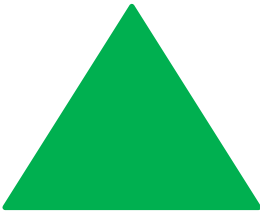




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| <b>Grant Ref Code and Name:</b><br>Carers UK (NI) 2017-05-C012   |  |
| <b>Grant Details:</b><br>Total Grant: £80,000<br>Amount funded to date: £80,000<br>Amount remaining: £0<br>Start date: 1 November 2017<br>End date: 31 October 2020<br>Date of Report: 2 December 2020   |  |
| <b>Grant Summary:</b><br><br>This is a strategic funding award recognising the important role Carers UK has in supporting carers across the UK through providing information and advice and lobbying to bring about lasting change.<br>The Northern Ireland (NI) branch of Carers UK is one of a limited number of organisations in NI directly supporting carers. Calls to its helpline are increasing constantly and staff are struggling to meet demand.<br>The Development Grant will contribute to the core costs of the helpline, releasing the manager from continual fundraising thereby allowing her to forward plan and work strategically with the NI Board for Health and Social Care, to develop a new NI Carers Strategy that will hopefully increase statutory funding for carer support in the future.<br><br><a href="http://www.carersuk.org/northernireland">www.carersuk.org/northernireland</a> |  |

| 1. What is the first expected key achievement?   |             |  |
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| Increase the number of carers and professionals receiving support through our Adviceline service in order to build our evidence-base and secure future funding for this service. |             |  |
| Measures for this achievement  | Target date | Progress towards these measures  |
| 1a. Increase Adviceline queries by 10%   | March 2019  | <p>We have surpassed this target.</p> <p>Baseline Nov 2016-Oct 2017 = 1803 Northern Ireland Adviceline enquiries.</p> <p>Breakdown of Adviceline queries Nov 17 - Oct 2020-</p> <p>Nov 17- Oct 18 = 1899</p> <p>Nov 18-Oct 19 = 2342</p> <p>Nov 19-Oct 20 = 2399</p> |

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|            |   |                   | <p>From baseline data from Oct 2017 to Oct 2020 there has been a 33% increase in the number of enquires to our Adviceline. Please note that pre-COVID-19 we would have received a large number of referrals/queries through our training sessions, information stands and attendance at carers groups etc none of which have been able to take place since March 2020.</p>   |
| <p>1b.</p> | <p>Up to 50 volunteers raising awareness in local communities through information dissemination/ events</p> | <p>March 2019</p> | <p>We have surpassed this target.</p> <p>Since Nov 2017 over 130 volunteers have engaged with us to raise local awareness of support available to carers.</p> <p>We have developed a robust corporate volunteering programme alongside our usual volunteer programme. Since 2017, 110 corporate volunteers have been trained and delivered information stands at local hospitals, shopping centres, health fairs etc.</p> <p>Through a partnership with Lloyds Banking Group Community Resolve Team here in Belfast, volunteers from their staff team have delivered information stands in health centres, local hospitals and shopping centres, engaging carers and signposting them to local support. To date, they have engaged over 650 carers and distributed over 5000 Carers NI factsheets/guides to carers.</p>  <p>(Photo: One group of Lloyds staff taking part in our Carer Awareness sessions before hosting information stands in the community)</p>  |

(Photo: 2 of our corporate volunteers hosting an information stand at a local health centre)



(Photo: Volunteers in 2019 putting Carers NI Adviceline posters in local hospitals)

Other volunteers have taken part in a range of activities including putting up posters in local church halls, GP surgeries, workplaces and other locations. They have also helped us raise awareness of carers and Carers NI through a range of fundraising activities.



(Volunteers raising both awareness and funds for Carers NI through raffles, sporting events, information stands and bag packs)

We have also joined a partnership with Rotary Club GB and Ireland to further increase volunteering opportunities and

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|     |   |            | <p>have 6 Local Ambassadors recruited and trained for the upcoming year.</p> <p>Unfortunately, due to COVID-19-19 restrictions our volunteering programme has been halted since March. We have encouraged our volunteers to circulate our factsheets via email to local GP surgeries and other community groups they are involved in. They have also been actively sharing our information via social media platforms. We have been keeping them engaged throughout the local restrictions and are currently looking into developing a Listening Ear support project to train volunteers to support carers emotionally.</p>   |
| 1c. | Increase reach on social media by 10%   | March 2019 | <p>We surpassed this target.</p> <p>Facebook followers Nov 2017 = 2100 increased by 30% to 3000 as of the target date (March 2019) however this has increased by 105% from the Nov 2017 figure to 4,300 - as of Oct 2020 (carers mainly access us on Facebook).</p> <p>Twitter increased by just over 9% to 4,590 as of the target date of March 2019 however we now have 5250 followers on Twitter showing an increase of 26% from the Nov 2017 figure (professionals mainly access us on Twitter although we have seen a marked increase in the number of carers and carer advocates now engaging via this method).</p> <p>(Carers Northern Ireland social media stats)</p> |
| 1d. | Deliver 8 information sessions to carers & professionals on carer awareness & support available | March 2019 | <p>We surpassed this target.</p> <p>39 information sessions delivered to 990 carers and professionals by target date.</p> <p>Plus, Apr 19- Oct 20 = 33 information sessions delivered to over 600 carers (1 session was via Facebook Live so data on reach was initial data during the live event and does not count those who have watched since).</p>   |
| 1e. | Produce, promote and distribute 2 NI-specific resources for carers                              | March 2019 | <p>We surpassed this target.</p> <p>We produced and distributed 4 NI specific resources for carers by the target date: Looking After Someone Guide Nov 2017 and 2018, When Caring Ends or Changes Factsheet update and reprint June 2018 and Your Rights in Work published and distributed Oct 2018.</p> <p>Since the target date we have updated, produced, distributed and promoted a further 2 versions of our</p>   |

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|     |  |   | <p>Looking After Someone guide (2019 and 2020) and updated all of our factsheets in line with latest COVID-19-19 guidance from Government.</p> <p>We also worked with the Dept. of Health in NI to produce an updated version of their A-Z guide for carers and to develop a new COVID-19-19 guidance for informal/unpaid carers, including regular updates.</p> <p>Our factsheets can be viewed at:<br/> <a href="http://www.carersuk.org/northernireland/policy/factsheets">www.carersuk.org/northernireland/policy/factsheets</a></p>  |
| 1f. | Identify and secure future funding for the Adviceline Service. | <p>£10k by Oct 2018</p> <p>£15k by Oct 2019</p> <p>£35k by Oct 2020</p> | <p>We have surpassed our income generation targets for our advice service.</p> <p>To October 2018: £36K income generated through fundraising, contract of services, consultancy and training.</p> <p>November 2018 to October 2019: £33k income generated through fundraising, contract of services, consultancy, training and small trusts and foundations.</p> <p>Nov 2019 – Oct 2020: Over £61k income generated through fundraising, contract of services, consultancy, training, small trusts and foundations and also includes £36k funding from the Dept of Health NI towards the service as part of their COVID-19-19 response (May until Dec 2020 with a view to extension).</p> |

| 2. What is the second expected key achievement?  |  |             |  |
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| Work with employers to improve support for working carers in NI and influence positive delivery of carer outcomes within the 'Programme for Government' and Review of Adult Social Care and Support. If these are delayed we will continue to build relationships with key decision-makers, planners and politicians to ensure carers issues are on their agendas. |  |             |  |
| Measures for this achievement  |  | Target date | Progress towards these measures  |
| 2a.  | Hold 6 (2 per year) information sessions /Business breakfasts/meetings highlighting the importance of supporting working carers, engaging with at least 60 employers over this period. | Oct 2020    | <p>We have surpassed this target.</p> <p>We held 25 events and directly engaged almost 60 employers since Nov 2017. In addition, we delivered 8 training sessions through Business in the Community's Link and Learn programme in 2020.</p> <p>For example we:</p> <p>Established links and held one to one meetings or information sessions with employers around Employers for Carers and our online platform "Digital Resource for Carers" (DRC), (including with</p> |

Bank of Ireland, Danske Bank, Health and Social Care Board, Charity for Civil Servants, Queen's University, all of the Health and Social Care Trusts and Pharmacy Advice Support Service etc).

Participated with information stands at 15 different workplaces as part of health and wellbeing events organised by employers.

Held an additional joint event with the Northern Health and Social Care Trust in Nov 2017 on Employers for Carers and our DRC for staff in the Northern Trust. Northern Trust won an Inspire Wellbeing in the Workplace Innovation Award in June 2019 on the back of our partnership working with them to ensure good practice to support staff who are caring (particularly the Digital Resource for Carers and Jointly app).




(Photo: Carers NI and Northern Health and Social Care Trust with our Inspire Wellbeing in the Workplace award)

Due to capacity this year we have been unable to have as many regular meetings of our network as we would have liked but as part of our COVID-19 response we regularly share the up-to-date government guidance for carers with our Supporting Working Carers network. We have continued to engage with them individually and supported several members of the group by attending carer coffee mornings with staff who are caring.

We have also shared the latest good practice report from Employers for Carers with our organisations and are currently working with a local MLA to enhance flexible working, introduce Carers Leave and create better work life balance.






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| 2b. | <p>Deliver 6 (2 per year) workshops for working carers on rights and support available.</p> <p>Subject to securing funding establish a network of NI employers to share good practice and improve support for their carer employees. This could include an annual conference/learning event.</p> | Oct 2020  | <p>We surpassed this target, this year holding 13 workshops with working carers from organisations including PSNI, Henry Bros, Dept of Finance, Dept of Health, Dept of Justice, Belfast City Council and Bank of Ireland.</p> <p>Our Supporting Working Carers Network made up of 16 employers (plus ourselves). Have met eight times since Nov 2017 to discuss good practice in supporting carers in the workplace.</p> <p>Due to capacity and as yet unsecured funding, we have been unable to deliver an annual conference/learning event.</p>  <p>(Photo: our original Supporting Working Carers Network members at our first meeting)</p> |
| 2c. | <p>Produce guide on rights and supports for working carers in NI and promote through employers and Business in the Community</p>   | Sept 2018 | <p>We met this target.</p> <p>Resource launched on 24<sup>th</sup> October 2018 and distributed to all employers we have been engaged with. Also taken out to information stands we've been involved in.</p> <p>Our resource can be viewed here:<br/> <a href="http://www.carersuk.org/files/section/5042/ni-your-rights-in-work-2018-web.pdf">www.carersuk.org/files/section/5042/ni-your-rights-in-work-2018-web.pdf</a></p>   |

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| 2d. | Liaise with key decision-makers, planners and politicians at government level to ensure support for working carers is in Programme for Govt/Local area Action Plans/ Manifestos etc. | Oct 2020 | <p>We met this target.</p> <p>We liaised with several decision-makers, planners and politicians and promoted support for working carers, for example we:</p> <p>Invited representatives from Health and Social Care Board and Dept of Health as well as local MLAs to the launch of our Employers for Carers partnership with the Northern Trust in Nov 2017.</p> <p>Met with Dept. for Communities representatives to discuss supporting working carers and getting carers back to work (March 2018).</p> <p>Our Director attended a Dept for Communities Work &amp; Wellbeing Division: Work &amp; Health Policy Branch and Belfast City Council pre-consultation event (March 2018).</p> <p>Also presented our joint “Lost Retirement” report (<a href="http://www.mariecurie.org.uk/globalassets/media/documents/policy/policy-publications/lost-retirement-the-impact-on-older-people-of-caring-for-someone-with-a-terminal-illness.pdf">www.mariecurie.org.uk/globalassets/media/documents/policy/policy-publications/lost-retirement-the-impact-on-older-people-of-caring-for-someone-with-a-terminal-illness.pdf</a> ) with Marie Curie NI to all the political parties here, the Dept. of Health and 6 Integrated Care Partnerships.</p> <p>Our Juggling Work and Care report was circulated to Dept for Communities, Dept for Health and Dept for the economy earlier this year:<br/><a href="http://www.carersuk.org/images/News_and_campaigns/Juggling_work_and_unpaid_care_report_final_0119_WEB.pdf">http://www.carersuk.org/images/News_and_campaigns/Juggling_work_and_unpaid_care_report_final_0119_WEB.pdf</a></p> <p>Supporting working carers has also been identified as an issue in our policy work on Loneliness in NI through the Loneliness Policy Action Group and the All Party Assembly Group on Loneliness.</p> <p>We recently met with a local MLA who is proposing a Private Members Bill at the Assembly on Work Life Balance which will include the introduction of Carers Leave. We will be working closely with her to engage carers and other MLAs in developing and ensuring the Bill’s success. We also have an invitation to meet with the Equalities Commissioner here to discuss carers in work scheduled for January 2021.</p> <p>We have been raising the issue of the need for more support for working carers through the findings of our recent surveys of carers experiences</p> |
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|     |   |                 | <p>during the pandemic. Our subsequent Caring Behind Closed Doors report showed the impact of juggling work and care (alongside home-schooling etc) during the pandemic and we have raised these issues with MLAs and the Dept of Health, encouraging cross-departmental collaboration to ensure working carers are better supported.</p>   |
| 2e. | <p>Provide 3 organisational responses to calls for evidence/public consultations on carers issues</p> | <p>Oct 2020</p> | <p>We surpassed this target.</p> <p>No public consultation around the review of Adult Social Care have happened due to the lack of Ministerial guidance and now as a result of COVID-19 this has been pushed back further.</p> <p>However we were able to facilitate carers to make their voices heard in four consultations and submitted responses to the relevant Department:</p> <p>We organised an engagement event with carers and Dept. of Health policy makers in March to feedback on the Power to People Report and what it means to carers. Over 50 carers attended the event and the report from the event was submitted to Dept. of Health.</p> <p>We submitted a response to Dept. of Health after engaging with carers on the Re-Shaping Stroke Care consultation. Our response can be viewed here:<a href="http://www.carersuk.org/northernireland/news-ni/reshaping-stroke-care-consultation-response">www.carersuk.org/northernireland/news-ni/reshaping-stroke-care-consultation-response</a>.</p> <p>We submitted a response to the Dept for Communities around the Section 75 Equality Action Plan in Nov 2019.</p> <p>We also organised two engagement events with carers (in conjunction with Age NI) to feed into the new Mental Health Strategy. As part of the working group on the carers section of the strategy we took the issues raised by carers and developed a paper which is currently sitting with the Strategic Advisory Panel as part of the pre-public consultation engagements. We will continue to engage with carers as part of this work when the full public consultation is issued in Spring 2021.</p> |

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| 2f. | Engage with 12 MLA's/senior civil servants/local councillors/party or Committee reps etc. on carers issues (4 per year) | Oct 2020 | <p>We have surpassed this target.</p> <p>Since Nov 2017 we have met with over 50 MLAs, Special Advisors, senior civil servants etc. Ranging from one to one meetings regarding our Fairer for Carers campaign to networking events for Carers Week, training on Carers Rights and more recently as part of our response to COVID-19-19.</p> <p>We have been working extremely closely with the Community and Elderly Care Team in the Dept of Health as part of their COVID-19-19 response and were involved in developing guidance on care homes and direct payments. We asked the Dept to produce guidance for carers during COVID-19-19 and have been working closely with them on developing the guidance and keeping it updated throughout the pandemic.</p> <p>We are in the process of setting up NI's first ever All Party Group on Carers and as such have been engaging with MLAs from across the political parties here to secure buy-in. We are also scheduled to present to the Health Committee on carers experiences during the pandemic in November.</p>  <p>(Photo: Carers NI and Coalition of Carer Organisations partners at our Carers Week event 2019 in Stormont with Colm Gildernew MLA)</p> |
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|     |  |          |  <p>(Photo: Carers NI with members of Loneliness Policy Action Group at British Red Cross event in Stormont with Ulster Unionist Party MLAs)</p>  <p>(Photo: Head of Carers NI with Mervyn Storey MLA highlighting the free Digital Resources for carers in his constituency)</p>  |
| 2g. | Provide minimum of 2 reports/briefing papers each year to 90 MLA's | Oct 2020 | <p>We surpassed this target.</p> <p>Since the beginning of this funding we have been able to produce and circulate a total of 10 Carers UK/NI reports to all MLAs:</p> <p>Our Carers Week and Carers Rights Day reports for 2018 and 2019 as well as our Carers Week report for 2020. We also circulated our State of Caring reports to all MLAs in 2018 and 2019 and in 2020 circulated both our Caring Behind Closed Doors reports.</p> <p>Our Juggling Work and Care report was circulated in early 2019 and our joint report with Marie Curie NI was circulated to all the political spokespeople for Health from each of the main parties.</p> |

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|     |  |          | Our Coalition Carers Week statement and follow up briefing on an Assembly motion was also circulated to all MLAs in June and July 2020  |
| 2h. | Sit on 4 external forums providing a voice for carers including the Regional Carers Strategy Implementation Group and other Health and Social Care Board and Department forums | Oct 2020 | <p>We surpassed this target. We currently sit on 12 external fora to provide a voice for carers:</p> <p>The Project Board of Review of Adult Social Care and Support (suspended during COVID-19); CO3 Health Special Implementation Group; Regional Carers Strategy Implementation Group (suspended during COVID-19); Regional BME Carers Group; The Loneliness Policy Action Group and the All Party Group on Loneliness.</p> <p>As part of the COVID-19 response we also sat on a working group of the community and voluntary sector as well as a working group on developing guidance on care homes. More regularly though, we sit on a fortnightly regional COVID-19 response group for carers alongside the Dept of Health, Health and Social Care Board, the HSC Trusts and Young Carers projects.</p> <p>We also currently sit on the working group of the carers section of the new Mental Health Strategy for NI, the Cliff Edge Coalition, the Coalition of Carer Organisations NI and the Integrated Care Partnership Third Sector Forum.</p> <p>Our term on the Joint Forum (community and voluntary sector alongside senior officials from The Executive i.e. government depts.) ended in March 2020.</p> |

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| 2i. | Lead and develop the Carers Coalition in NI (network of vol orgs with interest in carers). Hold quarterly meetings and produce minimum of 1 joint submission to NI Gov annually. | Oct 2020 | <p>We have surpassed all three aspects of this target. Currently Carers NI is Chair of this group.</p> <p>We had four meetings per year as planned.</p> <p>In addition, as a result of COVID-19 we have been meeting bi-monthly plus sub-group meetings on a variety of different pieces of work ranging from developing a Carers Week statement, drafting a briefing for MLAs ahead of a motion in the Assembly, planning a Carers Rights Day roundtable event and preparing for our presentation to the Health Committee in November.</p> <p>We submitted our Carers Week statement to the Dept of Health, Dept for Communities and Dept for the Economy and were delighted to get a joint response.</p> <p><a href="https://www.nicva.org/article/the-impact-of-COVID-19-19-on-carers-in-northern-ireland">https://www.nicva.org/article/the-impact-of-COVID-19-19-on-carers-in-northern-ireland</a></p> <p>We have held a number of additional engagement events with carers around the Power to People report and its impact on carers. The write up of the events were also submitted to the Dept. of Health.</p> <p>We also submitted a letter to the Permanent Secretary of the Dept. of Health in December 2018 around the impact on carers of funding cuts to community pharmacy in NI.</p> <p>As the Stroke Association NI are also part of our Coalition we submitted a joint response to the Re-shaping Stroke Care consultation just last year.</p> <p>There are now 14 regional organisations as members of our Coalition</p> |
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**3. What is the third expected key achievement?**

Implement a plan to secure a diverse range of sustainable income streams by November 2020: earned and voluntary income.

| Measures for this achievement |  | Target date                                     | Progress towards these measures  |
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| 3a.                           | Maintain statutory funding at current level of circa £71k. This will include approaching different government departments. | March 18 then annually                          | <p>Dept of Health funding secured for 2019/20 and 20/21 plus additional £36k for the Adviceline until end of December 2020 (possibility of extension to March 2021).</p> <p>Northern Health and Social Care funding secured for 2019/20 but contract finished March 2020.</p> <p>Unfortunately, due to the lack of Ministers in post in NI for 3 years, government departments were not engaging in funding requests other than to those who already receive financial support.</p> <p>The NI Assembly returned to government in January 2020 and within weeks had turned its attention to COVID-19 planning and preparing. Funding was released for the delivery of emergency supports and services and is still the case. Some funds have been released to community and voluntary sector organisations in financial difficulty but as we are part of a larger, UK-wide organisation, we did not meet the criteria to apply.</p> <p>Dept of Health have informed us that an open call for funding will not now be made until 2022.</p> |
| 3b.                           | Identify and apply to UK-wide and International trusts with an interest in NI  | By 31 March 2018, then annually                 | <p>Target achieved.</p> <p>We identified 25 trusts to contact for Carers Northern Ireland and have raised almost £20k to date including a grant of £5,000 from the Halifax Foundation for NI.</p>  |
| 3c.                           | Grow the number of organisations subscribing to our Digital Resource (DRC) package – cost £5k nett £4.5k to Carers NI.     | 2 by Oct 2018<br>4 by Oct 2019<br>6 by Oct 2020 | <p>Northern Trust renewed their subscription for 2018/19 and plan to renew for 2019/20.</p> <p>We worked with the Charity for Civil Servants on a UK-wide proposal. This will mean all civil servants in NI (and UK) will have free access to these resources. This was launched in June 2019 and UK wide had 100 subscribers following launch.</p> <p>Similarly, worked with the Health and Social Care Board to include our Jointly app into the Apps4Dementia library. Despite considerable</p>   |



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|     |  |   | <p>investment of time and resources this initiative fell through.</p> <p>We introduced Bank of Ireland to colleagues in London and helped them launch the DRC resource.</p> <p>Although we have not hit the targets set for this area of work, mainly due to staff capacity, we have established good systems and procedures to work with colleagues in London when opportunities arise.</p>  |
| 3d. | Use growing volunteer base to increase income through community fundraising activities, either in local communities or workplaces. | Minimum of twice annual events (e.g. Carers Week & Carers Rights Day) | <p>Each year we have volunteers compete in the Belfast City Marathon to fundraise for us. To date we've had 26 participate and raise funds for us. Unfortunately there was no marathon in 2020 due to COVID-19 and our planned 2020 Dragonboat Race has also been postponed until 2021.</p> <p>In 2018 we had over 20 volunteers (including some of our corporate volunteers) take part in the Belfast City Marathon in May and over 100 volunteers took part in the original Dragonboat race which took place in June 2018</p>   |

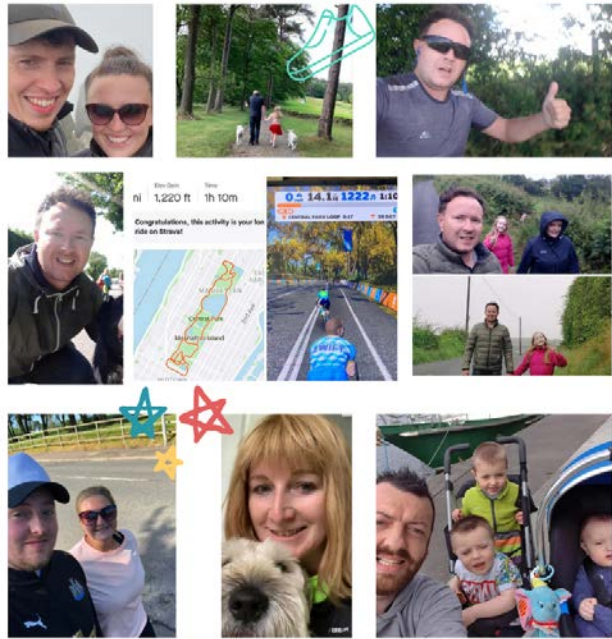


After an application and voting process, Queen's University Students Union appointed us one of their charity of the years for 2018/19 securing us £3.5k

Lloyds Banking Group Community Resolve Team also appointed us their Charity of the year for 2019 and they raised almost £6k through bag packs, abseils, the marathon and a workplace raffle.



In 2020, despite COVID-19, the Community Resolve Team kept us as their charity of the year and have so far raised over £2500 for us through a step count challenge and an online staff pub quiz!



We have also run various community fundraising events such as Lap the Lough and had participants compete in the London Landmarks Half Marathon also.



Our community fundraising volunteers have raised over £25k in the past 3 years all of which has gone towards our Advice and Information service here in NI.

3e. Secure ongoing funding contributions from key statutory bodies, in particular Health & Social Care Trusts, that promote and signpost to our Adviceline (see 1f above)

Target achieved.  
Sought and secured over £22k from Belfast Health and Social Care Trust since Nov 2017 for our Information and Advice service including to deliver training and/or information sessions to carers.  
Secured just under £10k from Western Health and Social Care Trust for updating their Carers' Handbook, reprint of some of our resources and delivering training to carers.

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|     |   |  | <p>Sought and secured £7k from Health and Social Care Board for developing our volunteer project to reach and connect carers in local communities.</p> <p>We are involved in ongoing discussions with all of the Trusts regarding sustainable funding of the Information and Advice Service post-COVID-19.</p>  |
| 3f. | Develop a corporate fundraising programme, initially sponsorship and/or employee fundraising, aiming for one multi-year partnership | Annual prospect list with at least 2 corporate engagement events each calendar year. | <p>We have surpassed this target.</p> <p>We developed a prospect list and secured relationships with more than 10 companies.</p> <p>The Dragonboat race and Belfast City Marathon are our main corporate engagement events and we received support from 1 local corporate for the Marathon in May in both 2018 and 2019 and 8 local companies in June 2018 for our Dragonboat Race.</p> <p>We had 5 new companies register for the event in June 2020 which will be carried over to June 2021.</p> <p>We also secured a number of ongoing partnerships during this grant:</p> <p>A partnership with Trust Ford NI up to Oct 2018.</p> <p>A partnership with Pharmacy Advice and Support Service (PASS) for 2018/19</p> <p>A partnership with SYNC Living NI for 2019.</p> <p>Charity of the Year support from Lloyds Banking Group Community Resolve Team for 2019 and for 2020 alongside their volunteering initiative.</p> <p>And Queen's University Students Union Charity of the Year partnership for 2018/19.</p> <p>We have just begun a volunteering partnership with the Rotary Club of GB and Ireland.</p> <p>Plans already underway for Dragonboat Race in June 2021.</p> |
| 3g. | Big Lottery NI People & Communities application   | By end Dec 2018  | <p>The proposal being led by the charity Contact was not submitted until recently due to staff turnover at Contact but it is now with the National Lottery Community Fund for consideration and we expect an outcome in the coming weeks.</p>   |

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

One of the key aims of this grant was to free up time for our General Manager, now re-titled as Head of Carers NI, to develop key external relationships.

Chairing the Carers Coalition, which we helped establish in partnership with NICVA a couple of years ago, is now leading to a higher profile for carers across NI. Representatives from all the main parties have been invited to attend meetings to discuss their plans for carers. We have submitted several joint briefings/statements and engaged with all political parties and relevant government departments. During COVID-19 the Coalition has really developed and our expertise has been sought on a number of occasions which has really strengthened momentum on carers' issues here pushing these up the political agenda, even during COVID-19.

The close working with other voluntary sector bodies is also increasing our capacity to influence. Marie Curie NI published a report on issues facing older carers which draws heavily on our data and was co-branded. The research, design, publication and plans for dissemination have been led by the much larger and better resourced charity but there has been clear recognition of Carers NI's expertise in this policy area. In conjunction with Marie Curie NI we presented the findings and recommendations of the report to political parties, Integrated Care Partnerships across NI, the Health and Social Care Board and the Dept of Health.

Our strategic partnership working has also led to our involvement in the newly formed Loneliness Policy Action Group with partners including Age NI, British Red Cross and the Campaign to End Loneliness with carers being recognized as one of the key priority areas to be addressed. This has developed into our involvement in the All Party group on Loneliness as well as feeding into a number of key research pieces being developed on the issue and which will be highlighted in conjunction with BBC NI in the run up to Christmas.

Our policy work and advice and information service has never been busier. Our Adviceline has been taking more enquires than ever before with over 400 carers alone seeking our support in June 2020. The momentum for increased carer support during the pandemic and beyond has really gathered pace thanks to the work of the team in Carers NI. So much so that we are in the process of setting up an All Party Group on Carers and are working with 2 MLAs on Private Members Bills to ensure better rights and support for carers here.

Our relationship with the Dept of Health has also grown significantly closer. The guidance they developed for carers in response to COVID-19 was directly based on enquiries to our Adviceline in the first month of the pandemic. It is still updated based on common trends we have identified.

**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 | Apr 2017           | £77,952                    | £83,747    | £83,747             |
| Year 2 | Apr 2018           | £82,959                    | £91,896    | £104,473            |
| Year 3 | Apr 2019           | £86,059                    | £99,608    | £84,459             |
| Year 4 | Apr 2020           | £89,108                    | £73,000    | £49,015 to Oct 2020 |

NB The reforecast figure is the income for 2017/18 not including the grant from Triangle Trust.

**6. Did any aspect of the grant delivery not progress as expected and were any subsequent changes made?**

When we applied and were awarded the grant none of us expected that there would be no effective government in Northern Ireland.

We had successfully lobbied for the programme for government to include specific references to carers and were confident that we could work with some new departments to help implement in some areas, particularly in regard to working carers. Despite the uncertainty we met regularly with key senior civil servants to ensure that when the political situation was resolved they understood our ability and willingness to assist with implementing future carer policies and potential legislation.

This perseverance has paid off. The relationships we have developed over time has led to carers' issues moving up the agenda with great momentum.

These issues have also impacted our ability to generate new statutory funding over the life of our project, however we have had success with corporate and community fundraising and increasing the number of foundations with which we have relationships.

The COVID-19 pandemic has had a devastating effect on carers, as can be clearly seen through our research and the increasing demand for our Adviceline. Whilst we have had to cancel some events and some volunteer engagement, we have worked hard and continue to meet needs and keep carers' issues on the political agenda.



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

Throughout our grant we have continued to aiming for the same long term outcomes: supporting carers, influencing policy makers to create change and of diversifying our income.

We remain committed to our goal to reach and support across Northern Ireland, represent carers and facilitate them to speak at the highest level.

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

The pandemic has made the situation for carers even more critical and now, with the networks we have built over the lifetime of our grant and with the return of Government we have a tremendous opportunity to move carers' issues up the government agenda and create real change. We aim to build on what we have been able to achieve, in particular extending our capacity to influence and adding a volunteer listening support service to our Adviceline.

We have secured some additional funding for this financial year, specifically additional support for the Adviceline from the Dept of Health from emergency COVID-19 funds.

We have two outstanding funding applications, one with the Halifax Foundation to increase our Policy & Carer Engagement capacity and a joint application with Contact to the National Lottery.

We continue to seek funding, particularly multi-year funding, to sustain and to grow the programme in Northern Ireland.

**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.**

During the first year of this grant Carers UK undertook a major review of its advice and information service and is now in the process of implementing the recommendations.

We appointed a new Director of Carer Support and a new Helpline and Advice Officer in London to deliver these changes, and in Northern Ireland we maintained, and indeed increased, the number of carers we were able to provide advice to.

Our Advice and Information Officer in NI, with more than ten years' service, is a highly experienced front line carers' advice worker. Their support will be invaluable as we build the new Information and Advice team.

Our relationship with the Charity for Civil Servants in NI led to them contracting to develop a bespoke version of our Digital Resource for use by their members across the UK.

The relationship and way of working with the volunteers from Lloyds and other corporates has been written up as a case study for possible replication in the other nations volunteering programmes.

We are grateful to everyone at the Triangle Trust 1949 Fund for this Development Grant for three years. Your support has been significant in contributing to our stability and financial sustainability and in supporting our aim Head of Carers NI to develop key external relationships and influence policy makers.

We are proud to have made very good progress against our targets, in a particularly challenging political climate.

Thank you for your support.