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## Conversations with Carers



**ANNUAL REPORT 2025-2026**

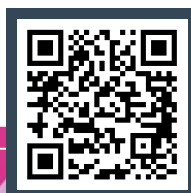


## Introduction: Governance and Values

Last year we celebrated 30 years with our annual report, detailing activities that continued throughout the year, telling the story of the organisation and sharing board members, staff, volunteers and carers experiences. It was a memorable time for the organisation, and it was important to mark and record the occasion well.

To conclude our year long programme of events during 2025, we marked the 30th anniversary by unveiling commemorative plaques at Lanarkshire Carers Centre: Hamilton and Airdrie, celebrating three decades of dedicated support to unpaid carers across Lanarkshire. The plaque at the Hamilton Centre was unveiled by carers with invited guests, and the plaque at the Airdrie Centre was unveiled by one of Lanarkshire Carers' volunteers and carers with invited guests including the Provost of North Lanarkshire.

This year our annual reporting format looks different, as we progress further with summarised, digital, and immersive reporting through for example sound bites and links. We are pleased to present Lanarkshire Carers Annual Report for the operational year April 2025 to March 2026.



I felt proud to be actively involved in celebrating 30 years of *support, advocacy and empowerment* for carers across Lanarkshire



**Conversations with Carers, Lanarkshire Carers Annual Report 2025/2026**, details some of the activities, developments, outcomes, and impact of our work throughout another busy year. This document's content builds on the organisation's Quarterly Monitoring Performance Reports that are prepared for our Trustees on the Board of Directors and commissioners throughout the year and provide a full and detailed account of our work. The commitment and professionalism of the staff team is reflected throughout and our thanks, as always, goes to them for everything they do.

The Board of Directors meet four times a year to review performance and other reports covering the essential

governance activities. Board topic meetings also take place to progress specific issues including areas of governance check-up and learning and development activities. At the AGM in September 2025, it was good that many full members joined us (69 carers attended) and took part in the conversation about our future strategic direction. As always, our thanks go to every carer that contributes to our member led organisation and each Board member for their time and commitment. Regular full members activities throughout the year provide member led opportunities for the board and staff to talk to carers and encourage their participation in our governance.



The Board of Directors have overseen the preparation of Lanarkshire Carers new Strategic Development Document: **30-Year Foundations, Beyond and Empowered Together 2026 - 2030**. This informed a refresh of our organisation's values, the cornerstones of our organisation that guide our behaviours, expectations, how we conduct our business and what each of our values look like in practice.

## OUR VALUES



## OUR VISION

Lanarkshire Carers works with and for carers in Lanarkshire to develop and deliver outcome-based support that makes a positive difference to their lives.

## OUR MISSION

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

Thank you to everyone who contributes to making Lanarkshire Carers a welcoming place that delivers information, advice and support for people who care.



*Barbara McAuley*  
**BARBARA MCAULEY**  
Chief Executive Officer



*S. Sheikh*  
**SAMAR SHEIKH**  
Chairperson



## Full Member Involvement

As a member led organisation, carers are actively involved in influencing and shaping decisions. We continue to facilitate consultation, involvement and development opportunities for carers who have chosen full membership of our organisation.

The AGM is the main full member event each year, however through ongoing communication many also participate in skills development opportunities, full members cafes and gatherings to talk about carers issues and Lanarkshire Carers response.

In South Lanarkshire we also deliver an additional voice and engagement workstream which is Carers Connected; a forum, open to all carers, to come together, share experiences and feedback.



*Shirley-Anne Somerville, Cabinet Secretary for Social Justice and Housing visits Lanarkshire Carers in December 2025*

## Carers Connected

| CARER MEMBERSHIP<br>(Lanarkshire Wide) |  | 18710 |
|----------------------------------------|--|-------|
| Full Members                           |  | 1664  |
| North Lanarkshire                      |  | 842   |
| South Lanarkshire                      |  | 822   |
| Affiliate Members                      |  | 17046 |
| North Lanarkshire                      |  | 8844  |
| South Lanarkshire                      |  | 8202  |



*Full Members Activity to Blantyre Life and David Livingstone Birthplace - March 2026*



*I enjoyed taking part in the consultation and connecting with other carers. Hearing their experiences helped me feel less alone, and it was reassuring to feel that my views were heard and that others were genuinely interested in what I had to say.*

#### DEMENTIA STRATEGY CONSULTATION



*It was good to share experiences and feel like I was being listened to. I also learned about things I didn't necessarily know about before and gained a better understanding of what is happening with self-directed support. The opportunity for peer support was particularly valuable.*

#### SELF-DIRECTED SUPPORT – ACCESSIBILITY OF INFORMATION CONSULTATION



*I enjoyed being part of this work and hearing about what the NHS and the University of Strathclyde are doing to improve services. It was rewarding to contribute as a carer to the development of a digital data store that helps older adults record and share information about falls to support prevention and risk management. I valued being involved in testing new and innovative systems, sharing my experience of using the solution, and helping to shape the design. It was also important to have the opportunity to discuss potential barriers and concerns and ensure carers' views were included throughout the process.*

#### NO NEED TO FALL WORKSHOP



*I really enjoyed being part of wider discussions about shaping services and contributing to research. It was encouraging to see my experience as a carer being recognised as valuable in helping to develop future solutions. Taking part in this work has motivated me to get more involved in other opportunities, so that I can continue to share my views and make sure carers' voices are heard.*

#### COLLABORATIVE CULTURES PROJECT



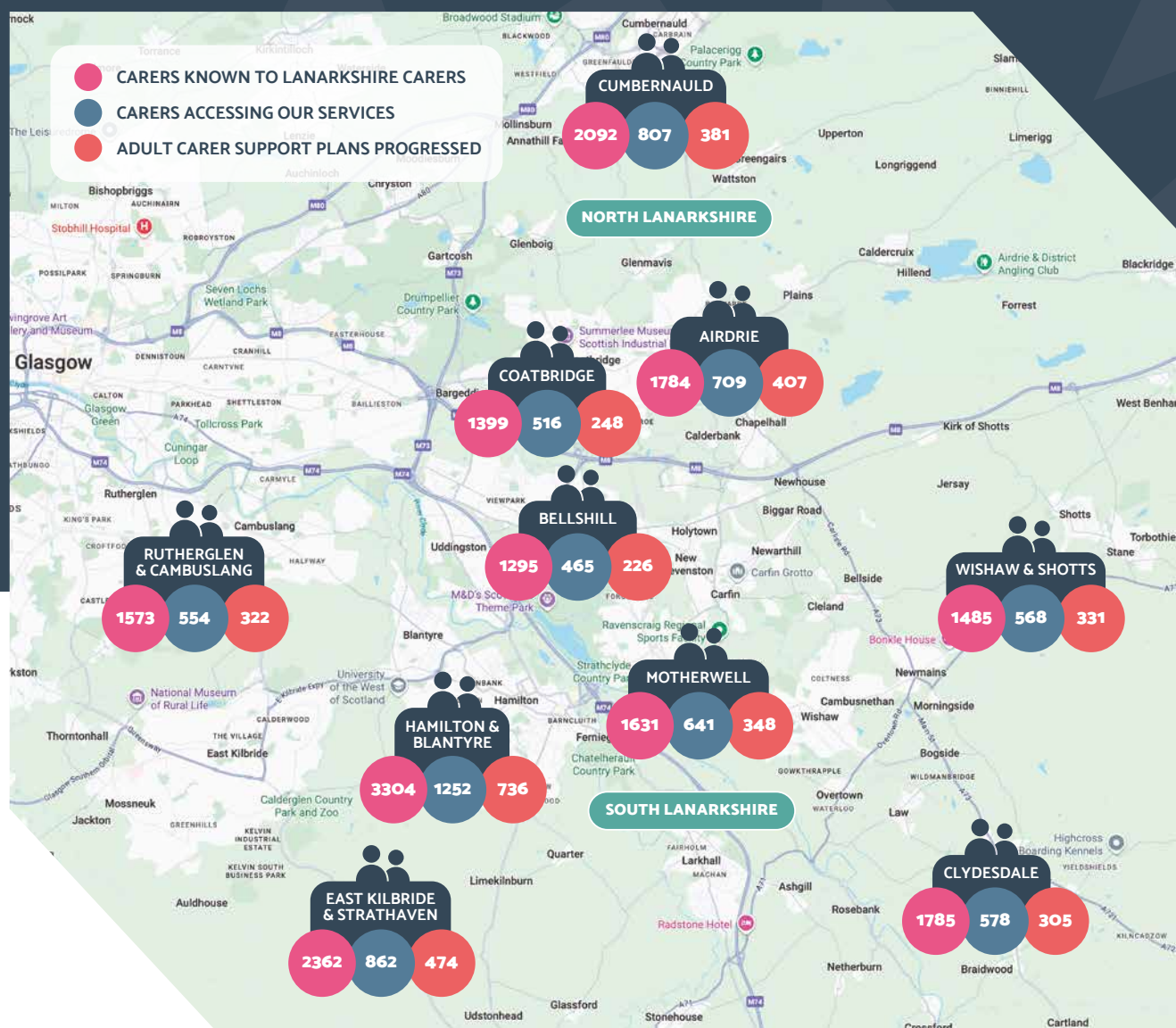
#### SOUNDBITE

**Yasmine**  
Full Member



# Conversation First and Outcome-Based Approach

Lanarkshire Carers operates throughout North and South Lanarkshire with two carers centres and staff based in localities and health/hospital settings.



Our service delivery model is empowering and preventive. We handle new referrals and ongoing case management delivering the right support at the right time.

Our whole organisation approach and bespoke journey route model continue to enable the effective management of the workload.

| CARERS KNOWN TO LANARKSHIRE CARERS |  | 18710 |
|------------------------------------|--|-------|
| North Lanarkshire                  |  | 9686  |
| South Lanarkshire                  |  | 9024  |

| CARERS ACCESSING OUR SERVICES |  | 6952 |
|-------------------------------|--|------|
| North Lanarkshire             |  | 3706 |
| South Lanarkshire             |  | 3246 |

| ADULT CARER SUPPORT PLANS PROGRESSED |  | 3778 |
|--------------------------------------|--|------|
| North Lanarkshire                    |  | 1941 |
| South Lanarkshire                    |  | 1837 |

| NEW CARERS IN CONTACT WITH US |  | 2348 |
|-------------------------------|--|------|
| North Lanarkshire             |  | 1198 |
| South Lanarkshire             |  | 1150 |



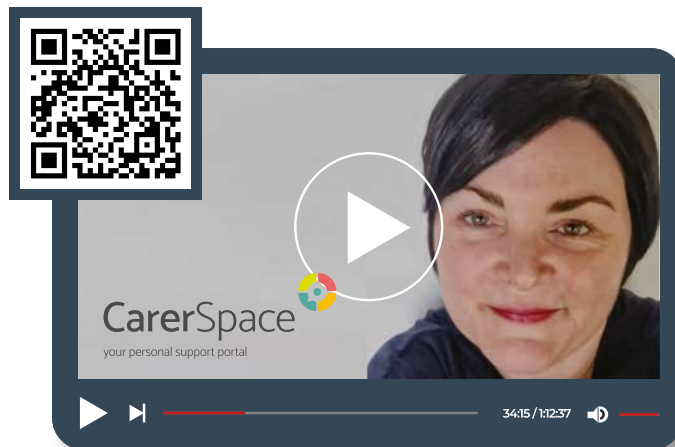
## PERSONAL OUTCOMES TOOLKIT

Lanarkshire Carers Personal Outcomes Toolkit and resources were initially developed by staff with carers in 2019. They have helped shape our effective, outcome-based approach and practice development that delivers a conversation first, carer-led focus.

The Personal Outcomes Toolkit and resources have been fully reviewed, refreshed and republished in 2026, providing an essential guide for our skilled staff team. The approach and learning from this have helped shape the further development of Lanarkshire Carers - CarerSpace; an online portal that provides a consistent, yet person-centred way for carers to start or continue a conversation about their caring role and support needs. This has been made more accessible and is now available for all carers in Lanarkshire.



*Personal Outcomes Toolkit in Conversation*



*CarerSpace Support Soundbite*

## ADULT CARER SUPPORT PLAN PARTNERSHIP STATEMENT

In February 2026, an updated Partnership Statement for the delivery of Adult Carer Support Plans (ACSPs) was signed by Lanarkshire Carers, University Health & Social Care North Lanarkshire and South Lanarkshire University Health and Social Care Partnership. This statement is an agreement that builds on existing trust and partnership between the three organisations and describes the local arrangements for the delivery of Adult Carer Support Plans.





## Digital Development

Investment in our digital transformation journey, digital leadership and enhancement ensures that Lanarkshire Carers is future proof and sustainable. We are experienced innovators with a progressive approach including built in digital capacity and appropriate automation to make best use of resources.

In 2026 we achieved Cyber Essentials Accreditation providing independent assurance that appropriate measures are in place to protect our digital systems against common cyber threats. For a public-facing organisation such as ours, this accreditation reinforces our commitment to safeguarding stakeholder information, maintaining compliance with government and sector requirements, and enhancing confidence in our digital services. It also strengthens our overall cyber resilience.

We regularly communicate with members and partners through our e-newsletters and bulletins, social media platforms and website resources that also includes an on-demand wellbeing library. We have further enhanced our access points by piloting an online web chat facility to enhance the ways that carers can engage with us online. We have seen a steady increase in the number of carers engaging with us through online chat during operational hours, with the option to message out of hours for a response when we are online again. The Digital Carer Card is now the default method of issuing this perks and discount scheme and the use of CarerSpace continues to grow.

### CarerSpace

your personal support portal



#### ONLINE ENGAGEMENT

|  |                          |       |
|--|--------------------------|-------|
|  | Visits to our Website    | 38147 |
|  | Facebook Followers       | 5809  |
|  | Twitter/X Followers      | 1764  |
|  | Instagram Followers      | 943   |
|  | Threads Followers        | 172   |
|  | Mailing List Subscribers | 16285 |

#### CARER CARD HOLDERS

|  |                   |      |
|--|-------------------|------|
|  | North Lanarkshire | 1262 |
|  | South Lanarkshire | 1114 |



# Carer Breaks

Lanarkshire Carers staff are skilled, experienced and resourced to have rights-based and outcome-focused conversations with carers. The focus is on what matters to carers, why these things are important and how to identify and achieve personal outcomes.

## CARERS BENEFITTING FROM GRANT FUNDING

1446

|                   |     |
|-------------------|-----|
| North Lanarkshire | 842 |
| South Lanarkshire | 604 |

## CREATIVE BREAKS TIME TO LIVE FUNDING

£475,150

|                   |          |
|-------------------|----------|
| North Lanarkshire | £264,982 |
| South Lanarkshire | £210,168 |

## CARER FLEXIBLE SUPPORT FUNDING

£64,773

|                   |         |
|-------------------|---------|
| North Lanarkshire | £36,909 |
| South Lanarkshire | £27,864 |

## TIME FOR ME VOUCHERS AWARDED

337

|                   |     |
|-------------------|-----|
| North Lanarkshire | 190 |
| South Lanarkshire | 147 |

## RESPITALITY BREAKS AWARDED

39

|                   |    |
|-------------------|----|
| North Lanarkshire | 24 |
| South Lanarkshire | 15 |

## CARER SUPERMARKET FOOD VOUCHERS

255

|                   |     |
|-------------------|-----|
| North Lanarkshire | 147 |
| South Lanarkshire | 108 |

## OTHER SOURCES OF GRANT FUNDING AWARDED

£188,812

|                          |          |
|--------------------------|----------|
| North Lanarkshire        | £141,736 |
| Carer Outcome Grant      | £137,489 |
| Carers Trust and Others  | £4,247   |
| South Lanarkshire        | £47,076  |
| Carer Helping Hand Grant | £46,326  |
| Carers Trust and Others  | £750     |



## SHORT BREAKS BUREAU

Lanarkshire Carers Short Breaks Bureau is innovative and effective, supporting carers to access a break from caring helps them to continue to care. Carer breaks play a vital preventive role, sustaining the caring relationship and preventing carer stress and crisis. We have continued to raise awareness of the importance of breaks from caring by attending and hosting events such as our Time for Me Day, where carers can connect, recharge, and learn about available support. These opportunities not only celebrate and highlight carers contribution but also promote the value of Creative Breaks Time to Live funding, encouraging more carers to plan for and benefit from an often much needed break from their caring responsibilities. In 2026 our new mini treat voucher scheme achieved positive outcomes for carers and supported further conversations about help with caring related issues.



## CREATIVE BREAKS TIME TO LIVE

We are the trusted local delivery partner of Creative Breaks Time to Live (CBTTL), micro-grant funding in North and South Lanarkshire. Funding from the Scottish Government to Shared Care Scotland is awarded to our organisation for direct carer grants, support and development and delivery of this work. We are also the local Respite partner and our offering continues to expand, with an increasing number of local businesses and organisations generously donating short breaks for carers across Lanarkshire. We were pleased to host Shared Care Scotland's national Respite meeting at Lanarkshire Carers Centre: Hamilton in August 2025. This provided an excellent opportunity to showcase our Virtual Reality (VR) headsets, which have become a popular feature during Lanarkshire Carers Time for Me days, offering carers a meaningful and immersive short break experience. The meeting was delivered via our Hybrid Hub, enabling Carers Centres from across Scotland to participate remotely and take part in the conversation.



## CARER FLEXIBLE SUPPORT FUNDS

In both North and South Lanarkshire Carer Flexible Support Funds provide one way of addressing the financial impact of caring. These funds, from the two Health and Social Care Partnerships also support our Supermarket Voucher Scheme. Access to support from this funding stream forms part of wider conversations about financial wellbeing.

## CARER OUTCOME GRANTS

Part of our commissioned role in North Lanarkshire includes the delivery of North Lanarkshire Carer Outcome Grants which enhance choice, meets needs and provides early intervention to deliver positive outcomes. Providing the right level of support at this stage builds carer resilience and coping strategies, and more positive experiences of caring. Early intervention and prevention underpin all support, and our approach ensures carers continue to manage and avoid reaching crisis point. This grant funding has been used to achieve outcomes and deliver a range of outputs including short breaks directly or indirectly e.g. funding towards assistive technology, cleaning services, driving lessons, companionship care, therapies, home improvements and transport costs.

## CARER HELPING HAND GRANTS

Although not commissioned for this type of carer grant activity in South Lanarkshire, we created a South Lanarkshire Carer Helping Hand Grant funding pot to deliver a similar programme to the Carer Outcome Grants in North Lanarkshire and have gathered evidence and impact reporting that might help to secure recurring funding for this in the future.



# Feedback from Carers

*This made a real difference to me, giving me the chance to relax and enjoy something fun without worrying about the expense. It also allowed me some time for myself - a short break from my care responsibilities to rest and recharge my batteries.*

**CREATIVE BREAKS TIME TO LIVE**

”

*This this will make such an amazing difference to my whole life I am so thankful. I feel like a massive weight has been lifted from me. I'm so glad I came in and spoke with you.*

**CARER OUTCOME GRANT**

”

*It allowed me to switch off from the daily problems I encounter and helps me focus on other things I used to enjoy.*

**CREATIVE BREAKS TIME TO LIVE**

”

*I had an excellent experience from start to finish with accessing a short break. I had something to look forward to and was a great refresh for coming back to everyday life. I would highly recommend Lanarkshire Carers to other carers. Excellent service.*

**CREATIVE BREAKS TIME TO LIVE**

”

*Thanks for your encouragement and referral for counselling. I have now completed the 6 sessions and gained new skills to journaling my emotions. This has supported me to recognise and reflect on the challenges and anxieties I have faced while caring for my wife with Dementia. I am now working towards managing these emotions as they arise. I have decided I would like to continue with monthly contact with this Counsellor for ongoing support as I believe this will be most beneficial to me while I continue to care.*

**CARER HELPING HAND GRANT**

”

*I bought myself flowers with my treat voucher. My husband [living with dementia] used to buy me flowers and when he asked who got me them, I said that they were from him. He was so happy.*

**MINI TREAT VOUCHER**

”

*I cannot thank you enough, the trip was life changing & without your help I would not have been able to go and experience that at such a time I think I desperately needed it! All the thanks in the world.*

**CREATIVE BREAKS TIME TO LIVE**

”





# Shaping and Accessing Services

Lanarkshire Carers provides emotional and practical support through individual case management and group work activities that help carers address personal outcomes.

We build trust and meaningful relationships with carers that can identify issues and needs, making plans to address them effectively as part of a person-centred conversation. We have a suite of services that carers can access to address issues and build resilience.



## SERVICES ACCESSED BY CARERS

63229

|                   |        |
|-------------------|--------|
| North Lanarkshire | 32,672 |
| South Lanarkshire | 30,557 |



## SOUNDBITE

**Alison**  
Full Member  
& Volunteer



## CHARTER CHAMPION VOLUNTEER CHARTER

Our volunteer team further support outgoing engagement through carer wellbeing and contact calls. Due to changes in the volunteer friendly scheme, we looked at some alternatives and have successfully achieved the Volunteer Charter.

We continue to work with independent providers to deliver counselling and wellbeing support, and free legal clinic appointments for carers. Moving and Handling at Home support is provided through our partnership with Physicare.

More information is available at the Volunteer Scotland website Volunteer Charter page. Please scan the following QR code to visit:



## LANARKSHIRE CARER & WELLBEING CALLS

363

|                   |     |
|-------------------|-----|
| North Lanarkshire | 192 |
| South Lanarkshire | 171 |

## VOLUNTEER NUMBERS/HOURS

|                          |     |
|--------------------------|-----|
| Volunteer Hours Logged   | 699 |
| Volunteers Supporting Us | 17  |

## CARERS REFERRED TO PHYSICARE - MOVING & HANDLING AT HOME

123

|                   |    |
|-------------------|----|
| North Lanarkshire | 61 |
| South Lanarkshire | 62 |

## CARERS REFERRED TO COUNSELLING AND WELLBEING SERVICE

419

|                   |     |
|-------------------|-----|
| North Lanarkshire | 212 |
| South Lanarkshire | 207 |

## CARERS ATTENDED LEGAL CLINICS

19

|                   |    |
|-------------------|----|
| North Lanarkshire | 10 |
| South Lanarkshire | 9  |

## SIGNPOSTED, REFERRED, INFORMED ABOUT OUR PARTNERS

1222

|                   |     |
|-------------------|-----|
| North Lanarkshire | 643 |
| South Lanarkshire | 579 |

Lanarkshire Carers support focuses on de-escalation and preventing carers from reaching crisis point. This is rooted in an early intervention and outcomes-focused approach, where anticipatory and emergency care planning also play a key role. We work alongside carers over time to develop personalised emergency plans, ensuring they feel prepared and supported should their caring situation change suddenly. Importantly, this is not something that is completed at the point of first contact; it is developed gradually through trusted relationships and ongoing conversations.

# Partnership and Collaboration

Our partnership experience locally and nationally helps to support carers in every locality through an embedded and in-depth understanding of current and anticipated challenges related to carers, policy and demographic change. We attend networks, consortiums, groups and forums, participate in conferences and events, host visits and contribute to shared improvement agenda. We also recognise and promote national campaigns throughout the year.

A Network Partner of  
**CARERS TRUST**

Lanarkshire Carers is the Local Affiliated Network Partner of Carers Trust Scotland. We have effective partnerships with other National Carer Organisations and specialist organisations including condition-specific and young carer services provider. Building and maintaining partnership and collaboration supports referral pathways and carer awareness.

Carers Week is a UK-wide awareness campaign seeking to increase visibility for carers with decision-makers, services, employers, communities, and businesses. In June 2025 the theme was 'Caring About Equality,' highlighting the inequalities faced by unpaid carers, including a greater risk of poverty, social isolation, and poor mental and physical health. As part of this week 2025, Lanarkshire Carers celebrated our 30 Years with a Summer Dance as the grand finale of our busy programme of activities. This was a fantastic and inclusive evening bringing together a large diverse group of carers for an evening of fun and entertainment with many commenting on how much they value the support accessed and friendships made through Lanarkshire Carers. We delivered carers catch up groups in every locality, and workshops/taster sessions including Laughter Therapy, Crystal Sound Bath, Jewellery Making and Singing Workshops all of which proved to be popular with carers. There was a Woodland Wellbeing Walk in the Morgan Glen Nature Reserve, and a Fresh-Air catch up in Drumpellier Country Park as well as the full member visit and tour of the Scottish Parliament, hosted by Jamie Hepburn MSP for Cumbernauld and Kilsyth, a film of which premiered at our 2025 AGM.



Full Members Scottish Parliament Visit (June 2025)





CARERS ATTENDED ONE OR MORE  
CARERS WEEK EVENTS IN 2025

369

North Lanarkshire  
South Lanarkshire

205  
164

Lanarkshire Carers and NHS Lanarkshire collaborated to support carers' health and wellbeing by organising a dedicated Flu Vaccination Drop-in Event at Lanarkshire Carers Centre: Hamilton. This initiative emerged from joint discussions with carers about improving access to vaccinations. Through coordinated planning, outreach, and a welcoming environment, carers were invited to attend, receive their flu jab, and connect with others. The successful partnership ensured carers were seen, supported, and empowered to prioritise their own health while continuing their vital caring roles.

North Lanarkshire's Commitment to Carers Event took place in November 2025. Lanarkshire Carers contributed by enabling 25 carers, our full members, to attend and we also delivered a presentation at the event. Commitment to Carers is an annual partnership celebration event highlighting the impact of services



for carers in North Lanarkshire. The 5 commissioned services in North Lanarkshire each showcased carers' stories, along with their service highlights, and attendees had the opportunity to visit information stalls hosted by the services and key partners.

Following a period of working in partnership with Health and Social Care and Third Sector colleagues in small groups to identify changes that would support carers through the Self-Directed Support (SDS) process, the Working Together for Change programme delivered by In Control Scotland has now been concluded. A report is being prepared to share with South Lanarkshire SDS Improvement Board, and the recommendations will go on to influence and shape how South Lanarkshire social work teams will approach SDS with carers. Lanarkshire Carers facilitated a presentation to Elected Members at South Lanarkshire Council Headquarters to share carer experiences and outline our role in SDS and how we provide a suite of services to complement the lead role of the local authority.

## TRUSTEES WEEK

Lanarkshire Carers celebrated Trustees' Week 2025 by hosting an Afternoon Tea that brought together board members and staff to recognise and thank our trustees for their commitment and contribution to the organisation. This celebration demonstrated Lanarkshire Carers' values in practice by showing appreciation for the board and reinforcing the importance of positive relationships between trustees and staff. The event reflected the organisation's commitment to being a supportive, carer-positive employer of choice, with trustees setting a strong and positive tone from the top that helps foster a healthy and motivated working environment. Feedback from board members was positive, with trustees expressing that they valued the time, effort, and opportunity to come together, highlighting the importance of recognition and connection in sustaining strong governance and organisational culture.

Lanarkshire Carers Board of Directors were proud to receive the prestigious North Lanarkshire Provost's Award 2025 in recognition of their outstanding and dedicated service to the community. Presented to them in September 2025, this award is a testament to the passion, leadership, and dedication of our Board of Directors.

## CARERS RIGHTS DAY

Carers Rights Day on Thursday 20 November 2025 highlighted the invaluable role of unpaid carers and called for greater investment in their support. Lanarkshire Carers invited full members to two themed cafés, creating relaxed spaces where carers could connect with one another. The organisation also participated in a roundtable event on Carer Poverty at the Scottish Parliament, chaired by Carol Mochan MSP. In addition, local elected representatives were invited to visit Lanarkshire Carers as part of an Elected Members Open Doors Day. Councillors Helena Gray, Barry McCulloch and Richard Sullivan from North Lanarkshire Council met with staff, board members and carers.



# Quality Assurance

## CARER COMMENTS, FEEDBACK FRIDAY

Lanarkshire Carers achieved Carers Trust Excellence for Carers in 2023. Having a quality assurance accreditation is important for organisations to demonstrate that nationally agreed standards for carer organisations are being met through all our work.

Our reputation, credibility and culture are important, and we can demonstrate our fully embedded conversation-first, strength-based approaches, co-production with and empowerment of carers. We are reflective and value-based practitioners who carers trust, we treat these individual and collective responsibilities with care.



**NEWSFLASH:** We are delighted to announce we have fully met all the required standards and achieved Excellence for Carers (June 2026), receiving very positive feedback about our practice and approach.

*I was quite hesitant when I was referred Lanarkshire Carers, as I didn't really see myself as a carer. I've been trying to navigate my way through services and felt like I was getting nowhere. I'm so glad I answered the call today, as this is the first time I feel I've been properly listened to and know that I'm not alone. My own health isn't great either, so everything has felt like a battle. It's such a relief to know you're here to support me. You've honestly made my day.*

**CARER FEEDBACK**



*When I came into Lanarkshire Carers Centre: Airdrie two years ago and met you, that was the turning point that completely changed my life. You saw me when I was at rock bottom, I wouldn't be where I am today without the support from Lanarkshire Carers.*

**CARER FEEDBACK**



*You've been like the sun in a dark few months. Even just seeing Lanarkshire Carers number pop up on my phone today I smiled for the first time in ages. It is so reassuring knowing someone is there to support me when everyone is so focused on my Mum and Dad.*

**CARER FEEDBACK**



*I don't know what I would have done without you. Absolutely no one cared about us apart from you. Everyone I meet, I tell them about Lanarkshire carers, you are all angels. I know you care, and that means the world to my wife and me. I was a little emotional to say the least, but it just goes to show the job we do can make such a difference to people's lives. Keep it up, folks, you are all amazing.*

**CARER FEEDBACK**



*You have made me feel like I'm making a difference, when no one else does. Engaging with your organisation has given me the confidence to look after myself. Even though we chat now and again I've known you are there for me, always. You are real people, who listen and care, you give people hope.*

**CARER FEEDBACK**



*Honestly, I can't believe it. You hear about kindness like this from other people but it always sounds too good to be true, and here I am being helped now, myself. I just can't thank you all enough. It really is quite remarkable what you all do.*

**CARER FEEDBACK**



*I have accessed CarerSpace and actually found it very user friendly and helpful to be able to write up on my frustrations without feeling like a person venting on the other end of the phone. I felt like I had the time I needed to put down into words what I wanted to say and was able to focus on what really matters to me.*

**CARER FEEDBACK**





## CARER SUPPORT IN ACTION

### CARER 1



#### BACKGROUND

The carer's mother had recently received a terminal cancer diagnosis. Their priority was to make her mum as comfortable as possible and spend time together, creating precious memories. During Adult Carer Support Plan conversations, the carer shared concerns that home adaptations might be needed, as her mother had become too weak to manage the stairs safely and was at risk of falling. The carer's main aim was to remove these worries so they could focus on making the most of their remaining time together.

#### OUTCOME(S) IDENTIFIED

- To ease my worries and create precious memories

#### ACTIONS TAKEN

The carer and Carer Support Worker explored a range of support options, including a referral to Physicare for moving and handling training to identify risks and improve safety at home. Funding secured through the Carer Outcome Grant to help cover the purchase and installation of home equipment. To help create lasting memories together, additional funding was accessed through the Creative Breaks Time to Live Fund, enabling the carer and her mother to enjoy a special trip away before Christmas. Given the circumstances, all support options were fast-tracked and put in place as quickly as possible.

#### IMPACT

*"I had no idea this support was available through Lanarkshire Carers. Your kindness and help have relieved so much stress during an incredibly difficult time. I'm amazed by how quickly everything was arranged. We now have equipment installed and are looking forward to a special trip away before Christmas to create precious memories together. It means so much to us, and I can't thank you enough"*

### CARER 2



#### BACKGROUND

The carer was referred to Lanarkshire Carers by her GP as the demands of caring were beginning to impact her own health. She was experiencing high levels of stress due to concerns about her elderly mother, who lived alone, was at risk of falls, and was showing signs of memory loss, including forgetting medication and meals. Working full time, the carer was considering giving up her job to provide more support, which would have had significant financial and health implications. Unaware of the support available, she contacted Lanarkshire Carers for advice.

#### OUTCOME(S) IDENTIFIED

- To improve my health and wellbeing
- To continue working and caring for my mum

#### ACTIONS TAKEN

Through Adult Carer Support Plan conversations, the carer's support needs and personal outcomes were identified. She was encouraged to attend Lanarkshire Carers' Steps of Caring training, which highlighted available support from Lanarkshire Carers and partner organisations. As part of the training, the carer learned about Assistive Technology and visited the North Lanarkshire Tech Flat to explore options for her mother's changing needs. An Alexa Show was identified as a suitable solution, allowing the carer to check in on her mother remotely. Funding was secured through Lanarkshire Carers Flexible Support Fund to purchase the device.

#### IMPACT

*"This small piece of equipment has made a huge difference to both me and my mum. It has significantly reduced my stress and worry, giving me peace of mind that I can check in on her at any time with just the touch of a button. I'm able to remind her to take her medication, eat meals and make sure she's safe and well, without always needing to be there in person. This has allowed me to continue working while caring for my mum. The technology has also helped my mum feel more confident and independent at home, knowing she can access support when needed. It has truly been a lifeline for us both."*

# Employer of Choice

The Board of Directors takes pride in being an Employer of Choice and treating people to the best employment terms and conditions they can provide. Lanarkshire Carers was awarded The North Lanarkshire Employer Charter Award at the start of this operational year (April 2025). Achieving this at Gold Award level recognised our commitment to building a workforce of the future and fair work principles and practice.

We were pleased to be able to offer a university student placement opportunity during the first period of 2026. A ten-week placement to lead on a specific project whilst being immersed in the organisation and learning about the legislative background of carers and Lanarkshire Carers approach.

Staff learning, development and wellbeing opportunities have included Carers Scotland Self Advocacy training, a Community Brokerage award, IOSH Managing Safely, IT and Online Security sessions, the adoption of a new Staff Health and Wellbeing policy and review of our Mental Health Champions Role and Remit. We also achieved Breastfeeding Friendly Scotland status with all staff completing the required awareness raising modules.



We welcome new staff who have joined the organisation and wish those who have moved on all the best for the future. We have a diverse staff team with a range of skills and experience, who benefit from a workplace that offers flexibility and progression. Succession planning has been embedded through our sustainable leadership approach.

A commitment to building a  
***workforce of the future*** and fair  
work ***principles and practice.***

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# Financial Report

Lanarkshire Carers has two contracts for the delivery of carer services. University Health & Social Care North Lanarkshire (UHSCNL) completed the procurement process for five different service specifications 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 for 3 years (plus the potential to extend for a further 3 plus 3 years). This new contract value is £1,050,000 per year and includes an annual allocation for North Lanarkshire Carer Outcome Grants. 2025/2026 was the first year of this contract and we move with certainty into year two.

Lanarkshire Carers South Lanarkshire University Health and Social Care Partnership (SLUHSCP) contract, which we secured in 2020, for a period of 3, plus 2, plus 1 years ends in June 2026. The local authority indicated their intention to offer a non-contractual extension to this contract which was confirmed in May 2026. This extension was to give South Lanarkshire Council sufficient time to complete the new procurement process which is now underway (June 2026). Lanarkshire Carers extension is for 10 months to March 2027, and we will make a submission for the new competitive tender when this is published. Whilst representing a period of uncertainty for the organisation, we have confidence in the quality, impact reports, and we have ensured that SLUHSCP has the impact and investment information needed about the current service model and carer outcomes achieved.

These two contracts provide the main income of the organisation that covers most of the staff salary and operational costs. Both Health and Social Care Partnerships provide funding for Carer Flexible Support Fund grants detailed earlier in this report. In North Lanarkshire there was no annual allocation in 2025/2026 to enable the carry forward to be allocated and we have been asked to request a top up allocation in 2026/2027. In South Lanarkshire £75K is the agreed annual allocation.

Thanks go to both our main funding partners for the investment in carers services and our local carer led organisation.

As highlighted earlier in this report Lanarkshire Lanarkshire Carers is Shared Care Scotland's trusted local delivery partner in Lanarkshire for Creative Breaks Time to Live (CBTTL) funding, from the Scottish Government to Shared Care Scotland. CBTTL funds direct carer grants in North and South Lanarkshire to support breaks from caring and the development and delivery of carer support and Lanarkshire Carers Short Breaks Bureau. The total annual allocation for 2025/2026 was £976,786. Lanarkshire Carers reports directly to Shared Care Scotland about the spend and impact of this fund.

Thanks to Shared Care Scotland for their ongoing support and guidance and for securing this increased allocation for local delivery partners and carers.

Lanarkshire Carers distributed £869,184 across our grant funds and initiatives for carers in North and South Lanarkshire. In addition we also distributed £12,265 in shopping vouchers for carers during the financial year.

Lanarkshire Carers is the local Respite partner in Lanarkshire. Our thanks go to the range of businesses who generously donate short break opportunities for carers across Lanarkshire and beyond.

Our thanks also to providers who offer discounts and services as part of Lanarkshire Carer Card Scheme.





We have *confidence in the quality, impact reports, and value of the carer support services we provide.*

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Lanarkshire Carers has a partnership agreement with Carers Trust and operates as the local affiliated network partner for Lanarkshire. We benefit from a range of support from this membership offer and leveraging the collective strength of our national and local partnerships to ensure that carers can access vital local services and are championed both nationally and in their local communities. In October 2025, we attended the UK wide network partners conference, sharing good practice and learning from other carer services across the UK. We continue to deliver quality assured Excellence for Carers.

We have experienced increases in both operational and staffing costs and budget forecasts require careful planning and consideration. Unexpected increases and essential improvements mean that we must continually consider efficiency savings and use of the organisation's reserves. The board has made carefully considered short and fixed term investments in higher interest accounts to generate income. The interest gained has been added to our restricted Fundraising Account which is reserved for carer led opportunities such as our Summer Dance in 2026. Staff turnover, recruitment, selection and induction process place additional demands on the resources of the organisation and impact budget forecasting.

We continue to operate two premises as Carers Centres in Lanarkshire and maintain these to provide welcoming and safe spaces for carers to drop in, meet and connect. Our telephone and communication systems support multi factored and agile engagement.

As a fair work employer and with our ambition to be an Employer of Choice, we offer a staff salary and benefits package reflective of the important work we do. We reward staff appropriately and competitively providing an attractive offer for current and future employees. Many of our employees live, work and care in Lanarkshire and we want to retain this skilled and experienced workforce.

Our external payroll support is provided by Wylie & Bisset, and they help us to ensure HMRC compliance, statutory deductions and tax reporting is accurate. Lanarkshire Carers also has contracts in place with providers of Employment Law, IT Support, Carer Counselling and Wellbeing Service, and an Insurance Broker who advises us on our employee benefits and insurance cover.

The continued review and update of our systems, practice and resources ensures best practice. Detailed forecasts and reports are provided to the Board of Directors for the oversight and scrutiny required through their governance of the charity in accordance with OSCR requirements.



**LINDA CRAIG**  
Treasurer

# Statement Of Financial Activities

**FOR THE YEAR ENDED 31 MARCH 2026**

|                                    | Notes | Unrestricted funds (£) | Restricted funds (£) | 2026<br>Total funds (£) | 2025<br>Total funds (£) |
|------------------------------------|-------|------------------------|----------------------|-------------------------|-------------------------|
| <b>INCOME AND ENDOWMENTS FROM</b>  |       |                        |                      |                         |                         |
| Donations and legacies             | 2     | 9,758                  | -                    | 9,758                   | 137,916                 |
| Charitable activities              | 4     | 1,562,508              | 1,320,483            | 2,882,991               | 1,956,235               |
| Investment income                  | 3     | 128                    | -                    | 128                     | 165                     |
| <b>Total</b>                       | -     | <b>1,572,394</b>       | <b>1,320,483</b>     | <b>2,892,877</b>        | <b>2,094,316</b>        |
| <b>EXPENDITURE ON</b>              |       |                        |                      |                         |                         |
| Charitable activities              | 5     | -                      | -                    | -                       | -                       |
| Charitable expenses – objects      | -     | 1,516,082              | 1,199,254            | 2,715,336               | 2,231,990               |
| Governance costs                   | -     | 11,331                 | -                    | 11,331                  | 7,537                   |
| <b>Total</b>                       | -     | <b>1,527,413</b>       | <b>1,199,254</b>     | <b>2,726,667</b>        | <b>2,239,527</b>        |
| <b>NET INCOME (EXPENDITURE)</b>    | -     | <b>44,981</b>          | <b>121,229</b>       | <b>166,210</b>          | <b>(145,211)</b>        |
| Transfers between funds            | 18    | 125,370                | (125,370)            | -                       | -                       |
| Net movement in funds              | -     | 170,351                | (4,141)              | 166,210                 | (145,211)               |
| <b>RECONCILIATION OF FUNDS</b>     |       |                        |                      |                         |                         |
| Total funds brought forward        | -     | 575,895                | 698,640              | 1,274,535               | 1,419,746               |
| <b>TOTAL FUNDS CARRIED FORWARD</b> | -     | <b>746,246</b>         | <b>694,499</b>       | <b>1,440,745</b>        | <b>1,274,535</b>        |

We have a *diverse staff team* with a range of skills and experience, who benefit from a workplace that offers *flexibility and progression*.

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- ▶ **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**
- ▶ **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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## CENTRES

Lanarkshire Carers Centre: Hamilton  
Ground Floor Left, Princes Gate  
60 Castle Street, Hamilton ML3 6BU

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



## CONTACT

South Lanarkshire: 01698 428090

North Lanarkshire: 01236 755550

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 ~ Director



## AUDITORS

Robb Ferguson Chartered Accountants

Regent Court, 70 West Regent Street

Glasgow G2 2QZ

