



# STIRLING CARERS CENTRE

EMPOWERING • INCLUSIVE • ACCOUNTABLE

*Annual Report*  
2023/24

# Chair's Report

On behalf of Stirling Carers Centre, it is my great pleasure to present the Annual Report for 2023/24.

The Centre has, once again, seen some very strong service delivery to unpaid Carers in the region, with almost 500 new Carers registered and over 600 Carer Support Plans and Young Carers Statements completed. This has provided essential support against the backdrop of financial pressures adding to the concerns of unpaid Carers over the past year, and I'd like to very much thank everyone who has contributed to that:

- Our staff, who are endlessly cheerful, extremely passionate, and impressively dedicated;
- Our statutory and independent funders, whose support is never taken for granted and critical to the ongoing benefits that the staff bring to the unpaid Carer community;

- And the volunteers that work with us, whom I cannot thank enough.

In the year ahead we are going to experience a deal of change.

Colleen McGregor has recently resigned and left us just this month. I'm extremely grateful to Colleen for all the great work that she did over her (too short) time in the post of CEO; she has left the Centre in a much better place than when she took up that post. As sad as I am to see her leave us, she has a great new role and we all wish her all the very best in it.

We have appointed Keri Moore as interim CEO and are conducting a thorough search open to both internal and external candidates, which we hope to conclude in September or early October at the latest. Our priority, however, is the right candidate, and the Board will take the time needed to ensure that.

In addition, Aaron Hunter has resigned from the Board. Again, I'd like to thank Aaron, he was great to have on the Board, and, sad though we are, Aaron also has a fantastic new professional opportunity and we wish him well.

Finally, the UK has changed. There will inevitably be changes in approach to care with the change in government. There are fiscal challenges within local government, a key funding and service partner for us, and there are technological changes that present both challenges and opportunities.

Given how we have performed over the past three or four years, themselves with no small level of upheaval, I have absolute confidence in our staff and partners, and in the service in the year ahead.

Thank you all once again.



**David Khan**  
Chair of the Board

## 2023-24 Overview

**492** new Carers registered

**96** re-registrations or new caring situations

**1,710** Carers directly supported

**£51k** granted in short breaks grants

**3,192** Adult, Young Adult & Young Carer short break attendances

**396** Adult Carer Support Plans completed or reviewed

**233** Young Carer Statements completed or reviewed

# Highlights

## TRUSTED CHARITY MARK

We're delighted to have once again passed the Trusted Charity Mark (TCM) Level 1 Assessment.

TCM is a way of measuring an organisation's effectiveness by looking at things like governance (the Board), efficiency, processes, communication and how we measure impact.

All these things help us to provide a better service to the people we support, so achieving the TCM again gives us confidence that we are doing that.

## COUNSELLING

Over 40 Carers benefitted from specialist counselling services provided by Mairi McMillan. Over 120 sessions took place to provide more intensive support to Carers in the most critical situations.

## CARERS WEEK

We ran over 20 events throughout Carers Week, culminating in our Carers Week Family Fun Day on Saturday 10th June. We had almost 200 people at the event, which was fantastic, and the feedback was overwhelmingly positive.

## YOUNG CARERS

Our Young Carers service had a 17% increase in new registrations this year and a 30% increase in event attendance.

Zoe, our YC Service Co-ordinator, moved on from the organisation, but we welcomed three new staff into the team.

In March, the team had the opportunity to visit the Scottish Parliament for the Young Carers Awareness Day debate, where Evelyn Tweed MSP highlighted the work of the Young Carers Service.

# Financial Report



Donations	<b>£513,537</b>
Charitable Activities	<b>£383,267</b>
Investments & Other	<b>£9,795</b>

Raising Funds	<b>£4,143</b>
Charitable Activities	<b>£845,049</b>



For the year ended 31 March 2024, the Statement of Financial Activities shows an overall surplus of £57,407 (2023 - deficit £8,417).

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

is monitored by the Directors on a quarterly basis. As at 31 March 2024 the total unrestricted reserves stood at £425,351 (2023: £399,865). The Directors aim to maintain free reserves at a level of three to six months annual expenditure, which is considered sufficient to cover staff and operating costs on a short-term basis to allow for restructuring in the event of a significant decrease in funding. The level of free reserves at 31 March 2024 was within the Board of Director's target.

# Funders & Supporters

The service contract funding we receive from our statutory partners, Clackmannanshire and Stirling Health & Social Care Partnership and Stirling Council, allows us to provide many of our core services to Unpaid Carers, and for this we are most fortunate.

However, our additional services are funded by a range of trusts and individual donors, without whose support our service would be greatly restricted. We would like to extend our thanks for their on-going support.



## TRUSTS & FOUNDATIONS

- Carers Trust
- Cash for Kids
- Children in Need
- Co-operative Community Fund
- Craignish Trust
- David Family Foundation
- Age Scotland
- Garfield Weston Foundation
- Global's Make Some Noise
- The Henry Smith Charity
- National Lottery Community Fund
- The Robertson Trust
- Scottish Children's Lottery
- Tesco Stronger Starts

## LOCAL GIVING

- Killearn Women's Guild
- Yardi Systems Ltd, Stirling

## IN-KIND DONATIONS & DISCOUNTED SERVICES

- Allan Park Restaurant
- Barr's Soft Drinks
- Baynes
- Bella's Takeaway
- Blairmains Farm Shop
- Brew Dog
- Endrick Yoga
- Falleninch Farm
- Greggs
- Hollywood Bowl
- House of Bounce
- Jump 'n' Joy
- Kidz Town
- Loch Venachar Sailing Club
- MacRobert Arts Centre
- McDonald's
- MM Sound & Lighting
- MMV Beauty
- Morrisons
- Next
- Smith's Art Gallery
- Stirling Albion FC
- Stirling County RFC
- Stirling Observer
- Stirling Wax
- Sublime Events
- University of Stirling Art Department
- Usher Hall
- Verbena Therapies
- Waitrose & Partners
- Yoga Tree





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