

ANNUAL REVIEW 2013/14



SUTTON
CARERS
CENTRE

CARING FOR YOU AS YOU CARE FOR OTHERS



carerstrust
a Network Partner

Challenge



I want to pay a tribute to the Carers I have met over the years and I want to thank Sutton Carers Centre for being a lifeline for thousands of Carers - young and old alike.

The Carers Centre has been my guide and teacher on

Carer issues over the past 17 years. Whether through shadowing Carers to learn directly from them or meeting Carers at the Centre, I have found that the things Carers want are not impossible or unreasonable.

Carers do not want to feel that everything is a constant battle - a battle to get a diagnosis, a battle to get an assessment, a battle to get support, a battle to get a break, or, indeed, a battle to navigate around the system.

Slowly, all too slowly, the vital role of Carers in our society is being recognised by employers, by government, by the NHS.

On the 1st April 2015 the Care Act comes into force. As one of the Act's architects I was determined that it would mark a real change in the status of Carers. For the first time Carers will have parity with those they care for.

The Care Act established a new legal purpose for adult care, the promotion of the individual's wellbeing - it's about having a life not just being alive. The wellbeing of the Carer matters too. Not only will Carers be entitled to an assessment of their needs, those eligible needs must be supported.

All Carers, parent Carers, children and young people who care, and adult Carers will have this new right. It means that the local authority must look at the family in the round, to ensure the right support is provided at the right time and in the right place.

Parity does not just apply to Carers and those they care for. Parity of esteem between physical and mental health is something I have long campaigned for. I know from talking to Carers of people with mental health problems what a struggle it can be.

For years the NHS has had waiting time standards for physical health problems. But mental health has been the poor relation with no such standards. It is fantastic news that at long last this is changing and from next April mental health will have parity of esteem with physical health, starting with some of the most common mental health problems. With one in four of us suffering a mental health problem at any one time it seems incredible that this discrimination could have stood for so long.

The Annual Review demonstrates the breadth and depth of work undertaken by the Centre, it demonstrates just how far Carers have come in Sutton, but it is also a reminder and a challenge to do more.

Thank you.

Rt Hon Paul Burstow MP
Member of Parliament for Sutton, Cheam & Worcester Park



Another year has sped by as many of us struggle to care for loved ones, work, volunteer and then squeeze out some time for ourselves when we are well organised (or just lucky!).

Sutton Carers Centre (SCC) has served Sutton's Carers well for over 20 years now, with specialist teams supporting young Carers and those caring for loved ones with mental health or addiction issues, in addition to the significant bulk of work for adult Carers. We are constantly reaching out to new Carers to offer our range of support and services to them, so seeing numbers of Carers turning to SCC rising steadily over the last couple of years. Equally we need to adapt constantly to the changing demands on us from Carers - whose own lives and those for whom they care - seem to be becoming more complex. So the support we offer needs an ever wider range of professional skills to respond to these challenges.

This year has seen the welcome introduction of a male Carers' group at the weekend - more are always welcome. To widen understanding of our work and reach out to younger Carers in particular, we started tweeting in June both about our activities and linked policy issues. We now have several hundred followers. We are also about to replace our very elderly ICT and phone systems to enable us to record and monitor our work more efficiently, work at home where needed and communicate more flexibly.

This year we bade a sad farewell to most of our CATS volunteers from various local Rotary clubs, who had over many years helped carers to fill in complex benefit forms. We remain enormously grateful to them for their work. Special thanks to Davids Haggard and King. But we joined a consortium with most other major voluntary organisations in Sutton to support each other in bidding for relevant public sector contracts, usually on a multiple partner basis.

We finalised a volunteer training and induction programme and succeeded in obtaining the Excellence in Volunteering mark. Volunteers remain absolutely essential to our work, supplementing our professional staff, with the equivalent of thousands of pounds of work value each year, a wide range of skills and often with their own direct experience of caring. Thank-you all so much.

On behalf of the Trustees and indeed Sutton's Carers, I would like to thank Rachael and all the staff for their hard work and forbearance in what has been a very demanding year with ever rising and more complex workloads, both in our work with Carers and with our key stakeholders. We are immensely grateful for your professionalism and sheer hard work.

Dr Elaine Drage C.B.E
Chair, Sutton Carers Centre

Meet our current Staff Team



Rachael



Jess



Nadia



Sarah



Karen



Maggie



Leslie



Ruth



Amanda



Kelly



Celia



Nazanin



Melanie



Corinne

Central Services

Chief Executive and Company Secretary
Office Manager
Finance Officer
Accountant Consultant
Senior Development and Innovations Worker
Information and Administration Assistant

Rachael MacLeod
Jessica Griffiths
Elisabeth Zeidler (to 19.08.14)
Yvette How
Maureen Dixon (to 31.10.13)
Nadia Dhunna (from 08.07.14)
Lyndsey de Valmency (to 14.05.14)

Adult Carers Services

Adult Carers Service Manager
Senior Support & Development Worker – Income Maximisation
Advice, Support and Activities Worker
Advice, Support and Activities Worker
Information Officer
Information Officer
Senior Benefits Advisor – seconded from CABx
Senior Benefits Advisor – seconded from CABx
Senior Benefits Advisor – seconded from CABx

Karen Page
Maggie Burns
Alison Mays-Wong (to 12.09.14)
Ruth Oblie (from 09.09.14)
Leslie Bell
Sarah Dean
Elisabeth Lathbridge (from 12.13)
Maxine Taylor
Tracey Chitnis

Mental Health Carers Services

Mental Health Carers Service Manager and Senior Manager
Senior Support and Development Worker – Mental Health Carers
Support and Development Worker
Counselling Supervisor - Consultant
Psychological Wellbeing Practitioner - seconded from ?
CBT Therapist - seconded from ?
Psychological Therapist, seconded from SWLStG NHS Trust
Psychological Therapist, seconded from SWLStG NHS Trust
Mental Health Worker, seconded from SWLStG NHS Trust

Amanda Cummins
Kelly Newman
Celia Johnson (from 21.10.13)
Jason Willis (from 07.14)
Kathy Jackson (08.14)
Catarina Duerdan (07.14)
Vanessa Papas (to 02.14)
Julian Somers (to 12.13)
Cat Douglas (to 07.14)

Young Carers Services

Young Carers Service Manager
Senior Support and Development Worker – Young Carers
Support and Development Worker
Activities and Information Worker

Nazanin Abolkheriyen
Melanie Choudhury (from 06.01.14)
Christopher Mingay (to 01.08.14)
Sarah Dean (from 04.09.13)

Sessional Workers:

Farah Arbabi, Shukri Mohammed, Katie Carver, Laura Bowry (to 10.06.14), Laura Ryan, Antonio Marie, Nick Cozens, Fiona Denton, Lara Fernandez, Ingrid Hennze, Elizabeth Kerr, Gillian Marchant, Linda Bright, Nigel Lindsey, Carole Houghton and Leigh Wicks.



Meet our Volunteer Team . . .



Adult Carers Services

Volunteers

Therapists:
Annie Barnes
Jackie Whiting
Lucy Oliver
Ingrid Hennze
Fiona Denton

Coffee Morning:
Rhona Benford

Telephone Support:
Wendy Ferrell
Christine King
Christine Young

Income Maximisation
Jacqueline Carey
Barbara Driver
Ryan Burns

Tim Tupper
Pamela Goodwin

Carer Representatives and Leaders

Young Carers - Adam Haider
Mental Health - Mandy Lawson, Peter Alder, Nick Nalladorai, Lynn Mullaney, Linda Fisher
Adult Services - Margaret Newton, Susan Ielden, Frank Glass, Derrick Copeman, Marilynne Burbage, Margaret Ellis, Ken Fish, Marlene Heron, Jane Knowles, Rachael Macleod, Joan Parker, Veronica Renwick, Ian Richardson, David Schad, Claire Shearer, Joyce Smith, Lorraine Stanley and Mary Young.

Central Services

Volunteers

Jean Sharpington, Ahmad Yamoot, Marian Stafford, Mahua Mitra, Lianne Brimicombe, Karen Shah, Joanna Murphy, Christine Young, Pat Braham, Jan Coglin and Dilanka Palawennige.

Young Carers

Service Volunteers

Charlotte Davolls, Azar Ehghaghi, Andrew Richards, Amy Sapsford, Emma Kingston-Jones, Deborah Miller Vince Jobson and Andy Whapman.

Mental Health Carers Service Volunteers

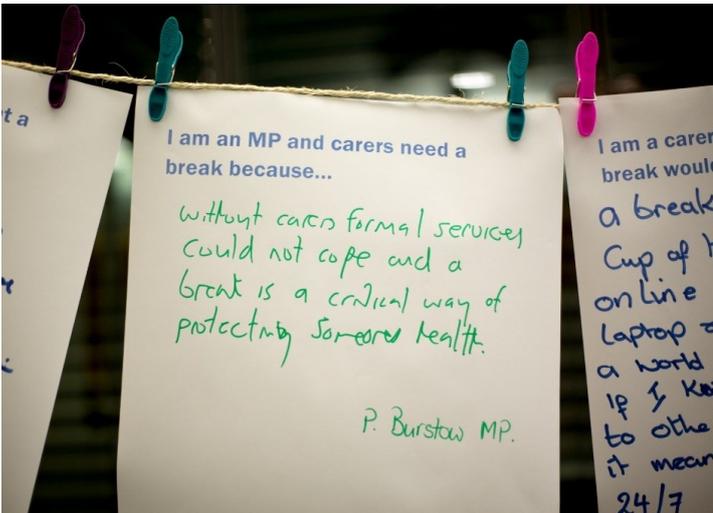
Fiona Gardner, Winne McNeil, Linda Fisher, Jan Reynolds, Sheila Webster and Jamaal Hattan

Key Challenges for the Year Ahead



Developing new partnerships - like our newest one with TazZa Coffee House. It is not just about money, but shared facilities, aspirations, vision—and of course, coffee!

Reaching out to more carers, in and around our communities. And we need to increase the number of carer-Trustees, building on their involvement and support.



Working with our MPs, Councillors and other supporters, we need to campaign to improve recognition, respect, and support for carers and their families.

Developing our Strategic Plans, ensuring that we do not lose sight of our values and mission whilst ensuring financial stability and the best outcomes for carers.



Central Services Team

Right and below:

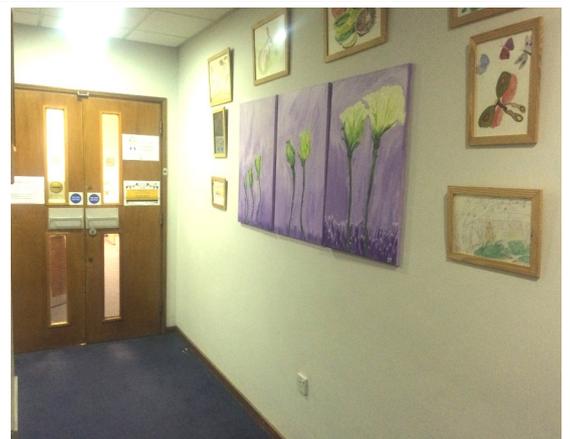
We had many visitors to the Centre this year: -
Professionals and academics from Japan
Norman Lamb, the Minister for Care
The Mayor of Sutton honouring carers reaching milestone birthdays
Sutton Adult Carers Champion, Cllr Marlene Heron...and
our Auditors and Barclays Bank supporter (coined the Finance men and woman in Black!)



Right:
Jessica
always
gives
carers
a warm
thumbs
up!



Left and right:
Carers' art adorns the
walls of the Centre, as we
strive to make the Centre
more inviting, relaxing
and inspiring.



Adult Carers Team



Left:
Despite what they are holding, Coffee Morning Carers insist they are not mugs (sorry!).



Above:
Volunteer therapist Lucy Oliver gives a massage in the Centre, helping carers to leaving their worries behind...

Right:
Yoga Class members keeping calm and centred despite daily pressures.



Right:
Parent carers enjoying the Christmas Open House, taking some time out from family responsibilities.



Above:
Maxine from Sutton CAB, imparting her knowledge and care regarding Benefits and other matters.



Left:
Carers Sandra Emmony and Ann Whittaker - fun and laughter does you good!



Right: Easter 2014 - when the going gets tough, the tough eat chocolate!
Left: At the Mayor's Carers Week reception, Jackie Whiting, volunteer hypnotherapist, takes time out to celebrate the contribution of carers in Sutton.



Young Carers Team



Right: A residential weekend at Hindleap Warren outdoor adventure helped build confidence through competition, challenge and achievement. It also helped build lasting relationships between young carers, some of whom had never before been away from home and their families.



Above and below: Football provides not only a break from caring but the challenge of learning and refining skills—plus lively banter about who supports the best team! Girls and boys enjoy URBIE Bus Sports Days.

Left: The challenge to find the hidden Easter Eggs meant deciphering the clues using their problem solving skills.



EXPLAIN
Generfer
guesom

Below: Time out at the panto with 'The Fonz' provided a great break over the holidays!

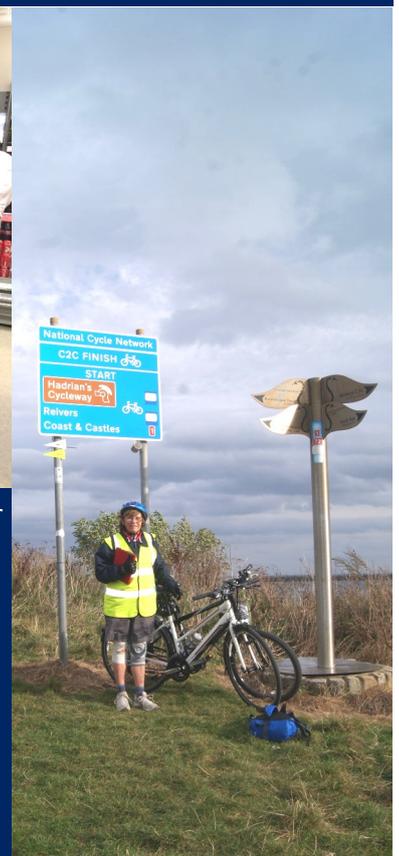


Below: We challenged young carers to make 'Guys' for Firework Day, whilst quizzing them on their Guy Fawkes knowledge.



Above: The Christmas party theme was the result of the *Dragons Den*-themed challenge won by Tiffany Roach who designed a snow day- themed Christmas party. Christmas can be an exciting yet very challenging time for young carers and their families. We were grateful for the many donated gifts and treats for the young carers. Everyone received something that made them feel special.





This year, we literally were active in raising funds for carers in Sutton! Our Treasurer and grandfather, Don Brims, and Trustee and grandmother, Margaret Hobbs, both took on sponsored physical challenges. Relationships, both new and old, were developed with 'corporate' sponsors locally, including Co-operative Food Stores, and Asda in Sutton. We are grateful for their support in raising awareness of carers' issues as well as much-needed funds.



- The Trustees' Annual Report, including the full Financial Statements, are available from the Centre upon request or can be downloaded in due course from the Charity Commission website: [www. Charity-commission.gov.uk](http://www.Charity-commission.gov.uk).
- We are grateful for the additional donations and support from individuals throughout the year: Carers Trust, Big Lottery Fund, Sutton Nursing Association, Don Brims and sponsors for his 10k run, sponsors and the walkers of the Carers Thames Walk 2014, Joan Jordan and sponsors for her swim, Margaret Hobbs and family, Roger Mills, Friends of Sutton Carers Centre, St John's Church Belmont, the 'Moving on' Group, Nonsuch Rotary Club, Carshalton Beeches Rotary Club, Cheam Rotary Club, Carshalton Rotary Club, Carshalton College, Cuddington Golf Club, Sutton Carers Forum, Santander, Zurich Insurance, Rachael Anderson and colleagues at Asda Sutton and Co-operative Food Stores.
- 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.

Statement of Financial Activities

for the year ended 31st March 2014



STATEMENT OF FINANCIAL ACTIVITIES FOR THE YEAR ENDED 31st March 2014

	Notes	Unrestricted Funds £	Designated Funds £	Restricted Funds £	Total Funds 2014 £	Total Funds 2013 £
A1 Incoming Resources						
A1 Incoming Resources from Generated Funds:						
A1a Voluntary Income:						
Donations and Grants	2	280,895	-	77,550	358,445	330,233
A1b Activities for generating funds						
Fees Income		8,260	-	-	8,260	9,318
Charges to Restricted Funds		126,007	-	281	126,288	122,255
A1c Investment Income		453	-	-	453	1,259
A2 Incoming Resources from Charitable activities	3	27,952	-	160,988	188,940	176,971
A2 Other Incoming Resources		4,781	-	2,822	7,603	24,894
Total Incoming Resources		448,348	-	241,641	689,989	664,930
B Resources Expended						
B1 Costs of Generating Funds						
B1b Fundraising Trading: Cost of goods sold and other costs	4	29,241	-	11,725	40,966	37,149
B2 Charitable Activities	5	401,315	3,507	230,470	635,292	597,304
B3 Governance Costs	6	9,752	-	3,785	13,537	13,649
Total Resources Expended	7	440,309	3,507	245,980	689,796	648,102
Net Incoming/(Outgoing) resources before transfers		8,039	(3,507)	(4,340)	193	16,828
Gross transfers between funds		(1,171)	-	1,171	-	-
Net Movement in Funds		6,868	(3,507)	(3,168)	193	16,828
Total funds brought forward		110,207	30,113	35,119	175,439	158,611
Total funds carried forward		117,075	26,606	31,951	175,632	175,439

Summary SOFA for the year ended 31st March 2014

Sutton Carers Centre had an increase of £193 in their total funds for the year ended 31st March 2014. This was due to a decrease in designated funds of £3,500 spent on refurbishment of the offices, a decrease in restricted funds of £4,300 spent on carers' needs, and an increase in general unrestricted funds of £8,000, mainly due to one-off donations received during the year. The unrestricted reserve stands at £117,075. The outcome in relation to the budget set for 2013/14 is a variance of 3.9%. *These figures are subject to final audit.*

OUR VISION

- ◆ The Vision of Sutton Carers Centre is of communities in which every carer is recognised and respected as an individual and can get the support they need and assurance that they are not alone.

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: Vacant

Treasurer: Don Brims

Abigail Lock, Ann Smith, Sylvia Aslangul, Anne Dharpaul and Margaret Hobbs
Brenda Northover (Adviser), Roger Mills (Adviser).

THANK YOU

With thanks to staff and volunteers who have left during this year: Alf Matthews, Alison Mays-Wong, Elisabeth Zeidler, Christopher Mingay, Maureen Dixon, Lyndsey de Valmency, Mahua Mitra, Dilanka Palawennige, David Hagger, Ian Hoskins, John Goodhead, John Kemp, David King, Tony Liston, John Newson, Alan Piddington, John Putham

SPECIAL THANKS TO THE FOLLOWING FUNDERS AND PARTNERS

London Borough of Sutton, Sutton Clinical Commissioning Group, South West London St. George's Mental Health Trust, Carers Trust, Big Lottery Fund, Sutton CABx, Carers Support Merton, Riverside Community Association, St Mark's Family Centre, our Carers Centre partners in the *Novus* consortium, and the many other voluntary and community organisations whose partnership we value.

- **Sutton Carers Centre is a Company Limited by Guarantee with Charitable Status**
Registered in England / *Company Number 3353573* / *Charity Number 1062302*
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youngcarers@suttoncarerscentre.org
- www.carers.org / www.youngcarers.net / www.suttoncarerscentre.org

