

# CELEBRATING 30 YEARS

1995 - 2025

## ANNUAL REPORT 2024-2025

THREE DECADES OF CARING



*Information, advice and support for people who care*

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“Helping people who care by delivering the information, advice, and support they need gives hope.”



## SECTION 01

# Trust and Time





# Trust and Time

**BARBARA McAULEY**  
CHIEF EXECUTIVE OFFICER

My time at Lanarkshire Carers has flown by and it is now over eleven years since the Board of Directors placed their trust in me to lead this organisation. Throughout this period, we have changed and developed how we work and what we do, while always keeping our core purpose as our compass setting. Helping people who care by delivering the information, advice, and support they need gives hope. This helps to create fair and just communities that value carers and recognise the impact that caring roles can have. It has been a journey of learning, tough at times, and extremely rewarding. Every day we are reminded of the difference we make to the lives of carers in Lanarkshire, and it is always humbling that people make time in their busy lives to thank Lanarkshire Carers for the things that we do.

We have experienced an increase in new referrals and our case management work which was difficult to imagine a few years ago. Our membership has grown by almost 200% over the past ten years. Our new membership structure enables carers to choose how they want to get involved with Lanarkshire Carers. The growth and development of full members supports our work with and for carers, ensuring carers are involved in shaping services and are consulted at local and national levels. We celebrate the achievements of carers who complete our Participate with Confidence Session.



Barbara McAuley (Chief Executive Officer) and Isbah Khan (Equality and Diversity Carer Services Coordinator) receiving the Carers Trust - Excellence for Carers Award

This year we gave recognition awards during Carers Week 2024 and again at our AGM in 2024. Our full member involvement work creates opportunities for carers to contribute, ask questions, and share their experiences, ideas, and suggestions.

The culture and values of the organisation are central to our work. We support a positive working environment and deliver services that are caring and kind, with a rights-based approach to helping carers to have healthy, happy, and fulfilled lives. We have a progressive approach to ensuring the best value from the investment made in our small organisation. The Excellence for Carers standards continue to guide our work, providing reassurance and external verification of the quality of what we do. This quality assurance has been developed with contributions from everyone at Lanarkshire Carers. Building on the previous achievement of Performance and Quality Assurance System for Small Organisations (PQASSO) Level 1 Award, we achieved PQASSO Level 2 Award and progressed to the Carers Trust Excellence for Carers Award in 2023. This has been a rewarding journey of system change, evidence gathering, and ongoing commitment to continuous improvement and high standards. Looking back, it is inspiring to see just how far Lanarkshire Carers has come, and a privilege to have contributed to this progress and success.

**“I am confident that the organisation will continue to thrive for carers of the future. We aim to be good ancestors for people who care and we are pioneers of innovation delivering the right support at the right time, whatever that might look like in the years to come.”**



This reporting year, we received a Carer Positive 10th Anniversary Award for the best small or medium-sized employer for overall carer support. As a Carer Positive Exemplary employer, we were invited to an event at the Scottish Parliament in May 2024, which highlighted the importance of supporting carers in employment, examples of good practice, and the new law giving all carers the right to five days unpaid carers leave. Two carers from Lanarkshire Carers told their story at the event, which was attended by MSPs.

Three Decades of Caring provides a record of our journey, celebrates that we are thriving at thirty, and thanks every carer in Lanarkshire for continuing to care. This annual report highlights our activities, achievements, and challenges throughout a very busy year (April 2024

to March 2025). We will continue to work with and for carers to deliver services that make a positive difference to their lives. We will embrace change and innovation to deliver outcomes that empower carers.

I am immensely proud of Lanarkshire Carers and everyone who is part of this organisation, and thankful for the trust placed in me. I am confident that the organisation will continue to thrive for carers of the future. We aim to be good ancestors for people who care and we are pioneers of innovation delivering the right support at the right time, whatever that might look like in the years to come.

*Barbara*



OUR ORGANISATIONAL VALUES

VISION

Lanarkshire Carers works with and for carers in Lanarkshire to develop and deliver services that make a positive difference to their lives.

MISSION

To ensure carers in Lanarkshire are identified, engaged, well informed, involved, supported, and empowered.

VALUES

Accountability, Transparency, Integrity, Responsibility, Respect, Trust, Fairness, Honesty, Equality and Diversity.



“Lanarkshire Carers has grown from humble beginnings to become a nationally and locally trusted resource for carers.”

SECTION 02

Task and Transformation



THREE DECADES OF CARING



# Task and Transformation

**SAMAR SHEIKH**  
CHAIRPERSON



Lanarkshire Carers has grown from humble beginnings to become a nationally and locally trusted resource for carers. We have navigated many challenges, including a pandemic, system change, working to secure the necessary resources and transformation to meet the increased and new demands for our work. We adapted to the new landscape, including technological advances and recruiting staff to provide the expertise, passion, and dedication required for their field of work and to achieve our goals. Our commitment to carers has remained unwavering throughout.

As we celebrate 30 years of caring, we look forward to and are poised for the next 30 years, during which we will continue to innovate, adapt, and support carers to the best of our abilities and beyond. Our task is to focus on further enhancing our services and to ensure we meet the diverse needs of adult unpaid carers. We will further strengthen our partnerships and collaboration to create stronger, more supportive communities for carers. We recognise our work is far from complete, so we will continue to strive for a society where carers receive the recognition, support, and care they deserve,

as without carers our economy and society would be under even more pressure.

My personal journey with Lanarkshire Carers has been for approximately 25 years. A connection with a staff member led to a discussion about my caring role and their work at the Princess Royal Trust for Carers, which is what Lanarkshire Carers was known as at the time. I was impressed by the organisation's work and asked about volunteering as paid work was not an option for me at that time due to a heavy caring role. I soon got involved in the care talk service, phoning isolated and hard-to-reach carers and contacting minority ethnic carers on a weekly basis. I helped overcome language and other cultural barriers that affected their access to services. Carers told me how much they benefited from the calls, a chance to explore their thoughts, feelings and experiences of being a carer with someone who understood what they were dealing with. I would speak in Punjabi, Urdu, and English. I am proud that Lanarkshire Carers Calls continue today along with Carer Wellbeing Calls, supported by the team of volunteers who donate their time to our organisation.



After a period of volunteering at Lanarkshire Carers, I was asked if I might express an interest in joining the Board. Initially hesitant to accept this task, my interest was sparked, and I joined the Board of Directors. I was then nominated for the role of chairperson but questioned whether I was equal to the task of such a prestigious role. I was elected, and it has been a privilege to be in this position of influence for many years with the opportunity to give back and try to improve the lived experience of carers in Lanarkshire.

Thank you to all my fellow Board members and to the staff team, past and present, without whom Lanarkshire Carers would not have reached this important milestone in such a strong position for the future. It is always good to spend time with everyone at Board meetings and activities, including our celebration of Trustees week and other events. We are in the process of refreshing our Strategic Framework and have had a Board discussion about this. This opportunity to consider our achievements, what new opportunities and risks exist, and reconfirm our vision, mission, and values will continue our transformation in the years that follow. Established Workstreams; Plan, Provision, Practice, Partnership, People and Performance will remain in place and we will report our progress and set refreshed ambitions, actions and goals. This is a key document that will continue to guide our governance of the organisation and ensure we plan for every task ahead.

Lanarkshire Carers highlighted the invaluable role of unpaid carers and advocated for greater levels of investment as we marked the annual Carers Rights Day on 21 November 2024. Local elected representatives were invited to our Elected Members Open Doors Day for Carers Rights Day in Lanarkshire Carers Centre: Airdrie and Lanarkshire Carers Centre: Hamilton. Thank you to those who made the time to attend, learn more about what we do and connect with carers.

Thanks to Linda Craig, who stepped down as South Lanarkshire Integration Joint Board (IJB) Carer representative in December 2024, and welcome to Brian Murphy, one of our full members who has stepped into the role. The highlight of our Annual General Meeting (AGM) in 2024 was the full member participation and contribution to the governance of our organisation. Lanarkshire Carers has embedded the Scottish Council for Voluntary Organisations (SCVO) Good Governance code, and the transformation of our membership structure supporting our full member involvement is a key aspect of this. The Board of Directors are accountable for the decisions we make, and our AGM each year is an important event. 65 full members joined us in 2024 sharing their stories of participation and ideas for future activities. Throughout the year, they have been part of many engagement activities including lived experience panels, carers parliament, technology and sensory impairment study, disability benefits research, hospital replacement project, local strategic planning consultation, and many more. Thank you to every carer who contributes in this way, giving carers a voice and influence.

<b>CARER MEMBERSHIP (LANARKSHIRE WIDE)</b>		<b>16,486</b>
Full members	1,402	
Affiliate members	15,084	

*Samar*



SECTION 03

Thriving at Thirty



PHIL HUGHES

BOARD MEMBER



Having been involved since the organisation's formation I have an enormous pride in and admiration for Lanarkshire Carers.

Thinking back to the early days before we became a company registered with Companies House, it really was running on a shoestring and, just as nowadays, totally dependent on the dedication and professionalism of staff who provide such brilliant services and support to carers in Lanarkshire.

Initially, there was an emphasis on supporting carers and groups by providing, as well as information and support, an opportunity to take part in social activities for carers to meet and enjoy themselves. I remember with fondness Ten Pin Bowling tournaments, Quiz nights, and Halloween Parties. There was always an element of competition with groups from Hamilton, East Kilbride, Cumbernauld, Monklands, and other areas taking part.

In 1995, we were formed into a company and registered at Companies House, as well as a registered charity. The early days were hectic, and the pre-company days were busy getting the right policies, rules, and regulations in place. We were incorporated on 20th July 2000.

Although I was part of the management committee that set up the company, I didn't join the Board of Directors until 2002. Due to caring commitments, I had to take a step back and resign in 2017; I rejoined the Board in 2019 and continue as a Board member today.

Lanarkshire Carers has grown and developed over the years whilst maintaining its stability and being carer-driven over all that time. The fact that we have only had 2 people in the manager/CEO position has been vital in this development of the company and, more importantly, the services to carers.

Many things have been developed over the years including the services, the staff, the premises, the carer training, short breaks bureau, creative breaks, the staffing structure, terms and conditions, and much more. Changing the ways in which we contact, inform, and advise carers has shifted from organising meetings and groups to more emphasis on person-centred help and reliance on digital resources. There are so many things over the years that our wonderful management and staff have been involved in developing and introducing.

We have grown from around 1500 members in the late 1990s to 16,486 in 2025. The staff team has grown from 3 to 40, including both full and part-time posts. Premises have grown from a wee shop-fronted office in Cadzow Street Hamilton to Lanarkshire Carers Centres at Princes Gate in Hamilton and Hallcraig Street in Airdrie. Throughout the journey, carers have always been at the centre of everything that has been done or developed. Carer participation in the running of the organisation is absolutely essential, and it is pleasing to see so many carers able and willing to participate in whatever way possible to represent Lanarkshire Carers.

The staff, in whatever role they perform, have been quite remarkable and as an organisation, we take great pride in being an employer of choice and believe firmly in treating people to the best employment terms and conditions we can provide, however challenging this may be. We are committed to fair work principles and practice.

So, the organisation has changed, innovated, had many, many challenges, especially financially over the 30 years of its existence but it has endured, improved, and thrived over those years.

There are plans for future developments, especially in the digital landscape, to ensure carers are always at the forefront of our organisation.

I have seen Lanarkshire Carers grow from infancy to maturity. Always learning, always thinking ahead, always with carers at its heart, it is truly driven by carers for carers.

*Phil*

**"Lanarkshire Carers has reached 30 years  
A journey of laughter and a few little tears  
A journey with hope we set out to explore  
And we look forward and beyond to 30 years more."**







 <b>36,247</b> Visits to our Website	 <b>4,230</b> Facebook Likes
 <b>5,281</b> Facebook Followers	 <b>1,815</b> Twitter/X Followers
 <b>839</b> Instagram Followers	 <b>144</b> Threads Followers
 <b>15,003</b> Mailing List Subscribers	

SECTION 04

# Trailblazing and Technology

## COMPREHENSIVE DIGITAL TRANSFORMATION

Over the last 10 years, Lanarkshire Carers has undergone a comprehensive digital transformation, reshaping how we operate and deliver our services. This shift was essential to ensure our long-term sustainability and relevance in an increasingly digital world. It required a significant investment, not only in modern equipment and robust digital systems, but also in upskilling our staff and building the digital confidence of our team.

By embracing new technologies and innovative approaches, we have been able to enhance service delivery, improve accessibility for carers, and respond more effectively to changing needs and expectations. It underpins our ability to adapt, grow, and protect the progress we've built over the past 30 years. Our digital

transformation was also key in enabling Lanarkshire Carers to continue functioning throughout the pandemic as we moved online practically overnight.

Digital Leadership is a strategic priority at Lanarkshire Carers, embedded across all areas of our work enabling us to support frontline service delivery, strengthen internal operations, and help us stay connected with our members. Our commitment to digital development is driven by the belief that the right tools, used purposefully, can help us deliver smarter, more responsive, and more inclusive services in a time and cost-effective way. Our approach to digital transformation is practical, values-led, and focused on real impact: unlocking capacity, supporting our staff, and improving the experience of carers.

Our digital infrastructure is built on a well-integrated suite of platforms. We take particular pride in two key trailblazing in-house innovations...



### CARER INFORMATION SYSTEM (CIS)

The continued development of our bespoke carer relationship management system enables us to better manage our relationships with carers, service delivery, Adult Carer Support Planning, workforce planning, data analysis and reporting. We provide comprehensive quarterly performance monitoring reports, annual reports, staff learning and development, project and other ad hoc reports. These are used to measure the impact of our work and provide commissioners and funders with a detailed account of outcomes achieved. Carer evaluation and feedback is also recorded and shared through case studies, Feedback Friday and other accounts are shared with staff and stakeholders.



### CARERSPACE

Our secure and unique online portal, developed by carers for carers, which enables them to have better conversations with Lanarkshire Carers and other professionals involved in their caring journeys, giving them support and control to reduce barriers for accessing help. CarerSpace was built following the introduction of our personal outcome toolkit and 'carers cake' resources enhancing the way Lanarkshire Carers focuses on a conversation first outcome-based approach. Carers should not have to repeat their story several times and Lanarkshire Carers offers an accessible one stop shop supported by this 24/7 platform.

These examples of our bespoke developments give us a distinct advantage, enabling us to continuously enhance their functionality to reflect and adapt to any refinement to our internal processes, evolving carer legislation, regulations and local strategies, ensuring we remain both responsive and effective.

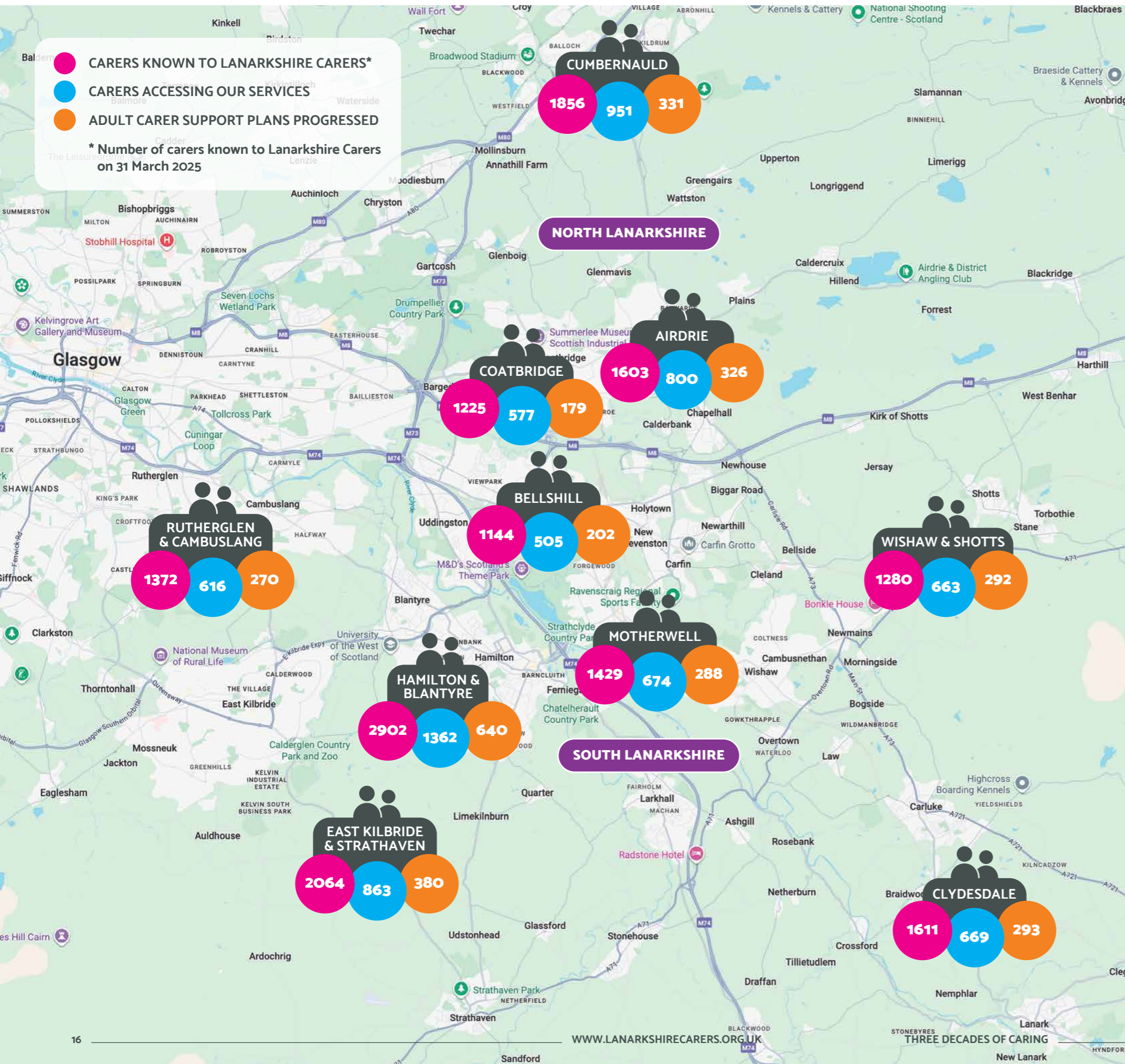
### CARER CARD HOLDERS 2,902

North Lanarkshire	1,622
South Lanarkshire	1,280

Our digital ecosystem has continually evolved over the years to streamline operations and elevate the quality, availability and accessibility of information, advice and support we provide. Lanarkshire Carers website and online services, for example are valuable resources for both carers and professionals and have become the preferred method of engagement for many. Our social media channels enable us to reach thousands of individuals instantly with timely, relevant information. We offer quick and easy access to our services through online contact and referral forms.

Additionally, we have recently introduced a live chat feature, enabling carers to connect with us instantly during operational hours. We continue to use the NHS Near Me video service to engage with carers virtually. Our on-demand carer wellbeing library provides flexible access to self-help resources, allowing carers to engage at a time that suits them best. We gather timely insights through online snap surveys and evaluation forms, helping us to continuously improve our services. Our digital tools also enhance hybrid engagement, enabling us to connect and share content seamlessly, regardless of location. We also introduced a Digital Carer Card building on the success of our Physical Carer Card offer. We implemented a more convenient, easy to use and cost-effective digital solution for carers, enabling them to access at any time via their mobile device wallet and apply/renew with ease.

We recognise that true value lies not just in having digital tools, but in how they are used. Our IT and related governance policies set clear boundaries and ensure ethical use of emerging tools, such as Artificial Intelligence (AI). We use privacy-conscious analytics to improve services while protecting trust, and we are actively working towards the Cyber Essentials framework to strengthen our digital resilience. Digital at Lanarkshire Carers has never been about technology for its own sake. It's about people. It's about enabling and empowering our staff team to work smarter. It's about giving carers easier, faster, more dignified access to support. It's about building a trailblazing organisation that can meet today's needs and tomorrow's challenges with compassion and confidence. We don't just adopt digital tools, we lead with them, shape them to our purpose and explore possibilities. That is the value of digital leadership at Lanarkshire Carers.



# Carers on the Map



North Lanarkshire	8,537
South Lanarkshire	7,949



North Lanarkshire	4,170
South Lanarkshire	3,510



North Lanarkshire	1,618
South Lanarkshire	1,583



North Lanarkshire	1,447
South Lanarkshire	1,316

Lanarkshire Carers' annual Carer Census data return for 2023-2024 was submitted successfully to the Scottish Government in October 2024. 7,337 carer records were cleansed, formatted and submitted in our return (based on the reporting criteria for the reporting year 2023-2024).

- 3,512 CARERS WERE FROM SOUTH LANARKSHIRE
- 3,825 CARERS WERE FROM NORTH LANARKSHIRE

**CARER DATA FROM SCOTLAND'S CENSUS 2022**

<b>NORTH LANARKSHIRE</b>	<b>45,300</b>
Male Carers	18,668
Female Carers	26,632
<b>SOUTH LANARKSHIRE</b>	<b>42,375</b>
Male Carers	17,428
Female Carers	24,947





## Carer Feedback



"I just can't believe the difference. To think at the start of the year we had no one and no support really. Now we couldn't feel any more supported than we do since you got in contact."

Carer Feedback

"This break gave me a life line to continue my caring role, it helped me feel safe and good about myself for a short time but it also helped me to see I am not alone in my life, that there are people who care and will not judge me, but the biggest thing it did was help me prepare for a very difficult situation I had to return to after the break. It gave me the strength to trust in people at the carers centre, even though I have never met them. I knew they were there for me."

Creative Breaks Time to Live Feedback

"I wanted to say a huge thanks to you for listening without judgement, with empathy and compassion. The carer support worker did not try to tell me to remain positive, instead just hearing me was everything I needed. I want you to know that since your support yesterday, I felt empowered to take action and have since implemented boundaries which will be crucial to continuing my caring role. Heartfelt thanks for all you do."

Carer Feedback

"The information and advice you have given me has blown me away. I'm so glad I was asked today if I was doing okay and how things were going. I wouldn't have opened up otherwise, thank you."

Carer Feedback

"Thank you so much for helping me through a difficult time in my life. I was so overwhelmed with the difficulties that my family were facing and you were there to lend a listening ear and put me in touch with one of the loveliest counsellors. I am still in touch with her at present. She has guided me through my issues that I have been facing with my family. You guys are absolutely amazing and an absolute credit to those in need. I never thought I would ever feel so low, but having you on hand has helped me in so many ways, you cannot possibly imagine. Even the check-up phone calls have given me peace of mind, knowing that my family and I are not alone. Thank you for everything."

Carer Counselling Service Feedback

"A massive thank you for affording us a short Respite break to the Grand Central hotel in Glasgow. The one night with breakfast was enjoyed immensely by us, made all the better by our wonderful experience. It really couldn't have gone better. The hotel treated us to a free upgrade and we both got our first uninterrupted sleep in the comfiest king size bed ever, in a very long time. This break was a highly valued break for us as a couple who get minimal 'us time' and is recommended to others and is all the better for the easy travel to and from the hotel for a lovely wee city break. Thanks again for giving us the opportunity for this experience."

Respite Feedback

"The advice and support that Lanarkshire Carers has given me has really helped. I feel that since I've been in contact I can handle things in life a bit better now."

Carer Feedback

"Honestly, I cannot believe this or indeed the support you have all given me in such a short time. I spent so long keeping help at arms-length thinking I should be able to do it all myself. The support I've received already without me feeling embarrassed or incapable has been extraordinary. I can't thank you enough and this will make such a huge difference to me and my own health."

Carer Feedback

"I felt that I was in no man's land before I was put on to yourselves. The centre has been an amazing resource and support, not just for all things caring, but for seeing me as a person. You have been instrumental in building my confidence and informing me of my rights... I also attended a training session through Lanarkshire Carers and met another of your colleagues. Honestly, where do they find you all from? Everyone I've ever spoken with has been amazing. Please pass on my heartfelt thanks."

Carer Feedback

## SECTION 05 Tactics



We have seen first-hand the importance of adapting to new circumstances, particularly with the advancement of digital technologies. Tactical decisions to embrace online platforms alongside traditional face-to-face support expanded our reach - especially to isolated carers, young adult carers, hard-to-reach groups, and those in rural areas of Lanarkshire - highlighting how flexibility and innovation are essential to effective service delivery.

Strong and sustainable leadership has been a cornerstone of Lanarkshire Carers' success, with a shared vision, harnessed collective strength, and a powerful impact. This evolved from a small team's passionate drive into a structured, strategic force guiding the organisation with clarity and integrity.



## SECTION 5 - TACTICS

Leadership involves empowering staff through the creation of a culture of continuous improvement and quality assurance. Each individual staff member is a valuable and valued resource, and everyone has a range of skills and experience to offer. We recognise and harness this through structured support from people in leadership roles, allowing for devolved responsibility where appropriate. Personal responsibility, accountability, and the generation of creative ideas for improvement underpin sustainable leadership. This has resulted in a confident and skilled workforce of trusted professional staff who are inspired to develop their practice and seek progression pathways within the organisation. Tactical decisions around professional development, reflective practice, and staff wellbeing have nurtured a motivated and capable team, committed to the wellbeing of carers. Every team member has their contribution recognised.

A key strength of Lanarkshire Carers lies in the culture we have cultivated; one where our core values are not only stated but visible in everyday practice. This strong,

values-led culture is reinforced by a staff team that genuinely supports one another, making Lanarkshire Carers a great place to work. The Board of Directors has played a pivotal role in maintaining this positive environment through a range of supportive measures. These include enhanced leave, fair and meaningful pay evaluation and awards, access to an employee assistance programme with mental health resources, staff mental health champions, menopause café, service recognition awards, flexible working, and a strategic focus on staff health and wellbeing. Staff are listened to, respected, and consulted in a meaningful way to embed an inclusive and innovative operation of Lanarkshire Carers.

**“Each individual staff member is a valuable and valued resource, and everyone has a range of skills and experience to offer.”**

“Already working for a carers centre in a different locality in 2018, I looked for a new challenge. Choosing a new job is highly personal, with many considerations to be made and far-reaching implications on life. Taking my time and conducting research into organisations, I noticed Lanarkshire Carers standing apart. The mission, values, and aims were strongly aligned with my own, and the application, interview, and induction process further reinforced that this was an organisation that values staff and values carers.

During my time with Lanarkshire Carers, I have been encouraged and motivated through the support of my Line Managers and the passion of the team. This has led to me wanting to be more involved, contribute further to the development and strategic direction of the organisation and to turn the same support that I was given back into the rest of the team. The confidence I developed in this supportive environment allowed me to apply and be successful for the role of Carer Services Assistant Manager and then Carer Services Manager. I am proud to work for this organisation and take nurturing our culture and talent seriously. Well cared-for employees feel able to suggest ideas and innovation, make the most of their skills and abilities, and give the best support to the people we are here for - carers.”



# CELEBRATING 30 YEARS

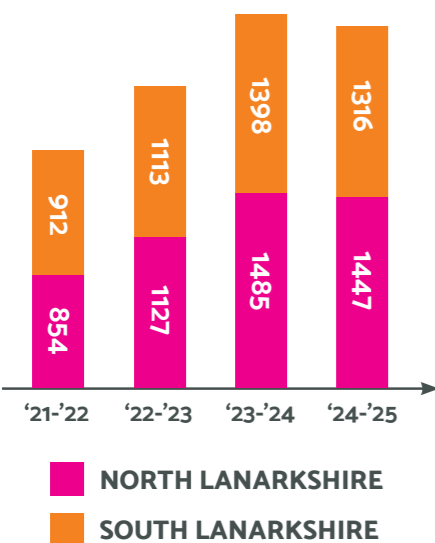
1995 - 2025

**“The staff team at Lanarkshire Carers is composed of highly skilled practitioners, who set themselves high standards and protect the culture of the organisation, which we all value so much.”**



NEW CARER REFERRALS

4 Year Comparison



We have a reactive and responsive approach to new referral management, ongoing case management, and workflow across the organisation. Carer engagement remains consistently high with most carers self-referring to Lanarkshire Carers. However, there is an increase in referrals from social work and primary health services and, notably, most carers self-referring to Lanarkshire Carers were sign-posted to us by health and social work colleagues.

This change can be attributed to pressures on statutory services and also our relationship building through outreach and co-location in social work, health settings, and local communities, as well as the presentations and carer awareness raising activities we deliver. Our well-established co-location arrangements within social work demonstrate the value of having our staff in every locality across Lanarkshire. Initial trials of reciprocal arrangements have achieved positive results, and we will continue to try to further expand this collaboration.



**LGBTQ+ CARERS** **157**

North Lanarkshire	75
South Lanarkshire	82

Awards recognising our achievements as an employer of choice in Lanarkshire include the Carer Positive Employer Exemplary 10th anniversary award for supporting carers, Healthy Working Lives accredited, Volunteer Friendly, and being a Living Wage Foundation accredited employer. Lanarkshire Carers also won the Proud Scotland (Small) Employer Award in 2023, recognising that we go above and beyond to support LGBTQ+ staff and reflecting the values we uphold in the delivery of carer support. In 2021, through funding from Carers Trust Scotland Making Carers Count, we appointed an LGBTQ+ Carer Services Coordinator to lead this work. This role supported learning, development, and continuous improvement across the organisation, ensuring that everyone feels represented and valued. Lanarkshire Carers is now an integral and contributing partner to the LGBTQ+ community. We take part in the South Lanarkshire Pride March annually as well as attending our first pride event in North Lanarkshire this year.



SECTION 05  
**Toolkits**

**New legislation, gaps in service, and inequalities for carers when accessing support, all present challenges to face and exciting opportunities to shape practice development and develop new ways to support carers. For example, with legislation such as the Carers (Scotland) Act 2016 and the increasing integration of Health and Social Care, we embraced these challenges together. By actively participating in partnerships and multi-agency forums, we ensured that Lanarkshire Carers is a respected and influential voice for carers at both local and national levels. A vital part of this has been our commitment to keeping our staff fully informed and up-to-date on both local and national policy developments. This ensures that staff can help carers understand their rights and support carers to articulate and advocate for themselves confidently.**

Ongoing staff learning and development opportunities reinforce our role as a knowledgeable and trusted source of information, advice, and support for carers. The Carers Charter outlines carers' rights, including those relating to hospital discharge. This has informed the development of our hospital-linked carer support service with co-located staff working closely with NHS Lanarkshire colleagues to ensure that carers are identified and included in the hospital discharge

process and receive the right information, advice, and support at the right time. This has evolved into a robust service where we work collaboratively with health professionals on individual cases as well as contributing to overarching procedures and policies on carer identification, awareness, and involvement across the hospital sites. Ongoing partnership with the Health Improvement Team and health care professionals continues to provide vital support to individual wards and carers to ensure they are informed of their rights. This proactive approach helps reduce hospital admissions and readmissions, ultimately benefiting both carers and the individuals they support. Our team has further strengthened connections by delivering informative Carer Awareness sessions to NHS Lanarkshire's North Rehabilitation Team and the Community Mental Health and Learning Disability Teams. Additionally, staff have supported St. Andrews Hospice in training and developing their volunteers and befriending service, facilitating a carer awareness session, highlighting how our practitioners engage with carers, encouraging meaningful conversations. This session helped focus on strengths and personalised outcomes and was well received, stimulating valuable discussions and questions while enhancing the hospice staff's understanding of Lanarkshire Carers services.



We work closely with partner organisations to enable staff to understand the issues carers face, promoting shared responsibility and a more carer-aware culture across Lanarkshire. Partnership is key to collaboration for carers, supporting referral and signposting to the appropriate services and helping carers access a wide range of services. Working closely with our partners increases our knowledge of organisations and resources that can improve carer wellbeing and help carers to continue their caring role for longer.

**CARERS SIGNPOSTED, REFERRED, INFORMED ABOUT OUR PARTNERS**

**1,885**

North Lanarkshire	938
South Lanarkshire	947

Developing Adult Carer Support Plans (ACSPs) from our traditional Carers Journey model has been one of the most meaningful and impactful aspects of our work. Starting this work before the Carers (Scotland) Act 2016 was implemented gave us a real head start, with established strong foundations rooted in meaningful engagement. We were already delivering supportive, outcomes-focused conversations that increased understanding of each carer's unique circumstances. This conversation-first and trusted relationship-based approach continues to underpin our delivery of ACSPs today. Building trust and developing meaningful relationships with carers ensures issues are identified and addressed effectively as part of a person-centred Adult Carer Support Plan conversation.

Upskilling staff to ensure that this relaxed and empathetic style of engagement remains consistent across the organisation is an ongoing process. We have a whole-organisation approach to carer contact, meaning the relationship is with the organisation rather than restricted to a specific role or function. This is supported by an embedded Journey Route model based on the support needs of carers that helps us manage demand and workload. Embedding this practice sustainably within the organisation has made it resilient to any staff changes and it remains a well-established approach which aims to help prevent crisis and reduce the need for escalation to statutory services.

**LANARKSHIRE CARERS JOURNEY ROUTES**



**“What matters most is the depth and quality of content, ensuring we gain a full picture of each carer’s situation.”**

Carers supported on Journey Route 3 can often be de-escalated to Journey Route 2 once immediate outcomes have been achieved. Carers supported on Journey Route 2 can be maintained through case management and ongoing support. A carer nearing crisis point is helped promptly by identifying and addressing key outcomes, achieving much-needed relief and providing carers with the space and support needed to continue in their caring role. We will always look at new and innovative ways to help carers, for example, working with assistive technology partners to understand the potential to improve a carer's life and provide regular breaks. We are a digitally inclusive organisation, and this helps us support carers to navigate technology that can reduce isolation or help manage caring more efficiently.

While the number of ACSPs we progress has grown significantly over the years, what matters most is the depth and quality of their content, ensuring we gain a full picture of each carer's situation and can meaningfully support them in achieving their personal outcomes. We understand the value of collaborating with other organisations who share responsibility for and have a duty towards carers. We remain responsive to the carer landscape, such as the information from partners and local authority views on the review and allocation of resources. We continue to work collaboratively with social work colleagues and use the Adult Carer Support Plan Partnership Statement to ensure that carers are being supported by the correct agency at the right time. We progress conversations with social work and try to support positive change. Our focus on Self-Directed Support and staff knowledge and confidence has improved information to carers about the national standards and intentions.

Staff learning and development opportunities are integral to our practice model. From full team development days to role-specific sessions, self-care and advocacy skills, staff are empowered to manage their job roles with confidence and expertise. Our focus on best practice through scenario and case study-based activities gives context and background. This reinforces that carers are valued as equals, not only in relation to the person they care for, but also in their own right. This is reflected in and aligned to carer wellbeing indicators that help to ensure carers feel respected and empowered to make informed decisions.

We have strategic involvement with both Health and Social Care Partnerships contributing to carer engagement and the development of new carer strategy documents and events such as North Lanarkshire Commitment to Carers in May 2024 to launch the North Lanarkshire Carers Strategy. We had input to a South Lanarkshire's social work ACSP working group and consultation events for the strategic commissioning plan. Lanarkshire Carers Personal Outcome Toolkit is a working resource for staff, which was refreshed in 2024/2025 and will be republished in 2025. CarerSpace is the latest development stage of our conversation toolkits.

# Carer Support In Action



## CARER 01

### CARER OUTCOME

To feel empowered and self-advocate for my rights as a carer.

### HOW WILL THIS BE ACHIEVED?

- Understanding my rights as an unpaid carer in Scotland
- Support and reassurance to feel confident that I am putting forward the right points when dealing with hospital and social work staff

### ACTIONS TAKEN

Engaged with Lanarkshire Carers for support whilst the person I care for was in hospital. Arranged to meet with Carer Support Worker in the hospital ward. Through good conversations, I was advised and informed about my rights as an unpaid carer and the processes and procedures that should be followed around hospital discharges and onward support. I was directed to appropriate resources online and sent relevant information to help me.

### IMPACT

Lanarkshire Carers brought me up to speed as an unpaid carer on what the rules and regulations are and how protected I am as a carer. I felt more confident to link with the healthcare staff involved with the person I care for. The advice I was given really helped me feel confident. I was able to be firm and I said "I do want Mum to come home, but I don't want to end up completely isolated - I don't feel we are able to take Mum home without the right support in place."

Receiving this information and advice made me feel empowered. I found out about the Carers Charter and Self-Directed Support. I went online and read these and it gave me the knowledge to be able to speak with some authority and feel sure in what I was saying. You've given me confidence by providing me with the information. Thank you.

## CARER 02

### CARER OUTCOME

To improve my life for the better

### HOW WILL THIS BE ACHIEVED?

- Seek appropriate support to help me manage my stress levels
- Deal with my financial situation and try to stop worrying about money
- Try and find opportunities to do things for myself to give me a break away from caring

### ACTIONS TAKEN

I was experiencing significant stress, both emotionally and financially, whilst trying to manage my caring role for my daughter. I am unable to work full time due to the intensity of my caring role, so money has always been tight. Living costs were just getting higher and higher and I felt like I was drowning. I had no life and my mental health was deteriorating. I needed help and didn't know where to start.

I contacted Lanarkshire Carers, who took the time to listen to me and really understand what I was going through. They suggested a range of things that I could do to try and improve things, including:

- Support to help me manage my stress and mental health through their carer counselling service.
- Referral to an income maximisation service to ensure I was accessing all of the benefits I was entitled to.
- Grant funding through Lanarkshire Carers to help me in the short term, to get on top of bills and food costs.
- Exploring options to help me have a life of my own on a regular basis. I was able to access a free gym membership at my local leisure centre and I am attending this at least once a week.

### IMPACT

I cannot thank you enough for everything you do to help me. I have got a better handle on my finances now. I wasn't claiming everything I was entitled to and have now sorted this out. The counselling support is going really well and has helped me immensely. This has made me realise that I do matter and cannot pour from an empty cup. It has also taught me there are things I need to put in place to continue caring and to look after my own health, including making time for myself. The weekly gym sessions are really helping me step away from my caring role and to take more time for myself. It's also helping improve how I am feeling. I am in a much better place now than I was before. You really are lifesavers!





SECTION 05  
Transition



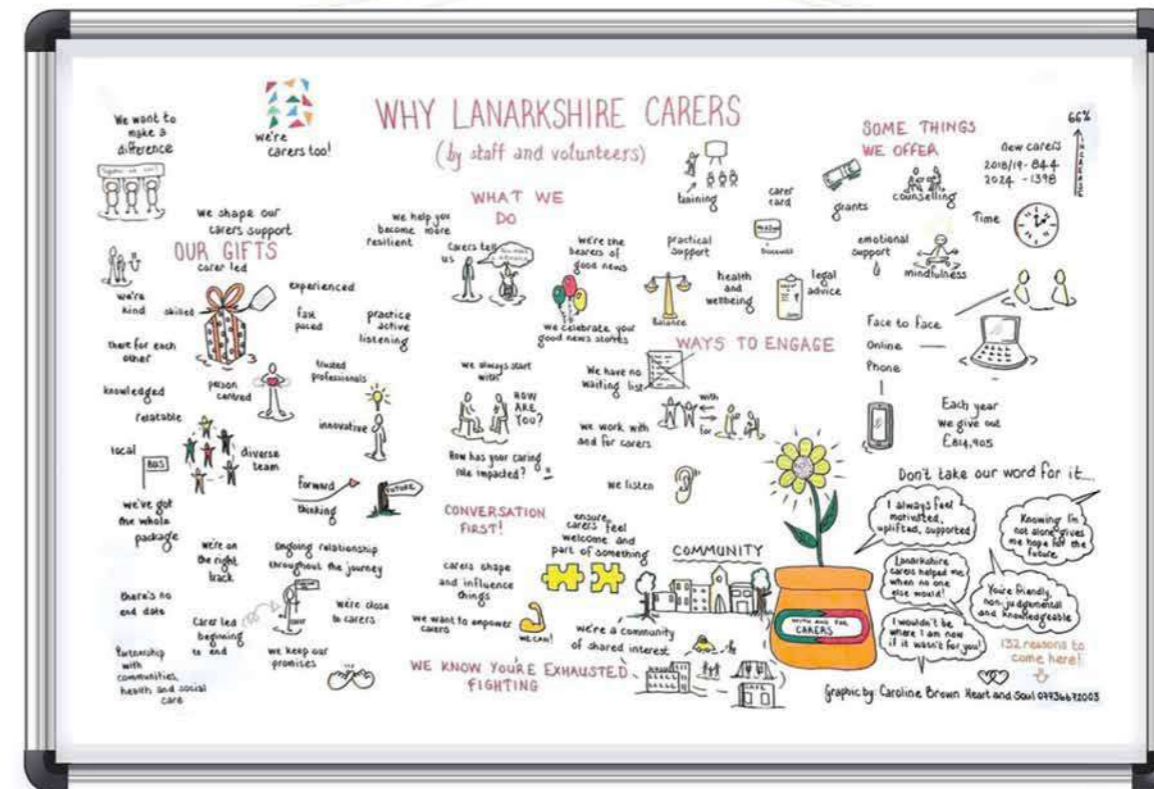
Staff learning and development is always high in our priorities and a source of pride and achievement. In 2018, we invited a graphic artist to visually capture the key themes, ideas, and achievements from a team development day. The resulting storyboard is now displayed in Lanarkshire Carers Centre: Hamilton and is a powerful reminder of our shared goals and aspirations for the future of Lanarkshire Carers and the change and transitions that have been part of this.

We decided to repeat this approach at our 2022 event. It was good to see how much we had achieved since 2018. Many of the goals we once viewed as ambitious,

such as having integrated carers centre premises to host group work, drop-ins and a Lanarkshire-wide team, had been realised. The 2022 storyboard, created as we were recovering from the pandemic, focused on our culture, achievement, and sustainable future. We used this storyboard method again in 2024 as part of our preparation for the North Lanarkshire Tender - Carers Panel. We asked our staff, volunteers, and board to reflect on the question of 'Why Lanarkshire Carers'. This most recent storyboard reflects our focus on what we do and how we do things to ensure that what we offer carers is effective and the very best we can do. Recording this growth through storyboards has been a meaningful and powerful way of showing our progress.

**PEOPLE**

- 40 STAFF MEMBERS
- 13 VOLUNTEERS
- 7 BOARD MEMBERS



Visual prepared for North Lanarkshire Tender - Carers Panel

Our staff induction is a robust and sustainable process through which all new colleagues are supported in line with our lasting leadership model. We offer a consistent introduction to practice, processes, policies, and procedures at Lanarkshire Carers. Ongoing support is provided, including buddy and mentor arrangements, setting personal objectives, monitoring progress, and accessing individual supervision and development opportunities. From the outset, new colleagues have opportunities to further develop their breadth of knowledge to be able to inform carers of their rights, entitlements, and the range of support available. Our induction concentrates on all our work areas to ensure a thorough understanding of each, which in turn contributes to enabling our staff to deliver a high quality seamless service to carers.

Staff are also encouraged to share their thoughts, ideas and suggestions to evolve and grow our induction process and other activities through a collaborative improvement approach. At Lanarkshire Carers, we are committed to inclusivity and investment in staff, encouraging shared responsibility for the evolution of our work.



As we celebrate this 30-year milestone, we focus on our plans and are inspired by how far Lanarkshire Carers has come. We are optimistic about the future. Our successes reflect not only effective leadership and strategy but also the collective effort and spirit of teamwork that runs through every level of the organisation. We are committed to building on this solid foundation and by continuing to listen to carers, innovating tactically, and collaborating widely, we will ensure Lanarkshire Carers continues to be a vital source of support for generations of carers to come.



SECTION 05 Trends



Lanarkshire Carers has been through significant transition in response to the upwards trend in demand for our services, requirements, needs, and circumstances. We are a different organisation that always gives careful thought to our core purpose. Carer activities, events, and campaigns and the services we deliver give everyone involved the opportunity to develop organisational and leadership skills. Staff find it rewarding to see carers come together, make connections, enjoy themselves, and experience a break from their caring role; this is what makes it all worthwhile. Through thoughtful consideration, planning, and responses, our work has expanded in meaningful ways, and remaining true to the values and purpose of Lanarkshire Carers.

To ensure carers have access to consistent, compassionate, and coordinated services, Lanarkshire Carers Centres in Hamilton and Airdrie also deliver a daily duty service for carers to access information, advice, and support.

This delivery structure is based on cross-organisational collaboration and spans across all levels of staff. It involves assigning specific roles and responsibilities to employees for all incoming support-related enquiries and referrals, as well as supporting outgoing engagement. This contributes to a culture of shared ownership and accountability across our organisation. Staff are encouraged to share information and resources that benefit carers and meet identified carer needs and outcomes through internal staff communication systems that instantly and efficiently enhance communication flows, effectively boosting productivity.

Our carer training staff working group has developed and grown, overseeing the delivery of a streamlined, responsive, and robust programme with any staff member able to step in and handle challenges with confidence.

A key strength is our commitment to listening to carer feedback and using it to shape and improve what we deliver. We deliver and try taster sessions for example during Carers Week, and then integrate those that are successful into our ongoing carer training programme. The carer training needs-analysis process helps to identify exactly what carers want and need. The programme is meaningful and covers a wide range of topics including carer health and wellbeing, condition-specific information, and practical strategies for managing the caring role. Upskilling staff to deliver carer training opportunities in their localities, such as self-advocacy skills, steps of caring (for new carers) and moving forward from caring (for carers whose caring role has changed or ended). This creates valued and rewarding opportunities for group work, peer support, and sustainable social relationships. Staff confidence and expertise in delivering group work has grown significantly, and the impact on carers has been clear.

Partnerships have supported us to adapt and evolve our carer training activity to reflect the specific needs of different caring situations and stages. Carer feedback is positive, and we remain focused on ensuring this area of our work supports the delivery of the right information, advice, and support at the right time, supporting carers in a way that is timely, relevant, and empowering. Our systems and expertise include the delivery of online and hybrid carer training, developed and tested during the pandemic when we transitioned smoothly to a fully online model. This ensured no disruption to our services, something carers appreciated. Now, we are in the fortunate position of being able to offer flexible carer training options, where carers can choose the format that suits them best. Many continue to enjoy the benefits of face-to-face sessions, while others, particularly working and parent carers, have found online training to be a convenient and valuable alternative.

FEEDBACK FROM CARERS

“The training provided me with excellent strategies and a better understanding of how to best meet my son’s needs. This is my first experience of training with Lanarkshire Carers and I left feeling part of a community. I now know that there is support available to me and others who are willing to share their experiences. I have now signed up for more training.”

Building Transitions For Autistic People

“These courses really do make me feel like there is someone there for me as a carer, we need this so much. Lanarkshire Carers has been a lifeline for me, which in turn benefits my uncle who lives with me. I always feel when I do training courses that they benefit both me and my uncle.”

Dementia – Mood And Wellbeing

“Interpretation enabled me and my husband to access this learning opportunity. The trainer was excellent and very flexible with their time. I also learned a lot from other carers on the training.”

Scottish Autism Carer Training (Urdu)

“A new experience for me, which I thoroughly enjoyed. I have learned to think differently and write my thoughts down on paper. This helps me make sense of how I am feeling, which enables me to deal with difficult situations better.”

Journaling For Wellbeing

Lanarkshire Carers Short Breaks Bureau provides integrated support to all areas of the organisation's work and we continue to operate our well-established, innovative, and leading Short Breaks Bureau.

Carers may struggle to maintain their health and wellbeing because of not having access to regular breaks from caring that are essential to sustaining caring roles. Through outcome-focused conversations, we help identify and provide personalised short breaks, offering choice/control and improving life balance. Outcomes can be achieved in a variety of ways, including micro-grant funding, Respite, accessing our services, and community-based support. Carer involvement in the decision-making process is facilitated through our full membership structure.

**CARERS BENEFITTING FROM GRANT FUNDING**

**1,893**

North Lanarkshire	1053
South Lanarkshire	840

**CREATIVE BREAKS TIME TO LIVE FUNDING AWARDED**

**£344,611**

North Lanarkshire	£179,679
South Lanarkshire	£164,932

**CARER FLEXIBLE SUPPORT FUNDING AWARDED**

**£127,345**

North Lanarkshire	£64,962
South Lanarkshire	£62,383

**OTHER SOURCES OF GRANT FUNDING AWARDED**

**£78,607**

North Lanarkshire	£51,271
Carer Outcome Grant (North Lanarkshire)	£48,833
Carers Trust (North)	£2,438
South Lanarkshire	£27,336
Carer Helping Hand Grant (South Lanarkshire)	£24,656
Carers Trust (South)	£2,680

**RESPITALITY BREAKS AWARDED**

**35**

North Lanarkshire	21
South Lanarkshire	14

**CARER SUPERMARKET FOOD VOUCHERS AWARDED**

**117**

North Lanarkshire	65
South Lanarkshire	52

**YOUNG ADULT CARERS KNOWN TO LANARKSHIRE CARERS**

**392**

North Lanarkshire	224
South Lanarkshire	168

Our focus on young adult carers continues, and we have seen this vital area of support grow and develop. We've built strong partnerships, particularly with Action for Children, with a tailored transition programme to help young carers move smoothly from children's services into adult support. During the pandemic, we adapted by delivering online carer training sessions and hosting an employability event in collaboration with partner organisations. This ensured that young adult carers continued to receive meaningful support when needed. This aspect of our service continues to evolve, with a focus on providing flexible, appropriate support that meets the unique needs of young adult carers. This partnership also supports access to short breaks for young carers.



**CREATIVE BREAKS TIME TO LIVE IMPACT REPORT**



- This funding helped me to better manage or cope with my caring role **97%**
- The person(s) I care for also benefitted from the funding received **90%**
- My circumstances have improved as a result of engaging with Lanarkshire Carers **97%**
- This funding provided me with an opportunity to enjoy life outside / alongside my caring role **99%**
- Lanarkshire Carers provides opportunities that meet my needs and help me take regular and substantial breaks from caring **97%**

- Lanarkshire Carers provides me with the information, advice and support I need to assist me with my caring role **100%**
- I was kept informed about the progress of my application and was notified of the decision in a timely manner **100%**
- Received the grant payment in time to benefit from my chosen short break opportunity **99%**
- Felt listened to and supported by the staff member who completed the grant application with me **100%**
- Would recommend Lanarkshire Carers to others **100%**

Lanarkshire Carers Counselling and Wellbeing service provides a confidential and empathetic space where carers can process stress, grief, burnout, and the complex emotions that often accompany caregiving. It is not just about mental health support; it is about ensuring carers feel heard, validated, and restored. Supporting and developing this service reinforces and identifies the impact this service has.

Physicare is another innovative work stream, offering carers practical help with physical tasks. This in turn supports their own wellbeing, especially when their caring role is physically demanding. The enhanced risk assessment proves to be a valuable tool, allowing Lanarkshire Carers to potentially cover costs aligned with meeting the identified outcomes for the carer through a Carer Helping Hand or Carer Outcome Grant. This can often bridge a gap between healthcare services and community support, offering relief to carers who may otherwise struggle because of pressure on statutory services. This process also helps statutory sector colleagues better understand the impact of caring therefore facilitating the provision of necessary equipment and adaptations (when meeting statutory criteria) and further enhancing personalised outcomes for carers. Discussion with Physicare is ongoing to consider and develop a resource that can complement these grants, by appropriate resourcing of equipment. We will develop our partnership approach and collaboration for this work.

**CARERS REFERRED TO COUNSELLING AND WELLBEING SERVICE**

**409**

North Lanarkshire	221
South Lanarkshire	188

Lanarkshire Carers has worked collaboratively with North Lanarkshire Planning and Quality Assurance to develop our Carer Outcome Grant proposal and offer. Launched in May 2024, this transition for the team has been a positive change and development for carers. This work was in response to an identified need for and gap in availability of support and assistance, to meet the cost of early intervention and preventative measures, helping carers to continue in their caring role without reaching crisis. This work has enabled us to record and note trends in the issues experienced and support requested to address carers identified needs and outcomes. It is important to be able to help carers in this way with the things that matter to them, providing choice and control about how their support is provided and their personal outcomes are achieved. We have good conversations with carers that are carer-led and recorded in individual Adult Carer Support Plans. We have been able to replicate this good funding practice in South Lanarkshire supported by additional funding money invested by Lanarkshire Carers to create a small Carer Helping Hand pot and discussions are taking place about the longer term sustainability of this support in South Lanarkshire.



SECTION 06

# Talent and Transfer



## DANNII ANGUS, CARER SUPPORT WORKER

When I joined the organisation as a carer support worker just under a year ago, I brought with me both excitement and apprehension. Coming into a role that supports unpaid carers, who often operate in the shadows, felt like a meaningful step, not just professionally but personally. I knew the job would be challenging, but I didn't realise how deeply it would align with the core values we uphold as an organisation or how it would shape my own development so profoundly in such a short time. This journey of growth is underpinned by values that are lived and a focus on outcomes.

Starting out from day one, I felt welcomed. The induction process wasn't just a tick-box exercise; it was underpinned by genuine care and investment in my potential. As a new staff member, I was assigned a mentor within the team who helped me navigate the systems, policies, and most importantly, the ethos of our service. It quickly became clear that this organisation doesn't just speak about values like respect, empathy, and empowerment; they are embedded in how we work, support each other, and serve carers in Lanarkshire. This culture of support meant I could be honest about where I needed to grow. I wasn't expected to know everything on

day one, but I was empowered and given the tools, the time, and the trust to learn. That approach made all the difference, especially in the first few months when I was still building confidence in my role.

Early in my role, I learned that listening is one of the most powerful tools we have. Many unpaid carers feel invisible - they are daughters, sons, husbands, wives, partners, friends, and neighbours who quietly dedicate hours every day to the care of someone they love, often at the expense of their own wellbeing, career, and social life.

I developed my understanding of a carer support worker role to be able to offer information, advice, both practical and emotional support and guidance, and advocacy, sometimes all in one conversation. But first and foremost, I listen. I've come to understand that sometimes just being heard can be transformational. One carer recently told me,

**"No one's ever asked how I'm doing before."**

That moment reminded me why this work matters and reaffirmed my commitment to do it well.

SECTION 6 - TALENT AND TRANSFER

As part of our organisation's focus on talent development and transferable skills, I was assigned to work in partnership with Hamilton locality social work. They support carers who may be in crisis and work intensely with the cared-for person and the carer. This experience was eye-opening. I saw firsthand the difference timely, targeted intervention can make, and I bring these insights back into my current role. The opportunity to transfer working alongside Hamilton Social Work enhances my skills and deepens my understanding of the bigger picture. That experience is a testament to the organisation's belief in growing talent from within. Rather than being seen as "just new," I was encouraged to explore different parts of the organisation, develop specialist knowledge, and contribute ideas. I've never felt boxed in. Instead, I've felt stretched, in a good way. There is a clear pathway for development, and the leadership team genuinely invests in helping us move forward in our careers, in whatever direction we choose.

Being outcome-focused doesn't mean reducing our work to numbers; it means ensuring that everything we do leads to meaningful, positive change for carers. Making a measurable difference. I've seen this in how we produce Adult Carer Support Plans with carers and identify appropriate, meaningful support.

One of the outcomes I'm proudest of this year involved working with a carer who had been out of the workforce for over a decade while caring for her father. Through consistent emotional support, access to the carer wellbeing toolkit on our website, access to our Carer Training Programme, and collaborative planning with social work, she recently started part-time work. Her words still echo with me: "You helped me believe in

myself again." That's not just a good outcome; it's life-changing for her, and that's what makes this role so worthwhile.

Our organisational values are not just slogans on the wall; they're lived every day in how we interact with carers, with each other, and with our wider partners. These values in action include inclusivity, collaboration, compassion, and integrity. These guide everything from strategic planning to the tone of our emails.

As a newer staff member, seeing these values modelled consistently has helped me internalise and replicate them in my practice. Whether it's taking the time to follow up with a carer after a particularly emotional call or collaborating with colleagues to resolve a complex situation, these moments reflect our shared commitment to doing what's right, not what's easy.

As I look forward to my second year in post, I feel incredibly hopeful. I've grown more in twelve months than I imagined possible. I feel supported, challenged, and inspired. But most importantly, I feel part of something bigger: a team that is genuinely making a difference in the lives of unpaid carers. Talent and transfer aren't just HR buzzwords here; they're woven into the way we work, learn, and evolve. I'm proud to be part of a workplace that sees potential in people and nurtures it. And I'm excited for what's to come.

*Danielle.*

**"Talent and transfer aren't just HR buzzwords here; they're woven into the way we work, learn, and evolve."**



THREE DECADES OF CARING

SECTION 07

# Tenacity and Travel



## ISBAH KHAN, EQUALITY AND DIVERSITY CARER SERVICES CO-ORDINATOR

Seventeen years ago, I joined Lanarkshire Carers as a 10-hour-per-week Bilingual Carer Support Worker. What began as a small awareness project for those affected by blood-borne viruses evolved into the Equality and Diversity Carer Support Service; a vibrant, multifaceted initiative supporting carers from minority ethnic and diverse communities across Lanarkshire.

Many of these carers face demanding roles but are often less likely to seek help, grappling with loneliness, financial strain, and isolation. Cultural expectations, language barriers, and a lack of equivalent terms for “carer” in native languages often prevent recognition and access to support. Gaining trust in communities that value privacy and self-reliance required patience, persistence, and culturally sensitive outreach.

The service acts as a bridge between carers and mainstream services, working with diverse ethnicities including South Asian, Chinese, Arab, African, Polish, and Ukrainian communities. Our proactive approach delivering support directly to carers in the communities where they live has helped to close gaps, empower carers and promote and embed inclusion.

MINORITY ETHNIC CARERS KNOWN TO LANARKSHIRE CARERS

778

North Lanarkshire	476
South Lanarkshire	302

SECTION 7 - TENACITY AND TRAVEL



Being a Lanarkshire-wide organisation enables collaboration with two local authorities and ten localities, enriching my work across urban and rural areas. The service also adapted to evolving needs during global events, such as refugee resettlement and the pandemic, which exposed deep-seated inequalities. In response, we strengthened networks, enhanced digital inclusion, and broadened community reach.

The Making Carers Count project deepened our work with marginalised carers, driving service improvements and contributing to national best practices. This commitment was recognised with the Proud Scotland (Small) Employer Award.

Our multilingual team offers emotional, practical and peer support, carer training, and group opportunities to ensure carer wellbeing. National carer

organisations now look to our model for inspiration. Recent innovations include accessibility tools like ReachDeck on our website, providing features such as text-to-speech, translation and screen reading, crucial for users with literacy issues, neurodiverse conditions, or limited English proficiency.

Carers Week, a UK-wide awareness campaign, is an opportunity to increase visibility for carers. In 2024, themed “Putting Carers on the Map,” Lanarkshire Carers hosted events across the region, from wellbeing sessions to workshops and social activities. Highlights included a large short breaks information event at Hamilton Racecourse and a joyful family celebration, Funtastic Fusion, showcasing cultural diversity with interpretation support and inclusive activities for all. Feedback was overwhelmingly positive.

*Isbah Khan*

“The information fayre was brilliant. I finally got help for an issue I had for ages and enjoyed meeting friends.”

“The relaxation therapies were just what I needed.”

CARERS ATTENDED ONE OR MORE CARERS WEEK EVENTS IN 2024

316

North Lanarkshire	161
South Lanarkshire	155

To close the week, we proudly attended the Carers Week 2024 reception at the Scottish Parliament hosted by Carers Trust and Gillian Mackay MSP, celebrating the vital contributions of unpaid carers across Scotland. Lanarkshire Carers remains committed to building a progressive, inclusive service locally, nationally, and beyond ensuring all carers feel seen, supported, and valued.



SECTION 08

# Trying Something New

## NANCY JOHNSON, BOARD MEMBER

I first heard about Lanarkshire Carers through a referral from social services. I was caring full-time for my elderly mother who has dementia and was told I could get support for me as a carer from Lanarkshire Carers. When I first went onto the Lanarkshire Carers website, I felt somewhat daunted.

My caring role was so all-encompassing that I struggled to think about my needs. I wasn't even sure if there was help for me or what that help could be, so I didn't even know what support to ask for. I eventually worked up the courage to call Lanarkshire Carers, and that is when the magic happened. The carer support worker who I spoke to had a conversation with me calmly and compassionately, giving me a safe space to talk, and as we spoke, they suggested things for me to consider, signposted information sources, and identified possible support I could tap into. I no longer felt alone as a carer.

Fast forward a few months, and I was told about the opportunity to become more involved with Lanarkshire Carers. By then I had attended more carer training as well as other events and group activities organised by Lanarkshire Carers, I had participated in consultations, and I had benefitted from individual support as needed. I had also discovered how many other carers I was meeting in other contexts were being supported by Lanarkshire Carers. For example, one carer told me how the monthly Lanarkshire Carers call she received as a check-in was the safety net that had kept her going for several years, knowing she could get more support if and when she needed it. When I attended Lanarkshire

Carers training, I was struck by both the peer support I received from the other carers attending and what felt like the caring arms wrapped around me by the Lanarkshire Carers team.

I decided I wanted to become more involved and applied to join the Board of Directors of Lanarkshire Carers, because I had experienced firsthand how transformative it is to feel supported by a caring, knowledgeable team. I wanted, and still want to make sure more unpaid carers can access the valuable support offered by Lanarkshire Carers, be it in person at the Carers Centres in Hamilton and Airdrie, in localities, or at events across North and South Lanarkshire, or online or on the phone. The breadth of knowledge and experience across the team is unsurpassed; whatever issue a carer is struggling with, someone in the team has already encountered it, be it information, advice, practical or emotional support, interacting with social services, dealing with accessing benefits, needing a break, signposting to other services or carer training, or just trying to stay sane while looking after cared-for persons. Lanarkshire Carers' approach empowers carers, whatever their caring situation, to flourish both as carers and outside their caring role.

I never cease to be in awe of the compassion, care, knowledge, and insight that the team shows daily to the carers they support. I am delighted to be able to support and give back to the wonderful organisation that is Lanarkshire Carers by now being one of its Board members.

*Nancy.*

SECTION 09

# Lanarkshire Carers at 30



They started their journey with a small group of carers, NHS and Community Care Act 1990 answered their prayers

They championed the cause for Lanarkshire's folk Carers (Recognition and Services) Act 1995 then did evoke

They continued to strengthen as did the law Community Care and Health (Scotland) Act 2002 Another Act they saw

With new legislation, some funding streams grew Lanarkshire Carers knew just what to do

They strengthened support to all those EPIC carers Growing their services in many new areas

The Carers (Scotland) Act 2016, put carers first And Lanarkshire Carers services became a must

For Local Authorities, Partnerships and Boards, Delegation of duties and tender awards

Delivering Carer Support and Services during a pandemic Evolving their services that no other could mimic

Management, systems, resources, staff, board, volunteers Have made Lanarkshire Carers sector leading it is clear

I have worked with Lanarkshire Carers in many different ways Community, Resource, Contract, and Performance Management these days

Congratulations at 30, thousands of carers supported Keep doing what you do, and I'll continue to report it

**BERNIE J PERRIE**  
Planning and Performance Manager  
South Lanarkshire Health and Social Care Partnership





SECTION 10

# Congratulations!

**Congratulations to all at Lanarkshire Carers on reaching 30 years of supporting carers across Lanarkshire.**

Unpaid carers provide a significant amount of support and care across Scotland and it is essential that they are well supported. Caring is not easy, nor is providing carer support, so to still be going strong after 30 years is a clear demonstration of stickability, determination and doing the right things with, and for, carers.

As a local authority, North Lanarkshire Council (NLC) is also approaching 30 years and we have a long, shared history of partnership working with Lanarkshire Carers.

Councils are accountable to their citizens and must use public money in ways that are open, transparent and offer best value. We commission and work closely with partner organisations to deliver the type of support and services that people tell us they need. We know that Lanarkshire Carers provide a vital service to carers and make an invaluable contribution to the support and care landscape locally. Over the years, our investment in Lanarkshire Carers has grown significantly to reflect the increased recognition of caring related needs and they continue to deliver quality services at a time when carer support has arguably never been more important.

**MARIA BARRY**  
Senior Manager, Quality Assurance  
University Health And Social Care North Lanarkshire

Carers and carer focused organisations, including Lanarkshire Carers, directly influenced the implementation of the Carers (Scotland) Act 2016, which sets out carer rights in law. The implementation of the Social Care (Self Directed Support) (Scotland) Act 2013 also saw people, including carers, having a much greater element of choice and control around the support and services they receive. Rights and entitlements work best when people are aware of them and the choices they can make. Lanarkshire Carers have been consistent, steady and robust in their support for carers through these legislative changes.

The COVID-19 pandemic further highlighted the vital role that carers play in supporting loved ones, and Lanarkshire Carers were quick to respond to the ever-changing situation, thus ensuring that carers continued to be supported.

We are proud of our carer support landscape here and see the work that Lanarkshire Carers, alongside other organisations, as vital to Getting it Right for Everyone, and to the plan for North Lanarkshire.

**Well done Lanarkshire Carers on 30 years of carer support!**

**MORRIS HOWAT**  
Service Manager, Quality Assurance  
University Health And Social Care North Lanarkshire



SECTION 11

# Turnover Treasurers Report



FINANCIAL SUMMARY 2024-2025

**Over the past 5-6 years, Lanarkshire Carers has benefitting from longer-term contracts with partners and commissioning authorities. This has provided the organisation with the stability required to grow and develop, supported by an infrastructure and the core systems and processes required. Lanarkshire Carers has been through transformational change and development that ensures that we are able to meet new demands, needs, and the circumstances of carers in innovative and responsive ways.**

University Health and Social Care North Lanarkshire (UHSCNL) retendered for carer services in September 2024. Lanarkshire Carers was successful in securing the contract for Support for Unpaid Carers Lot 1 - Direct Carer Support and Breaks from Caring. This new contract is for 3 years (plus the potential to extend for a further 3 years) and was mobilised from 1 March 2025. This new contract value is £1,050,000 per year and includes an annual allocation for North Lanarkshire Carer Outcome Grants.

Lanarkshire Carers is currently in Year 5 of the South Lanarkshire University Health and Social Care Partnership (SLUHSCP) contract, awarded in 2020. We have been offered and accepted the plus one-year extension (3+2+1) for this contract that will run from 1 June 2025 to May 2026. Discussions are ongoing with South Lanarkshire regarding the value of this contract to meet increased costs and confirmation regarding the contract and/or commissioning intentions for the provision of services beyond May 2026. This represents a period of uncertainty for the organisation; however, we have confidence in the quality, impact reports, and value of the carer support services we provide.

These two contracts provide the main income of the organisation that covers most of the staff salary and operational costs, and our thanks go to both our main funding partners. We have continued to demonstrate the difference our services make, our contract compliance with and beyond the service specifications, added value we leverage into Lanarkshire, efficiencies achieved, and carer feedback reports that evidence the outcomes from our work.

Carer Flexible Support micro grant funding, which also supports our carer supermarket voucher scheme, is funded by both our main commissioners. These funds create further capacity to support carers in financial hardship and are one of the ways the organisation has responded to the financial challenges many carers face.



Lanarkshire Carers is Shared Care Scotland's trusted local delivery partner in Lanarkshire for Creative Breaks Time to Live funding, funded by the Scottish Government. This supports micro grants to carers and young carers living in Lanarkshire and helps to meet carer outcomes identified through Adult Carer Support Plan conversations. This includes an allocation for the development, and delivery of this additional work. Lanarkshire Carers Short Breaks Bureau is an integrated part of our service offering and supports the delivery of a broad range of activities that help carers access breaks from caring.

Shared Care Scotland has confirmed our funding allocation for 2025-2026 with a significant uplift agreed by the Scottish Government. This additional funding for the organisation will enable us to support many more carers with grants to access a short break, and recruitment is taking place to increase our capacity to deliver this work. Thanks to Shared Care Scotland for their ongoing support and guidance and for securing this increased allocation for local delivery partners and carers.

Our thanks go to the Respite providers who donate breaks and to the providers who offer discounts and services as part of our Lanarkshire Carer Card Scheme.

We also want to thank Carers Trust for the continued benefits that we access as a local network partner and to all the individuals and community groups who donate to the organisation.

Lanarkshire Carers distributed a total of £550,563 across several grant funds and initiatives for carers in Lanarkshire this financial year, equating to £10,588 of direct carer grants per week. The impact that grants have on carers' lives is evidenced through the achievement of agreed personal outcomes, extensive evaluation activity, and the feedback received. We have a well-established conversation-first approach, and carer grant funding is part of a full support package informed by personalised plans.

We continue to review, refresh, and update our systems for banking, purchasing, invoices, and grant payment,

budget planning and monitoring, knowledge transfer documentation, payroll, income, and delegated authority in line with Board approval. This work supports streamlined processes and continued due diligence across a growing organisation. Detailed reports are provided to the Board of Directors, which has oversight and scrutiny in line with their responsibilities for governance of the charity in accordance with OSCR guidance.

We have experienced increased costs across most areas of the organisation, including increased Employer National Insurance costs. Like many organisations, staff turnover and recruitment place additional demands on the resources of the organisation.

Lanarkshire Carers aims to offer a staff salary and benefits package that reflects our commitment to rewarding staff appropriately and competitively, providing an attractive offer for current and future employees. Managing this while maintaining service levels and meeting increased demand requires careful governance.

We have sustained our delivery of excellence for carers, setting high standards and ensuring best value and protecting crucial direct carer support services. Carers must be considered and involved in all aspects of decision-making, and Lanarkshire Carers will continue to advocate on behalf of carers and their rights to continue to care whilst looking after their own health and wellbeing and enjoying a good quality of life. The value of the contribution carers make to the people they care for and in local communities is immeasurable and we must ensure that carers have access to the information, advice, and support they need to continue in their caring role.

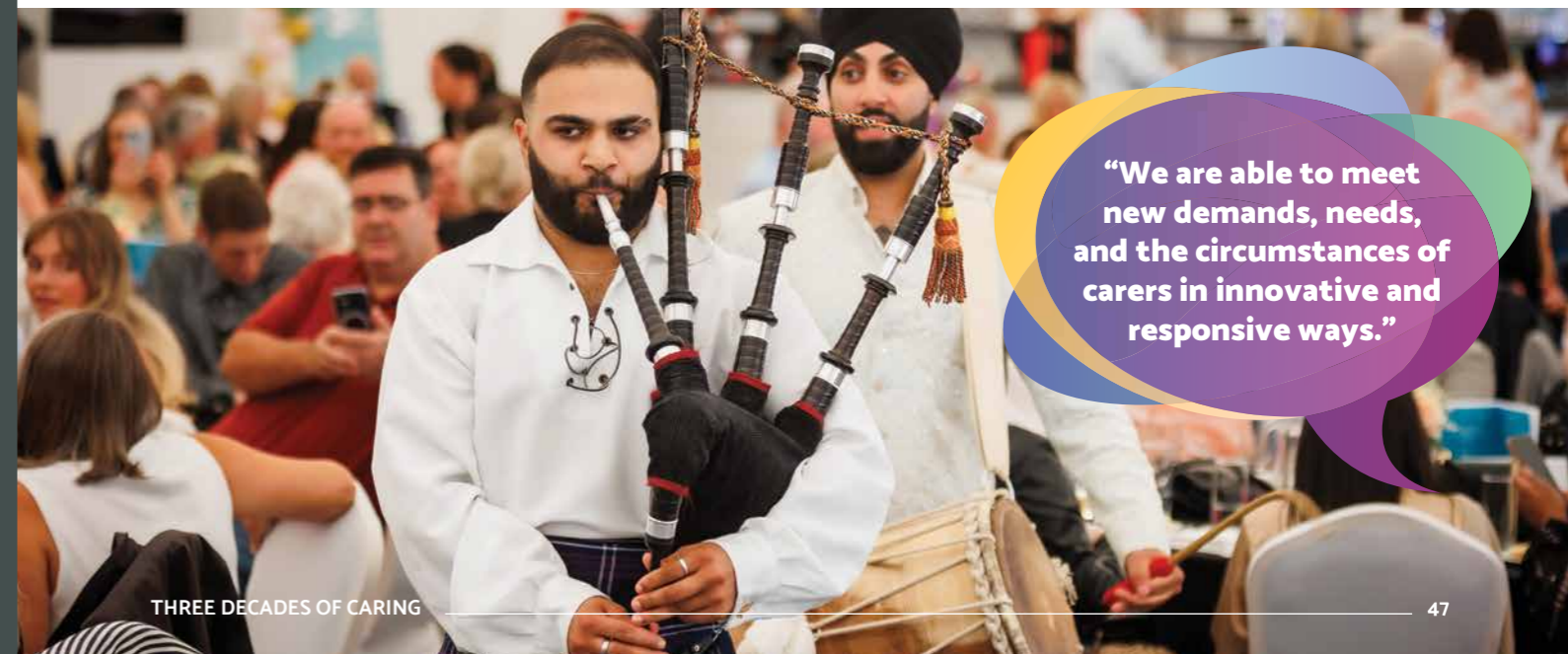
This requires continued investment in direct support for carers through carer organisations and delivering the duties set out in the Carers (Scotland) Act 2016.

LINDA CRAIG  
Treasurer



## STATEMENT OF FINANCIAL ACTIVITIES FOR THE YEAR ENDED 31 MARCH 2025

	Notes	Unrestricted funds (£)	Restricted funds (£)	2025 Total funds (£)	2024 Total funds (£)
<b>INCOME AND ENDOWMENTS FROM</b>					
Donations and legacies	2	2,317	135,599	137,916	136,219
Charitable activities	4	612,503	1,343,732	1,956,235	2,329,485
Investment income	3	165	-	165	150
<b>Total</b>	-	<b>614,985</b>	<b>1,479,331</b>	<b>2,094,316</b>	<b>2,465,854</b>
<b>EXPENDITURE ON</b>					
Charitable activities	5	-	-	-	-
Charitable expenses - objects	-	482,323	1,749,667	2,231,990	2,171,887
Governance costs	-	7,537	-	7,537	192,449
<b>Total</b>	-	<b>489,860</b>	<b>1,749,667</b>	<b>2,239,527</b>	<b>2,364,336</b>
<b>NET INCOME (EXPENDITURE)</b>	-	<b>125,125</b>	<b>(270,336)</b>	<b>(145,211)</b>	<b>101,518</b>
Transfers between funds	18	15,536	(15,536)	-	-
Net movement in funds	-	140,661	(285,872)	(145,211)	101,518
<b>RECONCILIATION OF FUNDS</b>					
Total funds brought forward	-	435,234	984,512	1,419,746	1,318,228
<b>TOTAL FUNDS CARRIED FORWARD</b>	-	<b>575,895</b>	<b>698,640</b>	<b>1,274,535</b>	<b>1,419,746</b>



"We are able to meet new demands, needs, and the circumstances of carers in innovative and responsive ways."

- ▶ INFORMATION AND ADVICE
- ▶ INDIVIDUAL AND GROUP WORK SUPPORT
- ▶ NEGOTIATION AND MEDIATION SUPPORT
- ▶ LOCALITY AND HOSPITAL-LINKED CARER SUPPORT AND CO-LOCATION
- ▶ EQUALITY AND DIVERSITY CARER SUPPORT
- ▶ PROGRESSING ADULT CARER SUPPORT PLANS IN SPECIFIC CIRCUMSTANCES
- ▶ EMERGENCY AND FUTURE PLANNING
- ▶ RECOMMENDED SUMMARY PLAN FOR EMERGENCY CARE AND TREATMENT (ReSPECT)
- ▶ CARER CALLS AND WELLBEING CONTACTS
- ▶ DIGITAL DEVELOPMENT AND INCLUSION ACTIVITIES
- ▶ CARERSPACE
- ▶ WEBSITE AND SOCIAL MEDIA ENGAGEMENT AND RESOURCES
- ▶ DROP-IN SERVICE AND APPOINTMENTS, INCLUDING ONLINE, PHONE AND IN PERSON
- ▶ COUNSELLING AND WELLBEING SERVICES
- ▶ CARER TRAINING PROGRAMME
- ▶ SHORT BREAKS BUREAU
- ▶ CARER BREAKS
- ▶ GRANTS, VOUCHERS AND FINANCIAL SUPPORT
- ▶ RESPITALITY
- ▶ CARER CARD
- ▶ LEGAL CLINICS
- ▶ KEEP WELL HEALTH CHECKS
- ▶ CARERS ENGAGEMENT, PARTICIPATION, CONSULTATION, INVOLVEMENT AND REPRESENTATION
- ▶ MEMBER ACTIVITIES AND EVENTS
- ▶ SOCIAL AND PEER SUPPORT CONNECTIONS
- ▶ SIGNPOSTING, REFERRAL AND PARTNERSHIP WITH OTHER ORGANISATIONS AND SPECIALIST PROVIDERS
- ▶ VOLUNTEERING OPPORTUNITIES

## REGISTERED OFFICE

Ground Floor Left, Princes Gate  
60 Castle Street, Hamilton ML3 6BU

Company Number: SC209296

Charity Number: SC029160

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[www.lanarkshirecarers.org.uk](http://www.lanarkshirecarers.org.uk)



## CENTRES

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60 Castle Street, Hamilton ML3 6BU

Lanarkshire Carers Centre: Airdrie  
Airdrie Locality Support Service  
92 Hallcraig Street, Airdrie ML6 6AW



## CONTACT

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Email: [info@lanarkshirecarers.org.uk](mailto:info@lanarkshirecarers.org.uk)



## BOARD OF DIRECTORS

Samar Sheikh ~ Chairperson

Lynn O'Hara ~ Vice Chairperson

Linda Craig ~ Treasurer

Phil Hughes ~ Director

Colin Toal ~ Director

Sarfraz Saleem ~ Director

Nancy Johnson ~ Co-opted Director



## AUDITORS

Robb Ferguson Chartered Accountants  
Regent Court, 70 West Regent Street  
Glasgow G2 2QZ

