



STIRLING CARERS CENTRE

EMPOWERING • INCLUSIVE • ACCOUNTABLE

Annual Report
2020/21

Chair's Report

On behalf of Stirling Carers Centre, I am very pleased to present the Annual Report for 2020/21.

In reviewing the past year, it would be impossible to ignore the impact of COVID-19 and the consequences to working patterns, mental health, and physical health amongst others.

As the Centre's Board we are incredibly proud of the way that our dedicated and hard-working staff have adapted to new ways of working and continued to provide a valuable and valued service to the community that we serve. I offer a heartfelt thank you to all of them, and a promise to continue to look out for and after them, just as they are looking out for and after Carers in the Stirling and surrounding area.

Another consequence of current circumstances is economic; I'd like to also thank all the statutory and independent funders that continue to support us. We are, as always, extremely grateful and could not have

adapted and continued to deliver for Carers without that financial support.

Looking ahead, the trending phrase seems to be 'The New Normal'. I'm not sure that anyone has a complete picture or understanding of precisely what that will be. However, what I am sure of, is that our staff, volunteers, Carer representatives, partners, and Board members have overwhelmingly proven that whatever it will be, we will continue to successfully adapt and deliver our service.

Thank you once more to all of them, and to you.



David Khan
Chair of the Board

2020-21 Overview

331

new Carers
registered

43

Carers
re-registered

3,829

1:1 supports
provided

5,084

Covid-19 welfare
checks

£1.25
million

in benefits
released
for Carers

553

virtual or
in-person
short breaks
activities
attendances

435

Adult Carer
Support
Plans
completed
or reviewed

88

Young Carer
Statements
completed
or reviewed

Key Developments

While this has been a challenging 12 months, the organisation has demonstrated its commitment to local Carers and its adaptability by both maintaining and developing services. Below are some of the key outcomes from the year.

LEADERSHIP

We are delighted to welcome David Khan as the new Chair of our Board of Directors. We also welcomed three new Board members during the year who bring with them a wide range of knowledge and experience.

In March our CEO, Sarah Erskine, moved on from the organisation. Colleen McGregor, former Head of Operations, has been appointed as our new CEO. This appointment brings continuity and stability to the organisation.

SERVICES

The organisation has continued to provide support to Carers throughout the pandemic, investing in hardware and training to ensure that staff were equipped to provide the necessary support.

Staff carried out over 5,000 welfare checks by phone, text and email, to offer support to Carers registered with the Centre. Carer Support Plans and Emergency Plans were also completed where appropriate.

DIRECTION

Our new Business Plan for 2020-25 has been developed around our new core values: Empowering, Accountable & Inclusive.

The comprehensive Plan sets out our ambitions across four Strategic Intentions and details how these will be achieved through four Supporting Pillars.

You can find out more about our Business Plan and download a copy on our website, or contact the Centre.

Financial Report



Donations	£301,423
Charitable Activities	£368,329
Investments & Other	£10,507



Raising Funds	£16,616
Charitable Activities	£605,143

RESERVES POLICY

The reserves policy adopted by the Board is based on the major risks facing the organisation. An estimate has been made of the policy monetary impact and risk weighting based on the likelihood of an unforeseen event occurring. This allows a monetary value to be assigned to the reserves required. The level of reserves is monitored by the Directors on a quarterly basis.

As at 31 March 2021 the total unrestricted reserves stood at £251,306 (2020 - £250,239) out of which £29,998 (2020

- £29,998) has been designated to be used in the coming year to cover the costs of the Carers Health Improvement Initiatives; this leaves free reserves of £221,308 (2020 - £220,241).

The Directors aim to maintain free reserves at a level of three to six months annual expenditure, which is considered sufficient to cover staff and operating costs on a short-term basis to allow for restructuring in the event of a significant decrease in funding. The level of free reserves at 31 March 2021 was within the Board of Director's target.

Funders & Supporters

The substantial funding we receive from our statutory partners, Stirling Council and NHS Forth Valley, allows us to provide many of our core services to Unpaid Carers, and for this we are most fortunate. However, our additional services are funded by a range of trusts and individual donors, without whose support our service would be greatly restricted. We would like to extend our thanks for their on-going support.



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TRUSTS & FOUNDATIONS

- Big Lottery Community Fund
- Julia and Hans Rausing Trust
- Shared Care Scotland
- The Robertson Trust
- Garfield Weston Foundation
- Henry Smith
- Bank of Scotland Foundation
- BBC Children in Need
- The Volant Trust
- People's Postcode Lottery
- St James Place Foundation
- The MacRobert Trust
- The Triangle Trust
- Edward Gostling
- The Stafford Trust
- SCVO
- Youthlink Scotland
- Creative Scotland YMI
- STV Children's Appeal
- Cash for Kids
- Legal & General Foundation
- Co-op Community Fund
- Carers Trust
- Castansa Trust
- Tesco Bags of Help
- Sir Jules Thorn
- Murdoch Forrest Trust
- The Cruach Trust
- JTH Charitable Trust
- Ernst Hecht Charitable Foundation
- The Alchemy Trust

LOCAL GIVING

- Balfour YPI Award
- Bridge of Allan Round Table
- Bridge of Allan Scouts
- St Ninians Old Parish Church

IN-KIND DONATIONS

- B & M Stores, Stirling
- Morrisons, Stirling
- Stirling Observer
- Waitrose & Partners, Stirling





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