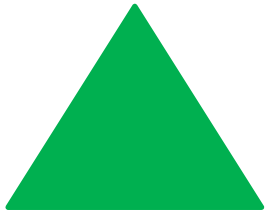


Organisation Name Carers Link Lancashire	
Grant Details: Total Grant: £80,000 Amount funded to date: £80,000 Amount remaining: £0 Start date: November 2017 End date: 26 August 2021 Date of Report: 26 August 2021	
Grant Summary Carers Link Lancashire (CLL) is committed to making itself sustainable regardless of any future changes in statutory income. Our funding is supporting CLL to establish a chain of charity shops/information hubs across the local communities of East Lancashire. As well as providing a public face for the charity, the shops will enable unrestricted revenue generation, and provide an information and support point for carers and hidden carers in each locality. www.carerslinklancashire.co.uk	

1. Progress made towards the first expected key achievement?			
Development of the first charity shop / Information Hub in East Lancashire			
Measures for this achievement		Target date	Progress towards these measures
1a.	Implementation of 1 st charity shop/hub.	Year 1-2018	First premises acquired within the Hyndburn locality. This is positioned directly near train station / bus station – has parking directly outside and has excellent footfall on a main road with visible shop frontage. Extensive renovation work and refurbishment of shop floor premises currently underway, expected completion date end of October/early November. We are expecting to have the charity shop and Information Hub open in early December, enabling us to capitalise on the Christmas trade.
1b.	Implementation of 2 nd charity shop/hub	Year 2-2019	As we are an inclusive organisation providing support for carers and the people they care for, providing an accessible space is fundamental to this project. Generating additional funding for the DDA

			<p>door proved a lengthy but necessary process due to the expansion of the new retail development project to include a kitchen garden and community café and kitchen. Whilst the main focus is on establishing the successful launch of the first shop the Retail Development Manager has begun the preparations for securing the second retail premises. The policies and procedures, partnerships and infrastructure have already established enabling the smooth expansion into additional retail outlets.</p> <p><u>September 2019:</u> Our first community retail facility was officially opened by our MP Graham Jones during carers week in June 2019. During this week the facility was open daily with lots of different events and activities being held to attract local members of the public. A number of press releases were published including BBC Radio Lancashire broadcasting live from our new venue interviewing carers, staff, volunteers our MP and our funders. Our new community facility also now houses a community café and a community garden. We have worked hard to gather additional capital grants to make this possible. The Hub is being utilised daily and we have now officially been open and trading for 3 months (July-September 2019) The retail development manager is supporting the shop on a daily basis to ensure our methods and processes are correct and successful including the numbers of volunteers trained and developed to be competent to run the facility. Over the coming months, the Retail Development Manager will begin searching for a new property to lease to enable implementation of a 2nd charity shop and support hub in another part of East Lancashire</p>
1c.	Implementation of 3 rd charity shop/hub	Year 3 – 2020	<p><u>April 2020</u></p> <p>Our first facility has now been in operation for 9 months in total. (July 2019 – March 2020) The facility has proved to be extremely popular amongst the town with people utilising the café, garden, shop and information and support hub.</p> <p>We have employed a café manager to run the community café, due to the extensive amount of work required in running a food outlet. However, this has also been supported daily by volunteers.</p> <p>A major problem we have encountered has been volunteers and this has been a major issue on us progressing with opening a second shop. We haven't yet managed to recruit the right calibre of volunteers who are willing to take ownership of the facility, in</p>

			<p>particularly the shop and information and support hub. This has meant that the retail development manager has for 70-80% of the week been running and maintaining the facility due to the scale and size of our facility. We have found that the volunteers we have attracted to date have their own personal issues / reasons for volunteering and haven't been as committed as we would have anticipated. This being said, the opportunities provided to volunteers has been invaluable in them getting support, skills and aspirations which has progressed them onto getting the right support needed, securing employment and enrolling on educational training courses.</p> <p>The retail development manager has spent around 30-40% of her time researching for another property to establish our second charity shop and information and support hub, however, at the moment we are unable to progress with taking out a lease and purchasing the equipment due to COVID. Therefore the second shop has been put on hold for the moment.</p> <p>As a charity, our new community facility has in fact provided two trading opportunities, one through the shop and one through the café. We feel that this technically could be classed as us achieved our 2nd year objectives of opening two shop facilities.</p> <p>We are still hopeful that by the end of the year and the Triangle Trust funding we will have another facility up and running.</p> <p>During the period that facility has had 9745 sales which we feel is a good achievement.</p> <p><u>August 2021</u></p> <p>Due to covid, from April 2020 we have struggled to progress with opening another 2 shops/hubs due to restrictions & furloughing the Retail Development Manager, with all the charity's resources & staff put into directly supporting carers throughout the pandemic. This being said, with permission from the TT to put the grant on hold and extend the project, it has enabled us to make further progressions towards developments of further premises once the restrictions had been lifted.</p> <p>Good progress has been made over the past 3 months and we are currently in the process of signing a 3 year lease for a property in Clitheroe (Ribble Valley) which will house our 2nd charity shop and information and support hub. Progress has been</p>
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			made on sourcing stock, donations and securing volunteers to assist us in implementing and running the new trading facility.
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2. Progress made towards the second expected key achievement?			
Recruitment of 75 volunteers to assist in the running of the charity shops/information hubs			
Measures for this achievement		Target date	Progress towards these measures
2a.	Recruitment of 25 volunteers	Year 1 2018	<p>To date we have recruited 16 volunteers to assist with the running of the new shop in Hyndburn with an 8 week induction/training course now fully designed, up and running in partnership with Lancashire Adult Learning. Some of the volunteers have completed the induction/training with other volunteers booked on to the next training programme. We are in the process of redesigning the training programme following feedback from volunteers to consolidate all basic aspects in to a one day course, with a more comprehensive food hygiene and First Aid certificate available to those where this is applicable.</p> <p>Recruitment of volunteers at 64% of total, one of our volunteers has left due to ill health and one volunteer has moved on to full time employment which is as a direct result of gaining transferable skills with our charity.</p>
2b.	Recruitment of 50 volunteers	Year 2 2019	<p><u>April 2019</u></p> <p>We have recruited 25 volunteers in total. The volunteer recruitment and training has been successfully redesigned. The new streamlined process has been positively received by our volunteers. The flexibility of this has enabled us to engage with a wider audience of volunteers including carers helping to reduce isolation and increase confidence. We have established a strong, empowered and caring volunteer team who have taken ownership of various processes needed in establishing the new shop. We are already seeing the personal development of individuals as a result of volunteering such as increased confidence and leadership skills. We have one volunteer who when we first met him was vulnerable, extremely isolated, struggled to engage and wanted to return to paid employment. Through accessing our training programme and volunteering at various events his confidence improved dramatically and he has embraced new opportunities resulting in successfully returning to the workplace. He continues to volunteer and we have booked him on the Portable Appliance Testing Course. As part of our increasing volunteer pool we now have a driver</p>

			<p>collecting donations enabling cares and the wider community to support the new retail venture.</p> <p><u>September 2019:</u> We have now recruited 35 volunteers who have supported throughout the quarter on a daily basis. 10 volunteers (both café and retail) have dropped off during the period therefore we have 25 active live volunteers as of the 30th September 2019. We have been opening Mon/Tue/Thur/Fri and Sat each week. We have found that Saturdays are the worst days for takings so we are therefore going to start opening on a Wednesday and close earlier on a Saturday. This means that we need to recruit more volunteers to support the facility. Problems we have encountered with volunteers are that they do not want to commit to set days and times which makes setting weekly rotas problematic meaning that the Retail Development Manager needs to spend most of her time ensuring the shop is open and staffed appropriately. We will be working hard during Q3 to ensure more volunteers are recruited and are committed to set routines and rotas each week.</p>
2c.	Recruitment of 75 volunteers	Year 3 2020	<p><u>April 2020:</u></p> <p>The volunteer coordinator has worked hard to recruit and maintain volunteers. As mentioned earlier this has been our major challenge in hindering us from having a second facility up and running without the support of the retail development manager.</p> <p>Up until the end of March 2020, we have recruited a total of 12 additional volunteers and as of the 31st March 2020 have 32 active volunteers supporting us across the community facility.</p> <p>Year to date we have recruited 47 volunteers</p> <p>In total volunteers have provided the facility will 1699.5 hours. If this was quantified into national minimum wage it would equate to almost £15,000 worth of free time.</p> <p><u>August 2021:</u> As of 26th August 2021, we have a total of 49 active volunteers supporting in our first facility in both the café and shop. This is an amazing number of volunteers supporting just one community facility.</p> <p><u>Volunteer time:</u> In total, 3663.2 hours have been offered by volunteers from the 1st April 2020 to 26th August</p>

			2021 across the shop, café, garden and information and support hub.
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3. Progress made towards the third expected key achievement?			
Generating unrestricted income for the charity, enabling sustainability and the ability to continue to deliver support and services for carers			
Measures for this achievement		Target date	Progress towards these measures
3a.	To identify and/or provide support to 520 Carers through the charity shops/hubs	Year 1 2018	<p>A small amount of income has been generated through organising Fashion Events generating income from selling donated stock alongside other local businesses who supported the event donating a raffle prize and 10% of the income they generated on the night to Carers Link Lancashire. Following the success of this event we have a further event planned for 19th October. We have also been utilising local markets over the summer period as a way of generating income and raising the profile of our new retail premises, which generated further donations of goods, identified and supported carers across East Lancashire.</p> <p>Whilst the refurbishments are taking place we have a number of events planned for the general public and carers alike to further promote the launch of our new retail outlet. These events will not only generate further income but will be an opportunity to create handmade items to sell in our shop.</p>
3b.	To identify and/or provide support to 1040 Carers through the charity shops/hubs	Year 2 2019	<p><u>April 2019:</u> Throughout the autumn and winter period an income was generated through a number of avenues including, fashion shows, creative crafting events, wreath making classes, Christmas markets and designing & selling Christmas cards. We have also sold clothing donated by a local business and Easter crafts have also been donated and sold.</p> <p>We have utilised every opportunity to engage with carers and the wider community to both promote the services currently available and identifying and supporting hidden carers.</p> <p><u>September 2019:</u> The new community facility opened its door for trading during carers week in June 2019. The retail side of the facility has been operating since this date and the café officially opened on the 1st July 2019. Since this date, we have on average between 75-100 people passing through the doors each day. During the quarter we have had 8580 members of the public visiting our new facility. At least half of the people entering the facility ask about our charity, the services and support that we provide and we often identify carers who go on to self-</p>

			refer to our charity. During the quarter we have directly provided 112 carers with support and services through the information and support hub. A number of partner agencies have also provided drop in facilities from our information and support hub.
3c.	To identify and/or provide support to 1560 Carers through the charity shops/hubs	Year 3 2020	<p><u>April 2020</u> As we only have 1 facility up and running we will be unable to make our forecasted target of support for carers as we only have one facility.</p> <p>Over the past 6 months we have had over 10,000 people accessing our community facility in total. During this period, we have also provided 108 carers with direct support and services in the information and support hub.</p> <p>The information and support hub has also been used 1 day per week by partner agencies for example smoking cessation and action for ASD and whose client figures are not recorded in our total numbers.</p> <p><u>August 2021:</u> Due to restrictions our community facility was forced to close for most of the past year and a half, however, when restrictions were lifted we immediately began to open our doors and offer support and services to carers and the wider community.</p> <p>A number of events have been held to overcome isolation and loneliness including a free community bbq attended by 142 people, a community culture day attended by 85 people and an afternoon tea attended by 45 people alongside numerous support groups including a gardening group, former carers group, dementia support group and parent carer group, we have also had Mindful Mondays and Feel Good Fridays sessions engaging with 356 people in total.</p> <p>We have provided welfare and benefits appointments, carers assessments, 121s and counselling sessions in our support hub. As well as this we have supported 152 carers who accessed the support hub for information from our Assessment and Support Duty Officer or our Welfare and Benefits officer.</p>

4. Optional – please detail any additional expected achievements you would like us to know about.

- 1) Providing a public face for the charity
New facilities in the town centre have been secured- awareness raising is ongoing about the new centre/shop/hub
- 2) Providing carers and hidden carers and members of the public with information and support available locally
- 3) Raising awareness of unpaid carers across East Lancashire

- 4) The new premises has also provided us with a large new community space and we have created a community café and garden. A number of funding bids have been successful to make this further development a reality. This new community space will provide services and support for carers and the wider deprived community.
- 5) Through our new space, we will be able to provide therapeutic activities whilst creating products which can be purchased in the shop.
- 6) A number of items have been secured through the retail development manager which have assisted us in the renovation of the ground floor including donated paint, flooring, underlay, tiles, adhesive, grout, shop counter, shop fittings, mannequins, hangers, all of which totals over £12,000.

In addition to Y1 income we have also secured £12,000 in donated goods including new flooring & paint for the shop alongside securing £48,600 to support the new community facility as per the below.

<u>Income secured</u>		<u>Area to fund</u>
Windfall (GARDEN AREA)	£ 9,000.00	garden
LCC DDA /YP / Older People lead	£ 2,600.00	DDA Door
LEF (café) (£6256 - TOILET/ELECTRICS)	£ 30,000.00	Community Café/ DDA Toilet
Greenenergy Charitable Donation	£ 2,000.00	DDA Door
Bernard Sunley Foundation	£ 5,000.00	Garden
Heritage Lottery Fund	£69,328	Restoration to front of property
total secured	£ 117,928.00	

September 2019

We have a fashion event scheduled for 10th October 2019 which has been sponsored by a local solicitors firm. We are hopeful that this will raise a minimum of £1800 of retail income

April 2020

Public awareness of our charity has increased and as a result numbers of new referrals being received for support has also increased.

We have been working alongside Hyndburn Borough Council and were successful in an application to the heritage lottery fund to restore the front of the property. The total cost of this work apart from 10% is covering the cost of this work, which includes a significant work to the appearance of our community facility. The total amount granted for this work is £69,328.00

This work includes new front doors, restoration of granite, new halo lit signage, cleaning of all stonework and replacement sash windows. A number of businesses on Blackburn Road have also been successful in securing this additional funding and it is hoped that this will improve the look of the street and improve and increase the economy in the area. Work has commenced on our property from February 2020 however, this has meant that scaffolding has been up at the front of the property and remains there during this time due to work being on hold because of COVID.

In total the charity have been successful in securing £117,928.00 in grants and funding to support improvement works which directly impacts and improves our community facility.

This work will significantly increase the appearance of our facility and is likely to increase the numbers who access our facility.

5. If the success of your strategic plan submitted during the application process is dependent on your organisation obtaining income in addition to the Triangle Trust grant from other sources during the grant period, please summarise total additional income you expect to achieve each year.

This can be presented as a total figure for each grant year or as a total figure for each financial year that covers the grant period – whichever works best for you. The total figure should include all income sources eg. Trading, contract, grant etc.

	Start date of year	Total additional income		
		Expected at start of grant	Reforecast	Received to date
Year 1	1 Nov 17	£36,060.00	£16,000	£3820.94
Year 2	1 Nov 18	£78,400.00	£22,759.89	£16809.89
Year 3	1 Nov 19	£120,000.00	£45,364.89	£32,841.24
Year 4	1 Nov 20	£-----	£107,294.25	£37,643.72

6. Did any aspect of the grant delivery not progressed as expected and have any subsequent changes been made?

The amount reforested above has been based on the fact that it is likely that the community facility will remain closed until July 2020 due to COVID 19 which will affect 4 months' worth of trading income.

This being said, we have received a grant from the local council of £25,000 which is to support the loss of the business income and the fact that it is closed during this time, therefore, this amount reforested, has included this amount and also the anticipated trading amount for 6 months from July- December 2020 only.

The retail development manager is continuing to plan and research for our second facility including searching for properties virtually across East Lancashire so that as soon as restrictions are over we can commence the opening of another facility.

August 2021

The pandemic has obviously had a huge impact on the charity's developments of another two shops. However, once restrictions were lifted work to source other premises began and good progression has now been made in developing a shop in Clitheroe. It is anticipated that over the next 8 weeks our second retail / support facility will be open and this is as a direct result of the Triangle Trust funding and agreement to furlough our member of staff and restart the project once the restrictions had ended. We are extremely grateful to the triangle trust for their financial and overall support. This new trading function will ensure longevity and sustainability of the charity regardless of statutory income.

7. Has the grant achieved the expected results overall or did anything need to change?

COVID 19: Plans for the future

Results are having to change because of the government restrictions. However as mentioned above, the charity are still dedicated and committed to opening another facility before the end of the year and the Retail Development Manager is continuing with her objectives so that we are ready to go ahead once restrictions are lifted

8.What are the future plans for the development funded by this grant? (include details of any further funds secured to continue the work)

N/A

9.Is there anything you have not included elsewhere in the report that you feel we should know? E.g. you might have some wider reflections about the impact of the grant overall both within your organisation and beyond.

10.Please email us a copy of your latest annual report and full accounts independently examined by a qualified accountant covering the last 12 months (if you have not already sent them).

Date this form was completed

26/8/21