking point.

was ok. This gave him some respite from his caring role.

John now alternates between staying at home, when his wife is sober after hospitalisation, and spending more time away when she is drinking. John's wife is awaiting a placement at an out-of-area rehab. John feels unable to leave her for an extended period, as she would be likely to relapse.

“John spoke of getting to a point where he had ‘had enough’ and ‘couldn’t take it anymore’.”

John spoke of getting to a point where he had ‘had enough’ and ‘couldn’t take it anymore’.

Our work with John has centred on helping him prioritise his health while supporting his wife. Seeking respite, he joined our Carers Leeds Concerned Others Peer Support Group, gaining valuable insights from others navigating addiction within their families.

John made the decision to move out of the family home but to keep supporting his wife. He stayed with a family member and would visit home to ensure his wife

John has decided with himself to put his own life on hold between now and his wife starting rehab in order to give her the best chance of successfully getting into treatment.

John then hopes for some respite from his caring role while his wife is in treatment.

Our future sessions with John will look at emergency planning related to an unplanned treatment discharge and supporting his wife in early recovery following rehab.

Digital

This year over 320 digitally excluded carers were supported to get online. This was done through group and one to one sessions. We also gifted over 100 tablets and pre-paid SIM cards to unpaid carers across the city.

We received £2,000 funding from The Good Things Foundation which we used to develop a digital inclusion befrienders service to work alongside our digital inclusion co-ordinator.

So far, we have recruited three digital inclusion befrienders and will look to increase this to build our capacity to support even more carers.

In Autumn 2022 we began an 18-month project with Carers UK to increase the number of carers in Leeds who access the Carers UK Digital Resource for Carers, a digital platform providing comprehensive information and support.

Through social media marketing and campaigns, we have seen a steady increase in the number of carers in Leeds who access the platform.



Digital Health Hub

Thanks to funding from 100% Digital Leeds, we began our journey to be a Digital Health Hub.

The hub will help carers use online resources to support both their own health and wellbeing and that of the people they care for.

We were successful in receiving further funding to strengthen this commitment next year.



Equality, Diversity & Inclusion

We are on a journey to make Carers Leeds a more equal, diverse and inclusive employer and service provider and this year we have taken steps to demonstrate this.

We introduced a biennial EDI survey of staff, volunteers and trustees, to help us better understand the Carers Leeds team.

Our CEO is the co-chair of the diverse Black, Asian and Minority Ethnic unpaid carers action group, which is a partnership of organisations focused on what more we can do in Leeds to reach carers from these communities with information, advice and support.

Through this partnership we have started to work more closely with community organisations such as Hamara and ABA Leeds.

We also established an ED&I staff working group to help drive our efforts.

This year we set up a rolling learning and education programme for staff, which takes a 'hearts and minds' approach.

Our first sessions took place in Black History Month and focused on race and ethnicity and included workshops and talks for all staff and volunteers.

GENDER PAY GAP 2022/2023

STAFF

46

employees included in the report (April 5th 2022)

87% of staff identified as female and 13% identified as male.

MEAN

8.6%

Gender pay gap as % based on average men's hourly pay.

So for every £1 men earn, women earn 91p

MEDIAN

1.6%

Gender pay gap as % based on average men's hourly pay.

So for every £1 men earn, women earn 98p

Carer Engagement

We are always looking for ways to extend our reach to carers and to involve carers in the work we do.

At the end of March 2023, 7,500+ carers had subscribed to our monthly e-bulletin.

This year we distributed our first Annual Carers Survey, an opportunity to ask carers in Leeds about their experiences, what matters to them and what they are most concerned about.

The findings were published in April 2023.

Carers are involved routinely in staff recruitment and help us ensure we employ the best people for our organisation.

We have improved our approach to evaluation this year and seek regular feedback from carers. We also ask carers about their experience of accessing our services and the difference it has made.

This is collated and reported to our Senior Management Team and the Board quarterly and ensures we provide a service for carers shaped by carers.

PLAN

Emergency Planning Focus Groups

Working with Leeds City Council, Carers Leeds involved carers from across the city in focus groups, looking at how carers emergency planning should look and how an emergency response would work to meet their varied needs.



Volunteering

Carers Leeds is proud of the work that volunteers undertake, individually and as a team, and recognises the positive effect that volunteers have on the organisation.

It was wonderful to settle volunteers back to our office on The Headrow, after a disrupted period due to the pandemic.

During 2022, new volunteer roles were created, such as Digital Inclusion Befriender, and a Time for Carers Panel Member.

In 2022 we had 33 volunteers, volunteering across a variety of roles, and 7 trustees.

In addition to welcoming brand-new volunteers, we celebrated our long-service volunteers, who have, in total, given 85 years of service!

Volunteers were consulted on and involved in the Carers Leeds Strategy, Volunteering Vision, and Investing in Volunteers' self-assessment.

We received additional volunteer hours to assist our community outreach activities on International Women's Day, during Carers' Week, at our Family Fun Day and at the Learning Disability picnic.

VOLUNTEER IMPACT 2022

Volunteers are vital to Carers Leeds. Below are just some of the ways volunteers have supported unpaid carers this year.



260

Information packs
posted



338

Yellow Card GP
referrals processed



10

Book Group meetings
facilitated

Values and Culture

Working at Carers Leeds

We had 51 employees at the end of March 2023.

In 2022 we introduced a new set of Values and Behaviours for the organisation and these have been embedded across our work.

A motivated, engaged and supported workforce is how we provide the best service to carers and as a result, we prioritise employee wellbeing.

This year, we introduced an Employee Assistance Programme which provides confidential advice and support to employees covering a wide range of issues.

Communications

We recognise that to reach as many carers as possible we need to have inclusive and innovative ways to communicate our services and to influence others to act.

This year, to strengthen our internal and external communications, we recruited a new Senior Communications Officer.

The Senior Communications Officer has worked on refreshing our branding and implemented a new Sharepoint for staff and volunteers to use.

SUPPORT FUNCTIONS

We couldn't provide our service to carers or influence others in our city, without our support functions. This year (amongst many other things) highlights from our admin team have included:



478

Emergency Cards
posted out



100

Message in a Bottle
pods distributed



120

Care Plans sent out
to carers

A photograph of an elderly man and woman sitting at a table. The man, on the left, is wearing a dark grey polo shirt and glasses, looking down with a smile. The woman, on the right, is wearing a patterned sari and glasses, looking towards the man with a smile. They appear to be engaged in a shared activity on the table. A glass of water is visible on the left. The background is slightly blurred, showing indoor plants.

**Thank
You!**

**To all our staff,
volunteers,
trustees, partners
and funders.**



Carers Leeds

Working together to support carers

Carers Leeds

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