



  
**carerstrust**  
Tyne & Wear  
Crossroads Carer Services  
action · help · advice

**Annual Review 2016 - 2017**

Improving the lives of carers

# Annual Review 2016/17

Welcome to the review of our services for year ending March 2017. This year we have decided to slim down our review to make it easier to read and easier to see the important facts about the work we do.

As always, we have had a very busy year providing much needed services to unpaid family carers of all ages and all social and health conditions. You can see from the information contained in the review how many hours of support we have provided and how much our services are appreciated by those that receive them. The economic climate is still very challenging and we are providing more support to more and more unpaid family carers, as we all know people are living longer and wanting to stay in their own homes with their family, this means our work becomes more and more vital to enable this to happen.

We look forward with the same passion and enthusiasm that we have always had and will continue to strive to improve the lives of carers both young and old. It is as always, a pleasure to thank all our staff and volunteers and supporters for their continued commitment and dedication to the organisation, without whom none of our vital work would be possible.



A handwritten signature in black ink, appearing to read 'Pauline Steele'.

**Pauline Steele**  
Chief Executive



A handwritten signature in black ink, appearing to read 'Allan Smith'.

**Allan Smith**  
Chair of Board of Trustees

# Community Team (including Benefits)

During the year, Carers Trust Tyne & Wear Crossroads Carer Services continued to work with Age UK to provide valuable Benefits advice and support to Carers and those they care for throughout the Gateshead area. Support and advice offered to families up to appeal tribunal level. Home visits arranged if necessary as well as a combination of telephone based assessments and office based appointments.

- 100%** Strongly Agree/Agree  
*"I was treated with dignity and respect"*
- 100%** Strongly Agree/Agree  
*"I would contact this organisation again"*
- 94%** Strongly Agree/Agree  
*"I am more financially secure"*
- 100%** Strongly Agree/Agree  
*"My needs & concerns were fully addressed"*
- 94%** Strongly Agree/Agree  
*"I have more choices and am more aware of my rights"*

"We were successful in all three claims for our grandsons, my husband can work part time to help care for them which has made a huge difference to us"

"It's made a massive difference, we were struggling to make ends meet"

# Mental Health Service, Community Outreach and Carer Involvement:

## Stats for 2016/17

<b>557</b> Take A Break Referrals	<b>75</b> Mental Health Referrals	<b>86</b> Community Outreach
<b>139</b> New Referrals	<b>51</b> DLA	<b>42</b> DLA Child
<b>30</b> PIP	<b>39</b> Carers Allowance	<b>29</b> Attendance Allowance

## Take A Break Stats

**432**  
Short Breaks

# Care Service

## There were 40,767 care hours delivered in 2016/17

This year use of Kites Rise by Young Adults with learning disabilities has again been a resounding success for the young people, carers, staff and Carers Trust Tyne and Wear. Kites Rise was utilised for 62 nights, by the care service, providing short breaks to 14 young adults with learning disabilities.

Bridge the gap, the summer provision for this client group to support carers during July and August, was again accessed via a direct payment this year, rather than grant funded, and was financially viable generating a small surplus for the organisation.

**82%** of carers feel more able to continue their caring role when they have a break from caring.

**76%** of carers said that they feel less stressed after a break.

**100%** of carers would recommend the service to other carers.

**100%** of carers who returned the survey told us that they find care staff helpful and flexible in response to their changing needs

**“I would most certainly not be able to continue to care for my mother within my home and have to make long term care arrangements elsewhere which would cause me even more distress”**



The service continues to be regulated by the Care Quality Commission, last inspection July 2017, and was deemed as overall “Good” in all 5 aspects that were evaluated.



# Young Carers

86 young carers enjoyed overnight breaks at Kites Rise.

Although we have had a reduction in funding we have tried really hard to keep the activity programme running and we have 'gone back to basics' with low cost trips to parks and local venues.

We had 176 activity sessions covering health and fitness, learning and skills and socialising and leisure.

We are also trialling a new school drop-in at St Thomas More and Kingsmeadow, we have extended the hours of the drop-ins to accommodate 'split' lunchtimes at some schools.

**89%** YC said having a break makes them feel happier.

**94%** have made new friends.

**69%** don't feel as stressed.

**73%** getting more support.

**85%** who receive counselling have rated is as excellent in helping them cope with problems and issues.

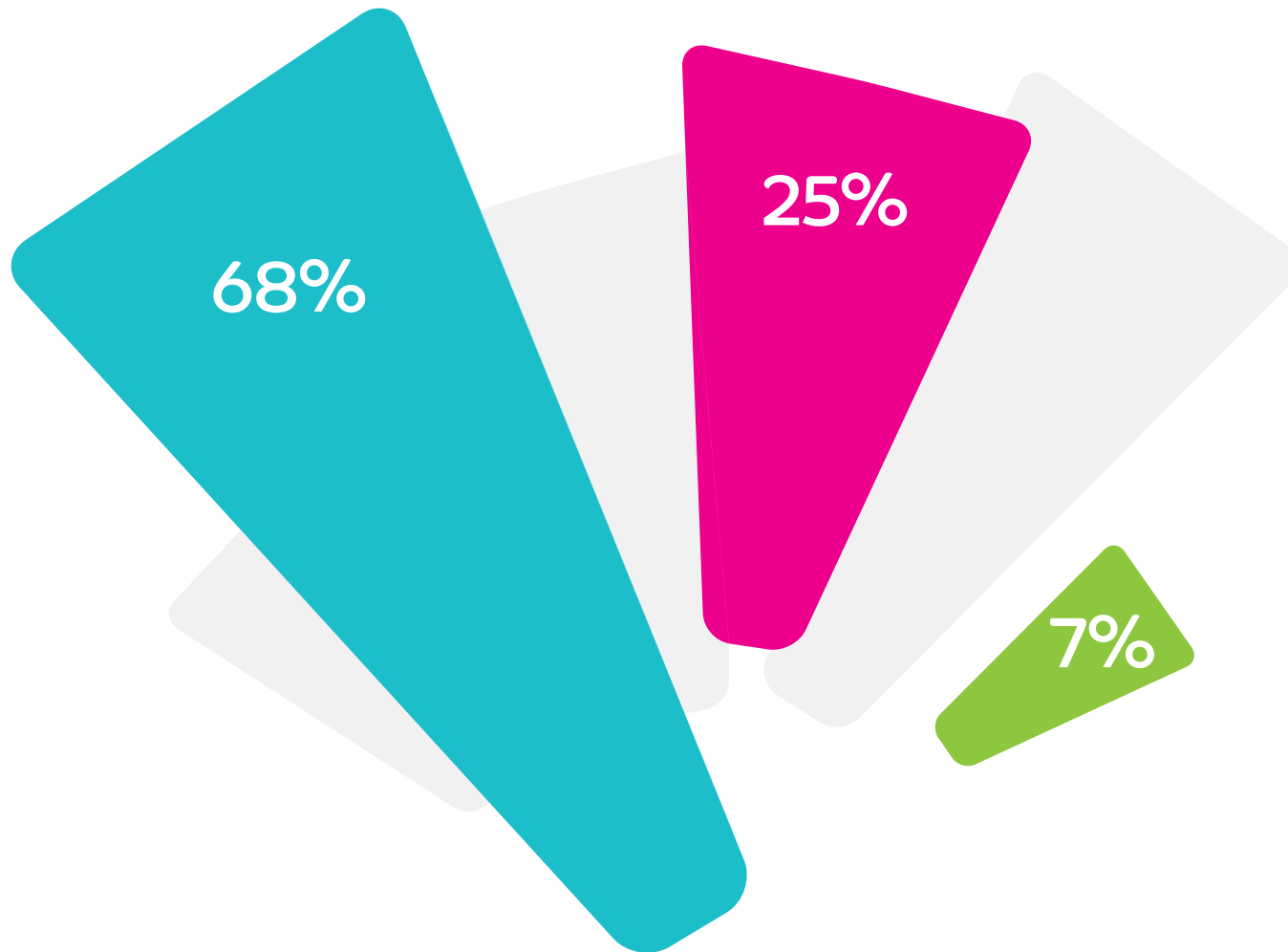


'Young Carers has helped me make lots of friends and forget about problems at home'



"People understand how I feel and how hard it is"

# How we spend our money



**68%**

## Staff Costs

Of this, 95.7% is time spent on charitable activities, with the remainder on generating funds and governance.

**25%**

## Direct Project Costs

Including Take a Break costs, activities, travelling and other direct project costs.

**7%**

## Overheads

Including premises, central administration and affiliation costs.

# Funding

## Key

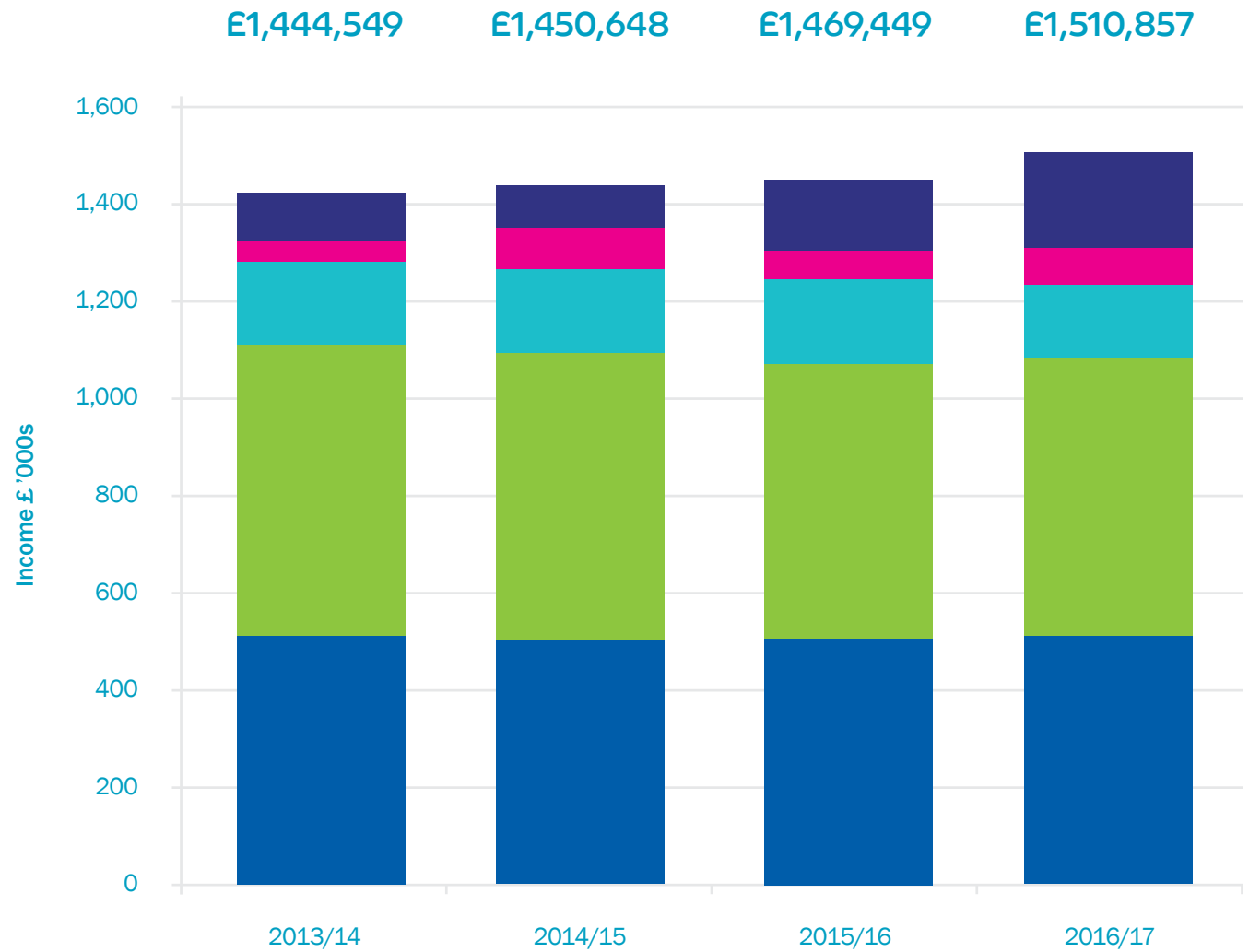
Other Income (including private purchase)

Other charitable grants

Big Lottery Fund

Newcastle Gateshead Clinical Commissioning Group

Gateshead Council



# With thanks to all of our funders and supporters during 2016 - 2017

## Get Involved!

Volunteer your time and skills, or help raise money for us, you can make a real difference!

Gateshead Council  
Newcastle Gateshead Clinical Commissioning Group  
Big Lottery Fund  
BBC Children in Need  
Gateshead Council Capacity Building Fund  
Community Foundation - Allison Greenlees  
Continuation Fund  
Community Foundation - The Pea Green Boat  
Community First Fund  
Garfield Weston Foundation

Christ's Hospital in Sherburn  
Openwork Foundation (Zurich Community Trust)  
The Barbour Foundation  
Carers Trust - Rank Carers Emergency Support Fund  
Carers Trust - Carers Essentials Fund  
Family Holiday Association  
Soul Food Spaces  
Lane Systems  
Chris Ramsey  
Rotary Club of Blaydon, Ryton & Whickham

Lloyds Bank Foundation  
Strathmore Road Methodist Church  
Rowlands Gill Women's Institute  
Inner Wheel Club of Gateshead  
DSU Theology  
Low Fell Singers  
St Patricks Church  
Wrekenton Methodist Community Church  
St Joseph's School  
The Asda Foundation



Many thanks to all of our staff,  
volunteers, individual supporters  
and clients.

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