



SUTTON CARERS CENTRE

CARING FOR YOU AS YOU CARE FOR OTHERS



The Princess Royal Trust
for Carers

Network Member

MESSAGE FROM THE MINISTER



For nearly 15 years as the Member of Parliament for Sutton, Cheam and Worcester Park it has been my privilege to learn about the vital role of carers in our community

from the many carers across the borough of Sutton and Sutton Carers Centre (SCC). And to help wherever and whenever I can.

As we face the considerable challenges – an ageing population, slower growth and tighter public spending – of the next decade, we all have a part to play. Day in and day out many carers, through the choices they make, and through working with other people and organisations like our Carers Centre, demonstrate their personal development and growth and contribute towards positive change in others. I am constantly amazed by the ability of so many individual carers to adapt and cope in the face of the inevitable difficulties of their role – sometimes over many years. We can all learn from their experiences.

But this individual development needs to be continually supported by family and friends, public authorities (national, local and NHS) and voluntary organisations, whether specifically for carers, their cared for or linked to work, hobbies or skills. A strong sense of community is at the heart of capacity building here in Sutton.

Equally, Sutton Carers Centre has grown significantly in the support it can give to growing numbers of local carers, partnering with the Council and other voluntary organisations to help build the public sector's capacity to understand what carers' requirements are and how best to support carers' choices.

Together the Centre's work and your dedication as individual carers helps to grow the abilities needed to make our community a better and more harmonious place to live. Thank-you.



PAUL BURSTOW

M.P. for Sutton & Cheam
Minister of State for Social Care

MESSAGE FROM THE CHAIRPERSON



An incredibly busy year at Sutton Carers Centre. Rachael and all the staff have worked well beyond the call of duty coping with the rapidly rising number of carers registering with us

and the increasing complexity of many carers' needs. More carers finding us is a welcomed trend as our core purpose is to support Sutton's carers.

We continue to project carers' voices clearly to the Borough, the local Mental Health Trust, NHS Sutton & Merton and Sutton NHS and, often via the Princess Royal Trust for Carers, at national level. The wide range of services we offer to support carers' – from 8 to 80+ – health and wellbeing remain well used, including in extra evening opening to assist working carers.

We also undertook (with considerable assistance from the London Borough of Sutton) a complete revamp of the Centre's computers, installed an innovative database and finally (nearly complete) an updated website. These will all help us analyse, report on and develop our work and so serve better both carers and our funding partners.

None of our work would be possible without the help of a large and faithful band of volunteers who help with phone support, reception, young carers' outings and in many more ways. Thank you so much.

My fellow trustees are also volunteers and this year has seen considerable change. Peter Ellson, the last remaining Trustee from our charity registration 14 years ago, stood down, as did Nick Nallodorai and Derek Yeo. We grieved for the death of Frank Sharp, another founding Trustee and former Chair, and in July for the sudden death of our Vice Chair Alan Mason. We welcomed Anne Dharmapaul, Alf Matthews, Abigail Lock, Don Brims and Tom McEwan to the Board – all are current or former carers – to ensure we had the right skills and knowledge of carers across the Board.

Finally I must thank Rachael and all the staff for their dedication and hard work through all the joys, stresses and occasional frustrations (including grappling with the new ICT!) of the year. You are a great team and it is a privilege to work with you.



DR ELAINE DRAGE C.B.E.

Chair, Sutton Carers Centre

A TRIBUTE TO TWO FORMER CHAIRS OF SUTTON CARERS CENTRE

This year we have mourned two former Chairs of Trustees, who through their hard work and dedication, have helped Sutton Carers Centre grow into the thriving voluntary organisation it is for Sutton's carers today.

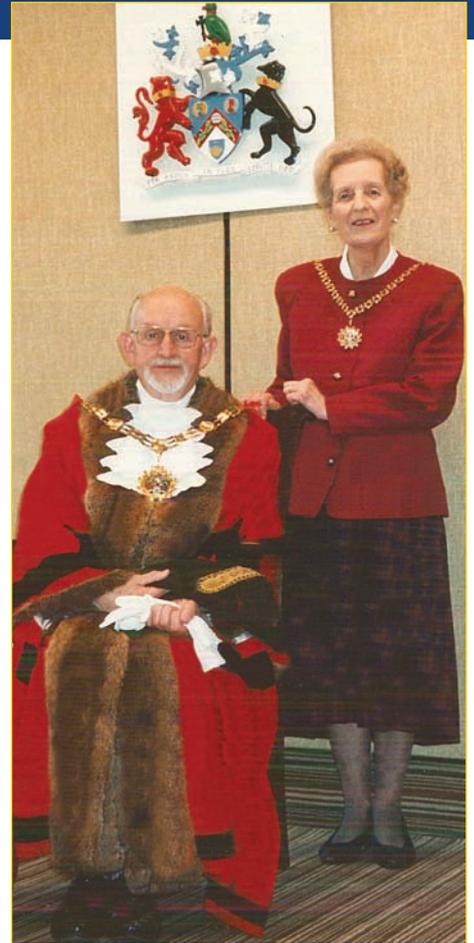
■ **FRANK SHARP** lived for over 50 years in Sutton and he and his wife Liz brought up their family here. After service in the Second World War he trained as an engineer and worked in London for his entire career. Though a quiet man (with a wry sense of humour) he was committed to serving his local community. He and his wife were both Liberal Democrat Councillors and Mayors of Sutton in the late 80s and early 1990s. It was at this time that carers as a group were gaining national recognition and the Princess Royal Trust for Carers was founded. In 1991 Frank and Liz with a group of other local people set up what became Sutton Carers Centre which was opened by Her Royal Highness the Princess Royal within the year – only the second one in the whole country. He was part of the Trustee group that then saw the Centre grow over the next few years to become formally a charity and a limited company in 1997.

Frank could always be relied on to do what he promised and give sound advice. He served as a Trustee until 2007, including being Chair from 1998-2001. After Liz's death in 2006, Frank moved into a care home in Cheam and spent his last years peacefully there. He is survived by his two sons and several grandchildren.

■ **ALAN MASON** was a Trustee of Sutton Carers Centre from the late 1990s, our Chair from 2002-07 and then a most supportive Vice Chair until his sudden death in July this year. Like many Northerners, Alan hid a warm heart under his sometimes gruff exterior with his real love being the young carers work (and his own grandchildren!). After service in the RAF, he trained as an engineer rising to Senior Partner in the firm that built for example the Barbican Centre in London and the Brighton Conference Centre. This training re-inforced his love of classic cars and equally he used these engineering skills practically both at home and to do many DIY jobs around Sutton Carers Centre where he was always especially alert to building and safety issues.

Alan was wise, committed and tenacious. As an experienced project manager he had a real concern for the future of the Centre, always urging us on to find more funding and diversify its sources. And he helped himself – the picture shows Alan on the (very wet!) sponsored walk last October when despite having recently turned 80 he walked all 8 miles. But we'll remember him especially for his wicked sense of humour – he loved to tease carers, staff and other Trustees alike. He is survived by his wife, children and grandchildren.

ELAINE DRAGE



MEET OUR TEAM STAFF MEMBERS...



■ Rachael MacLeod



■ Jessica Griffiths



■ Elisabeth Zeidler



■ Beverley White



■ Karen Page



■ Maggie Burns



■ Alison Mays



■ Leslie Bell



■ Amanda Cummins



■ Sarah Murray



■ Celia Johnson



■ Nazanin Abolkheriyan



■ Becky Griffiths



■ Stephanie Gibson



■ Maxine Brown



■ Julian Somers



■ Vanessa Papas

Chief Executive and Company Secretary
 Centre Administrator
 Finance Officer
 Carers Outreach Manager – Primary Care
 Adult Carers Service Manager
 Senior Support and Development Worker – Carers Income Maximisation
 Advice, Support and Activities Worker
 Advice, Support and Activities Worker - Information Officer
 Carers Service Manager – Mental Health
 Senior Support and Development Worker – Mental Health Carers
 Support and Activities Worker – Mental Health Carers
 Young Carers Service Manager
 Senior Support and Development Worker – Young Carers
 Young Carers Activity Worker
 Senior Benefits Advisor – Seconded from CABx
 Psychological Therapy Workers – Seconded from SWLStG NHS Trust

RACHAEL MACLEOD
 JESSICA GRIFFITHS
 ELISABETH ZEIDLER (from 04.2011) HELEN YATELY (to 12.2010)
 BEVERLEY WHITE
 KAREN PAGE
 MAGGIE BURNS
 ALISON MAYS (from 05.2011) CHERYL HUDSON (to 01.2011)
 LESLIE BELL (from 03.2011)
 AMANDA CUMMINS
 SARAH MURRAY
 CELIA JOHNSON (from 06.2011)
 NAZANIN ABOLKHERIYAN
 BECKY GRIFFITHS (to 06.2011)
 STEPHANIE GIBSON (from 04.2011)
 MAXINE BROWN (from 04.2011) ROGER REEVE (to 03.2011)
 JULIAN SOMERS | VANESSA PAPAS

SESSIONAL SUPERVISORS, TRAINERS AND STAFF

FARAH ARBABI | SHANNON BURNS | SUZANNE COLES | NICK COZENS | FIONA DENTON | LARA FERNANDEZ | CATHERINE GAMBLE
 INGRID HENNZE | RAY HOWELLS | ELIZABETH KERR | GILLIAN MARCHANT | LAUREN PAGE | JILLIAN SHILLITO | LINDA BRIGHT
 LEIGH WICKS | YVETTE HOW | ERIC NKANSAH



■ As a charity we rely on a large team of volunteers, many of whom are themselves Carers or Former Carers. Our volunteers give of their time and expertise in a variety of roles and we would like to thank them for their hard work. Volunteering can of course also be a rewarding way of meeting other people, getting a break from caring responsibilities and acquiring new skills.

Those Carers who provide peer support, for example, have been particularly successful in engaging the most isolated Carers in our communities. From this work, many of our volunteers have also gained the confidence to go back to paid work after many years of caring.

Some of the main ways in which volunteers contribute to the work of the Centre are by serving on the Board of Trustees, fundraising, providing telephone support, organising activities for adult and Young Carers, helping Carers to complete benefit application forms, reception duties and administration. In addition, we have volunteer Counsellors and Complementary Therapists who provide much valued support stress-busting support and time out to Carers.



CARERS TELEPHONE SUPPORT TEAM

RECEPTION AND ADMINISTRATION

FUNDRAISING TEAM



COUNSELLING SERVICE

TRUSTEES

COMPLEMENTARY THERAPY SERVICE



CARERS ASSISTANCE TEAMS (CATS FORM-FILLING)

YOUNG CARERS ACTIVITIES





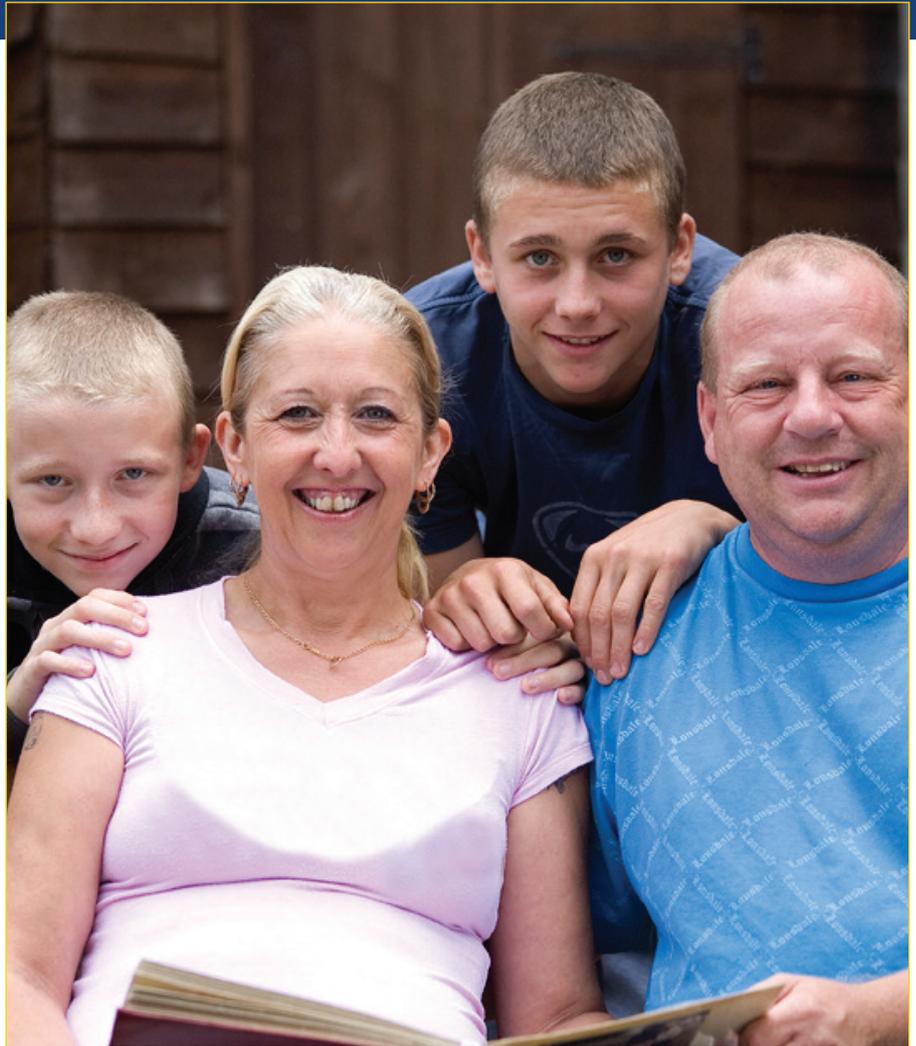
■ The theme of this year's Annual review is **Facing Change Together**. We all share the aspiration to be and live in communities that are strong, healthy and happy. We all know the challenges that face us, especially in this harsh economic climate. These challenges are no greater than for many of the Carers we serve, who alongside their own busy lives, look after family and friends who could not survive without this help. Their family or friends may have physical or mental health difficulties – and these Carers may be adults or even children.

But we know that some families and communities are more resilient than others. They are the ones who get the advice, information, support and breaks



that they need before they are exhausted, frustrated or in distress. And when this resilience is enhanced, individuals, families and communities have the capacity to bounce back in the face of adversity.

Families with disabilities or long-term illnesses have more challenges than most but many people have shown us that it is possible to have a sense of value and a meaningfully satisfying life through facing the complexities of their caring roles. They tell us that through their difficulties has come personal development and growth, and the ability to contribute towards positive change in others.



WORKING WITH LOCAL COMMUNITY GROUPS...



■ Sutton Carers Centre works to build this capacity and resilience in families whilst protecting families from unhealthy caring roles. We encourage carers to join together to create collective and positive impact within their own community. Through increasing awareness of the role of Carers' through promotional and outreach events, we encourage communities to consider the needs of those around them – neighbour to support neighbour. An individual struggling to balance their caring responsibilities should be supported to continue if that is what they want – a strong sense of community is at the heart of capacity building.

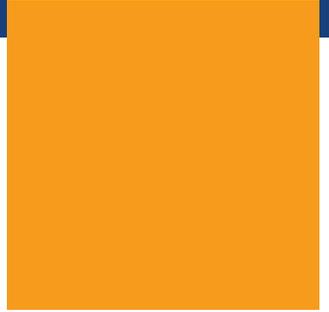
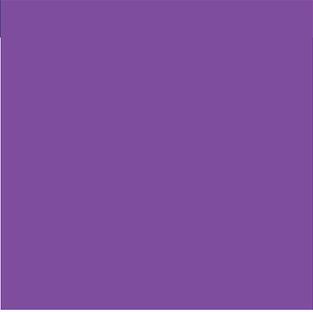


We also develop partnerships with local and national, and international organisations, enabling them to firstly identify and then develop carer-specific policies and practice. This helps strengthen the infrastructure of support available to families at times of need but additionally strengthens the workforce available to carers.

The last few years has seen the work of the Carers Centre shift significantly – a positive change that ensures the work that we do reaches a wider audience and has long-term benefit to the community in which we are based, as well as further afield.



FUN ...FABULOUS ...FUNDRAISING



■ Scare the Mayor Walk



■ Grand Oscar Themed Dinner at Nightingales Restaurant

■ We were thrilled to be chosen as the Sutton Mayor's sole Charity of the Year, 2010-11.

This raised not only much-needed funds for the Centre but also the profile of Carers and the contributions and sacrifices they make. We developed close and supportive working relationships with Councillor Margaret Court, a Carer herself, the Deputy Mayor, Councillor Sheila Andrews as well as the Mayoral team of Linda, Pat and Nick. And as you can see from the pictures, we had a lot of fun along the way!

These connections are helping our work continue long after the Mayoral Year has ended.

Thank you.



■ New Years' Day Parade



■ Ceilidh Evening



■ Carers' Day at Sutton United Football Club



■ Nonsuch Rotary Celebration



■ Quiz Night with a Fish & Chip Supper



■ Brian Cox's Wind Concert Band



STATEMENT OF FINANCIAL ACTIVITIES FOR THE YEAR ENDED 31 MARCH 2011

	Unrestricted Funds £	Designated Funds £	Restricted Funds £	Total Funds 2011 £	Total Funds 2010 £
Incoming Resources					
Incoming Resources from					
Generated Funds:					
Voluntary Income:					
Donations and Grants	128,297	257	71,100	199,654	212,985
Activities for Generating Funds					
Fees Income	12,210	–	636	12,846	11,792
Charges to Restricted Funds	85,005	–	–	85,005	55,680
Investment Income	1,153	–	–	1,153	1,192
Incoming Resources from					
Charitable Activities	49,620	–	141,725	191,345	121,259
Other Incoming Resources	55,369	–	3,478	58,847	25,761
Total Incoming Resources	331,654	257	216,939	548,850	428,669
Resources Expended					
Costs of Generating Funds					
Fundraising Trading:					
Cost of goods sold and other costs	21,441	548	11,948	33,937	23,662
Charitable Activities	248,297	12,134	240,196	500,627	402,013
Governance Costs	7,183	110	2,396	9,689	6,572
Total Resources Expended	276,921	12,792	254,539	544,253	432,247
Net Incoming/(Outgoing)					
resources before transfers	54,733	-12,536	-37,600	4,598	-3,578
Gross transfers between funds	-5,616	13,000	-7,384	–	–
Net Movement in Funds	49,117	464	-44,985	4,598	-3,578
Total funds brought forward	77,424	28,032	111,781	217,237	220,815
Total funds carried forward	126,541	28,496	66,796	221,833	217,237

■ The Trustees' Annual Report, including the full Financial Statements, is available from the Centre upon request or can be downloaded in due course from the Charity Commission website: www.Charity-commission.gov.uk

■ We are grateful for the additional donations and support from Beddington Friends of Guiding, Benhill Residents Association, Brian Cox Wind Band, Carshalton College Beauty Department, Carers Forum, Europa Gallery, Hafez Persian School, HoneyPot Playbus and Holidays, Hubert Burda Media, GM Morrison Charitable Trust, Guide Hall Sutton, Kafoozalum, Lankelly Chase Foundation, Martin French's Sutton Chorale, Mary Preston Holidays, Moving On Group, Nightingale's Restaurant (Carshalton College), Pontins Holidays, Riverside Community Association, Robin Hood Junior School, Linda Steventon McNaboe, Rotary Clubs of Carshalton Beeches, Cheam and Nonsuch, St. Dunstan's School, St. Nicholas Church, Sean Duggan, Stanley Park High School, Sutton Floating Crafters, Sutton United Football Club, Tom Brake MP, Paul Burstow MP, Wallington Cars, Whitgift Foundation, Councillors Court, Andrews, Wales and Dr Brendan Hudson, as well as our Carers' Champions Councillors McCoy, Lock, Heron and Fosdike.

■ Thank you to the many people, often wishing to remain anonymous, who kindly make financial or 'goods' donations to the organisation. This may be in appreciation for services received, to enable others to access our support, or as a way of remembering a loved one who has passed. We 'gift aid' every donation possible.

MISSION STATEMENT

The mission of Sutton Carers Centre is to support carers (and their families) to improve their health, wellbeing and quality of life by:

- Reaching out to every carer in the London Borough of Sutton
- Helping each carer to understand their rights and get their voice heard
- Working with and for each carer, respecting and responding to their individual skills, experience and choices

OUR VALUES

- Respect: for carers and their individual views and skills, for staff and volunteers and for those with whom we work in partnership
- Sensitivity: valuing difference and contributions from all, working together as a creative, harmonious team
- Delivery: committed to quality support and making change happen in a planned professional and appropriate manner

TRUSTEES / DIRECTORS

Chair: **ELAINE DRAGE**

Vice Chair: **ALF MATTHEWS** (appointed 09.05.11 / appointed as Vice Chair 21.09.11)

Treasurer: **DON BRIMS** (appointed 20.07.11 / appointed as Treasurer 20.07.11)

ABIGAIL LOCK (appointed 20.07.11) | **ANN SMITH** | **SYLVIA ASLANGUL** | **ANNE DHARMPAUL**

ADVISORS

BRENDA NORTHOVER | **KATE & NICK FULLER** (resigned 07.11)

THANK YOU

With thanks to staff and volunteers who have left during this year: Helen Yately, Cheryl Hudson, Becky Griffiths, Fil and Colin Taylor, Mary-Anne Charles, Linda Green, Angela Woodall, Elizabeth Kerr, Peter Ellson, Phil Wright, Caroline Oni, Nick Nalladaori (resigned 23.03.11), Derek Yeo (resigned 07.10.10), Kate Fuller (resigned 20.07.11) and Nick Fuller (resigned 20.07.11).

SPECIAL THANKS TO THE FOLLOWING FUNDERS AND PARTNERS

London Borough of Sutton, NHS Sutton and Merton, South West London St Georges Mental Health Trust, SCOLA, Nonsuch Rotary, Princess Royal Trust for Carers, Hafez Persian School, Riverside Community Associations, Sutton, Merton & Lambeth CABx, Carers Support Merton.



Sutton Carers' Centre is a Company Limited by Guarantee with Charitable Status.

Registered in England | Company No 3353573 | Charity No 1062302.

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Supported by

