



# CareTech Foundation Impact Report 2018/2019

# Summary of Impact

*Welcome to CareTech Foundation's first Impact Report. We are delighted to be able to share the statistics from our engagement through the Foundation's four grant programmes and our wider engagement, as the leading corporate charity in the social care sector.*

Jonathan Freeman, Chief Executive Officer



The CareTech Foundation delivers meaningful impact to communities in the UK and overseas by supporting and championing the social care sector, care workers and those living in care. Our trustees have made a conscious decision to deliver the Foundation's mission through a mix of high volume/lower impact to lower volume/high impact programmes. The Foundation's work is focussed on three main areas:

- Supporting those with long-term health difficulties including those with mental health conditions and complex physical and learning disabilities.
- Supporting the communities, family and friends of CareTech plc employees facing significant financial, health or similar challenges.
- Skills development for those from disadvantaged backgrounds into careers in the care sector.



**£ 346,184**  
invested this year alone

An additional  
**£505,000**  
leveraged social investment

CareTech has helped  
**57** charities to deliver  
its programmes

**7** strategic partnerships

**41** days of CareTech staff support  
of Foundation partners

**23,824**  
people directly supported

**105,000**  
people indirectly supported  
through wider engagement

# Impact Assessment Approach

***In 2019, Bean Research was commissioned to work alongside the CareTech Foundation to develop a Theory of Change and Impact Assessment framework, to determine success and how this could be best measured.***

The Trustees approved this approach in May 2019, after which a revised Monitoring & Evaluation form was developed, and grantees were supported to report against the new indicators on a quarterly basis.

The Theory of Change sets out outcomes and indicators to measure social impact in the long term and it identified five key impact areas to create

a social and sector value - improving employment prospects, reducing the skills gap in the care sector, improving health and well-being, building charity sector capacity and inspiring charitable endeavour and support of communities within CareTech plc.

Given the Theory of Change was developed in early 2019 during this financial year, this is the first reporting using that framework. While it allows for immediate outcomes, the longer-term impacts are yet to be seen and reported. However, we will see these begin to build up over the next year.

CareTech Foundation commits to annual reporting of the difference made through its programme and grants, so it can maintain its understanding in how to best build on the difference made to date and continue to change lives.

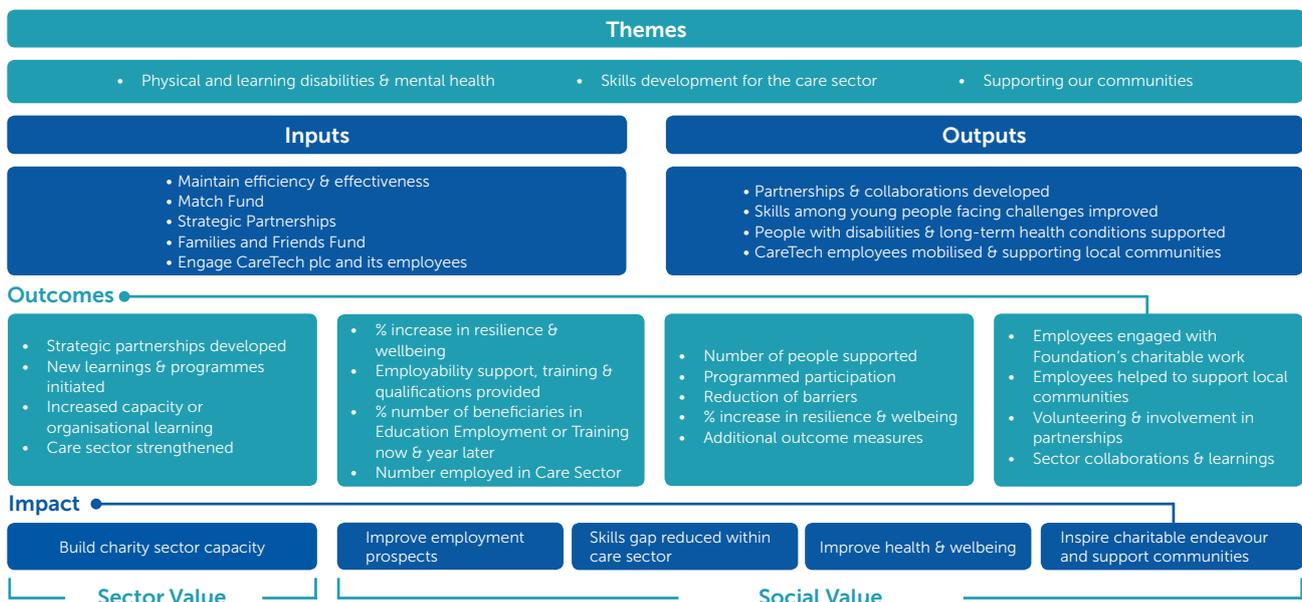
This report has been written by Bean Research Ltd, reporting for CareTech Foundation against its financial year 2018/2019, and reports on programmes to end September 2019.



## Theory of Change



**Purpose:** The CareTech Foundation delivers meaningful impact to communities in the UK and overseas by supporting and championing the social care sector, care workers and those living in care.





# Partnerships & Collaborations

## Strategic partnerships developed

This year, CareTech Foundation has developed **seven strategic partnerships** with credible and high-quality charities and social enterprises consistent with its three priority impact areas and granted

**£346,184**

with an additional £15,586 of in-kind support from CareTech plc, so far directly supported at least

**23,824 beneficiaries**

and indirectly supported at least

**105,000 beneficiaries**

## Increased capacity: Leveraged Funding

One of the most powerful aspects of the CareTech Foundation is that no partnerships are exclusive. The Foundation ensures that its charity partner is working with and funded by other partners to reduce dependency on one partner, while also reaping the benefits of collaboration and ensures that any programmes supported are likely to be sustained.

CareTech Foundation support has also helped charity partners leverage additional funding. In total this year, partners have leveraged a further

**£505,000**

as a direct result of CareTech Foundation funding, increasing their original CareTech Foundation funding

**by 73%.**

***“We are incredibly grateful to the CareTech Foundation and COSARAF Charitable Foundation for the generous initial funding which catalysed the whole programme, as well as your ongoing support.”***

Richard Hawkes,  
CEO, British Asian Trust

## Increased organisational learning: Mobilising Staff Expertise

The Foundation encourages employee engagement, providing valuable in-kind support – in particular, sharing expertise with charity partners – and in doing so adds value to the business, partner charities and their beneficiaries.

**51%** Despite only running since 2017, 51% of CareTech plc employees are aware of the Foundation. Over 2018/2019, more and more have got involved. And in total, the in-kind support provided by CareTech plc employees in 2018/2019 was costed at **£8390.64**, but its value is much higher.

### Some examples of how staff have got involved with our partners are:

Care workers across CareTech plc have been involved in testing and feeding into the development of Barnardo’s Journey app, aimed at supporting those leaving care.

***“I feel the app will be of good use for the young people to be given tasks and to use as a communication tool. Young people can be set reminders of certain things they need to complete and a trail of this can then be given to the social workers to ensure all tasks are being set and the young people are supported to do these.”***

Tara Barnfield, Project Co-Ordinator  
CareTech plc, Linx 16+

***“The expertise CareTech Foundation have provided into the steering group of the scoping project, has proved beneficial as it’s allowed the EY Foundation to build on the current for a new employability programme for young people in care.”***

Anu Atewologun  
Deputy Southern Hub Leader, EY Foundation

## British Asian Trust

The British Asian Trust reports that the organisational support received by CareTech plc has been crucial, from providing technical knowledge on the interventions and the programme’s theory of change to promoting and sharing the programme and fundraising communications.



## EY Foundation

The CareTech Foundation partnership with EY Foundation has also helped provide access to care-experienced young people which is helping to develop the vision for the Care to Employment programme, aiming to support up to 210 young people in London, Birmingham and Manchester in the next three years. Recognising this mutually beneficial partnership, the Foundations were shortlisted for a Charity Times Cross Sector Partnership of the Year Award.

## Skills for Care

Following the Skills for Care programme, supporting under-represented people become 'work-ready' for social care, 40 CareTech plc managers have joined Registered Managers membership, ensuring that the business are more able to recruit under-represented candidates into the workplace.

## Collaborative Delivery

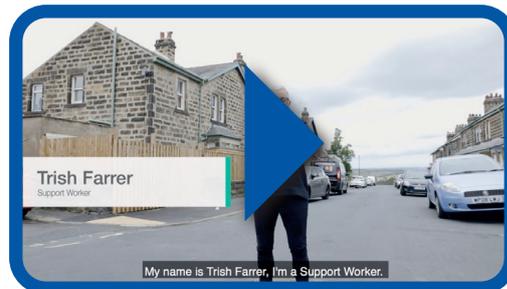
CareTech Foundation also encourages partners to collaborate with the most appropriate delivery partners. Two of its partners have been working with local delivery partners to ensure tailored, needs-based support.

## For example in Pakistan:

**British Asian Trust** develops specific partnerships which help direct support where most needed, ensuring trusted delivery through women-only support groups, mental health support alongside clinical treatment plans, developing a programme designed specifically for mothers and another providing referral service from addiction and substance abuse support for street children and adults.

## And in the UK:

Skills for Care's Recruiting for Potential programme engages with local agencies to best support and match young people with the most appropriate experiences.



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# Improving skills among young people facing challenges

CareTech Foundation seeks to support partners working with young people to improve employability and skills, particularly in the care sector

169

disadvantaged young people supported with employability skills already employed

26

in the care sector

64

## Employability support, training & qualifications provided



EY Foundation supports young people overcome barriers to getting into work, to promote careers within the care sector and help care leavers fulfil their potential. So far,

# 25 young people have benefited

through the Smart Futures and Our Future programmes, supported by **38 volunteers and three employers**. All the young people received the CMI Team Leadership qualification.

**Fact Sheets: Care Workers** CareTech Foundation

- 7 million care workers in the UK
- 1 in 10 people in the UK are in care
- 3 in 5 care workers are women
- 42% of care workers are aged 50+
- 55% of care workers are aged 60+

The main role of a Care Worker is to provide support to a person in need of care, improving their own life, promoting their independence and ensuring their own safety. Care workers may find themselves working with children, the elderly and people with disabilities or learning difficulties.

**Our Response**

The foundation is currently supporting 25 young people in the care sector through the Smart Futures and Our Future programmes. The foundation is currently supporting 25 young people in the care sector through the Smart Futures and Our Future programmes.



So far Skills for Care has supported 123 candidates who have been involved with pre-employment initiatives and 105 have received specific support. 27 peer mentors have also been trained to support people from

vulnerable backgrounds into work placements. Many of the participants received new accredited qualifications, as well as training in safeguarding and de-escalation:

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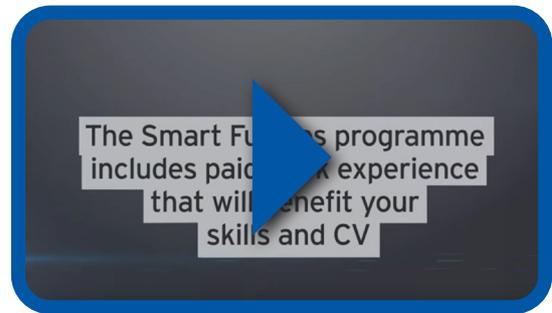
**23** Completed Cache level 1

**46** Preparing to work in adult social care qualification

**23** secured moving, handling and host training level 1

## Increased resilience & wellbeing

The EY Foundation assessed young people's attitude and confidence on a number of skills before and after being involved in the programme. Presentation, business, networking and time management skills improved the most as a result of the programme, all crucial to sustaining employment. Ability to build productive relationships, application/ CV skills and interview skills were also all seen to have increased significantly. EY Foundation have also recently adopted the Warwick Edinburgh Scale to assess wellbeing and resilience, as requested by CareTech Foundation, and will report back using this scale in the next quarter.



CareTech Foundation is supporting the development of Barnardo's Journey app - aiming to increase resilience of children and young people leaving care and increase the likelihood of employment, training or education. So far, the programme has identified and engaged with a test group of 75 care leavers and care workers, reporting an **80% satisfaction** with the prototype tool, and a **10% increase** in 'keeping in touch' opportunities by care leavers. Data will be provided next year which will demonstrate attitudinal and behavioural outcomes.

**Fact Sheets: Care Leavers** CareTech Foundation

- 70,000 care leavers in the UK
- 1/3 homeless
- 25% of care leavers are aged 16-24
- 0.6% of care leavers are aged 16-24
- 17 young people leaving care are pregnant or already mothers
- 40% of care leavers enter higher education by the age of 25
- Higher than previous estimates of 6%
- The participation rate for care leavers was substantially lower than for other young people at 42%

Care leavers are young people aged over 16 who have been in local authority care, some for all of their childhood, and have subsequently left care prior to or in the process of going on.

**Our Response**

The foundation is currently supporting 25 young people in the care sector through the Smart Futures and Our Future programmes. The foundation is currently supporting 25 young people in the care sector through the Smart Futures and Our Future programmes.

Click on the fact sheets for more

**The scale of the challenges facing young people leaving care are well documented, which is why they are a strategic priority for Barnardo's. We're always looking for innovative new ways to scale and improve the services we offer – through doing this we can reach and support more young people in need and help them get the best possible start to their independence. Barnardo's are delighted to be working with CareTech Foundation to make this happen.**

Michelle Lee-Izu, Corporate Director for Children's Services (England), Barnardos



## Into Education Employment or Training and Number employed in Care Sector

Crucially, all of the grantee organisations have committed to reporting back the proportion of their supported young people who at the end of programme are heading into education, employment and training. So far,

**64 young people**

are already in employment, with

**23 in further training**

**26 have been**

**employed in the care sector.**

## Skills Development for the Sector



Rebecca shares how taking part in the Skills for Care 'Seeing Potential' project delivered by Upturn has supported her to find a career she loves in care:

*"Having applied for more than 50 jobs and **constantly** being **rejected** I was often told I had no relevant skills.*

*I didn't really achieve anything at school and had little or **no work experience**. The constant rejection started getting me down - I had **no confidence or self-belief** and had no aim in life.*

*After being referred by the Job Centre to Upturn, I **received** five weeks of one to one intensive **support, advice** and **guidance** and slowly began to feel more **confident** but was still unsure what type of job I might enjoy and excel at. My talent coach at Upturn suggested I complete A Question of Care: A Career for YOU?, an online, interactive video challenge based on real life scenarios from the social care sector. I know I have a caring nature and enjoy helping people but I'd never really thought that I could be a care worker as I have **no direct experience or qualifications**. But Upturn went through different roles and opportunities available in the care sector and then we visited The Fed Care Village based in Prestwich for a look round and felt that this was something I could be good at given training and support.*

*I received support to complete the job application form which was invaluable as I hadn't realised I had gained life experiences, such as **caring for my disabled friend**, which would be relevant for the role of a care worker and I was thrilled to secure an interview.*

*I was feeling **nervous** about the interview but received **fantastic support** to prepare from Upturn. First and foremost, The Fed recruit for values and behaviours and I was asked to bring five items in a 'memory box' which represented me that I would be happy to discuss at the interview both with managers and village residents. I felt my **values** and **personality** had the opportunity to **shine through** and I instantly felt this was the role and organisation for me.*

*I'm pleased to say I was **successful** at interview and have been offered a role as Residential Social Care Worker. I am excited to start work and feel prepared and ready to **start my career journey**. Upturn will continue to support me in my new role which is really important to me. I can't thank them enough for all their help and support - they have **changed my life around** – thank you."*

# CareTech plc Mentors

So far, the young people benefitting from **EY Foundation's** Our Future and Smart Futures programmes have been supported by 38 CareTech plc volunteers.



**//** *As a Locality Manager, I have responsibility for ten residential and day centres, but I've never been a mentor before. Being a mentor reminded me about why I got into care in the first place. It was fantastic to be able to pass on my passion for the sector, and to see that grow in others.* **//**

Julie, Locality Manager  
Potters Bar, CareTech plc



**//** *I think the fact that this was a mentoring, rather than a managerial, relationship meant that my mentee could be more honest. She told me she had never had support of this nature before. I also feel the business benefited from the programme, as a cohort of young people who had expressed an interest in the industry were brought right into the heart of the business. She may well pursue a career in the care sector in the future. It's a really rewarding experience for the mentors and the mentees.* **//**

Lucy, Senior Estates Administrator  
CareTech Community Services





# Supporting Employees & Local Communities

CareTech Foundation runs three programmes to support local communities and the family and friends of CareTech plc employees facing challenges.

## Community Grants

**£** This small grants programme provides support for issues affecting local communities and to family and friends of CareTech plc facing challenges.

Over the period of this report, the Foundation has provided funding of

**£29,662 to 25 organisations.**

## Match-Funding Grants

The Foundation provides match-funding to CareTech plc staff's individual fundraising efforts for charitable causes in line with the Foundation's Charitable Objectives.

Over the period of this report, the Foundation has provided match-funding totalling

**26 match-funding grants**

to a total of

**£6,683.65**

to support the charitable fund-raising efforts of 28 staff and service users of CareTech plc to help 25 charities.

## Staff Hardship Grants

The Foundation receives a restricted donation from CareTech plc to provide small grants to CareTech plc staff who find themselves in significant financial hardship or at serious risk of becoming in significant financial hardship.

In its first year of operation, CareTech Foundation provided grants totalling

**£25,000 to 19 staff facing significant hardship.**

## In addition,

the Foundation supports the **Care Workers Charity** to continue to deliver a much-needed service for individual workers in the sector hitting hard times. The Foundation's support remains vital as the only Crisis Grant that covers the entirety of the care sector.



Last year, CWC's Crisis Grant Fund supported over

**274 care workers across the industry.**

## Community Grants

### Somerset Disabled Cricket Club

With support from the Foundation, the Club has been able to fund a coach and specific opportunities for a development team, the 'Dragons Squad', to train and play competitive matches across the county. A development squad will help to offer more opportunities in the community and increased visibility for the Club, thereby ensuring its longevity.





## Elderslie Play Park

The Foundation helped reinstate the play park in the centre of Elderslie village, offering the 1,000+ village residents under 14 years old in Elderslie a place to play outdoors and get exercise. The park will be a special benefit to children at Brandy Burn.

## Match Funding Grants



A team of 12 CareTech employees (most from Branas) took part in the National Three Peaks 24-hour Challenge for CALM, the **Campaign Against Living Miserably**, helping to raise awareness for CALM so that others who find themselves in need might know where to turn, in support and memory of their friend James. The team were not experienced walkers but with this challenge

they took the blisters, smashed through the walls, pushed their limits and shared their memories of James! Their fundraising raised £1,582 and the Foundation was pleased to match fund the whole amount, making a total of just over

**£3,164**

The Foundation was delighted to support one young person in a CareTech plc service who wished to raise money for the **Glasgow Children's Hospital** where she attends as an outpatient. The young person chose to do a 7-mile sponsored walk around Greenock Cut – a huge challenge, due to the physical restrictions she faces. She also said she could not have done it without the help of the staff and other young people who supported her on the day. The young person raised

**£217**

which was immediately matched by the Foundation.



**Glasgow Children's Hospital Charity**



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