

Background Information (March 2022)

Sutton Carers' Centre is an independent Charitable Company as well as an active Network Partner with *Carers Trust* (formerly *Princess Royal Trust for Carers*), one of the first Carers Centre in the UK, founded about 30 years ago.

A Carer is someone, who, without payment, provides help and support to a partner, child, relative, friend or neighbour, who could not manage without this help. This could be due to disability, physical or mental illness, or substance misuse issues. Carers also can be children or young people who help care for a parent or sibling. Carers often juggle work, school or other commitments alongside their caring roles.

Sutton Carers' Centre provides advice, information, support and time out to Carers living and/or working in the London Borough of Sutton. There are likely to be c21 000 Adult and Young Carers in the Borough.

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.

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.

The Centre is governed by a Board of Trustees and Directors and employs or hosts the following staff:

- Chief Executive (35 hours p/w)
- Director of Services (25 hours p/w)
- Office Manager (35 hours p/w)
- Finance, Payroll and HR Consultant (c14 hours p/w)
- Carers' Communications & Outreach Co-ordinator (35 hours p/w)
- Board Support Manager (c3 hours per week)
- Adult Carers – Information and Advice Service Manager (28 hours p/w)
- Adult Carers – Information, Advice & Support Worker x 5 (all part-time)

- Adult Carers – Preventative Support Service Manager (35 hours p/w)
- Adult Carers Senior Support and Development Worker (35 hours p/w)
- Carers Wellbeing Navigator x 2 – (42 hours p/w)
- End of Life Carer Specialist Support Worker – (35 hours p/w)
- Peer Support Development Lead (Incl. Triangle of Care) - (35 hours p/w)
- Peer Support Worker - Adult Mental Health Carers (35 hours p/w)
- Young Carers Service Manager (35 hours p/w)
- Young Carers Senior Support and Development Worker (Education) (35 hours p/w)
- Young Carers Support Worker x 2 (including mental health)
- Young Carers Information Worker (4 hours p/w)
- Citizen's Advice Sutton Senior Advice Workers, Psychological Therapists, various Sessional workers, Student Social Workers, Nurses and Drama Therapists
- A large team of about 50 volunteers supporting the work of the Centre
- New posts currently being developed (both senior and front-line) for integrated health and social care.

Services provided by SCC, both Centre and community-based, in and out of normal office hours, by telephone, face-to-face or via email/online, include:

- Specialist advice, information, support, training and advocacy regarding all issues affecting Carers, including income maximisation and benefits advice in conjunction with Citizen's Advice Sutton
- Individual, family and group psychological therapies and emotional support including peer support and self-development opportunities,
- Social activities and short-term breaks including complementary therapies
- Regular newsletters and information bulletins for both Adult and Young Carers

As the main Carer-led organisation for Sutton, Carers' Centre staff represent Carers on strategic and planning groups whilst actively encouraging and supporting Carers to be involved in decision-making processes as well as community life. We are one of 3 organisations appointed to represent the Voluntary & Community sector on the Sutton Systems Leadership Group and local Integrated Care Partnership.

Our principal funding includes contracts for Adult Carers Support funded by the London Borough of Sutton and our local Clinical Commissioning Group. Additional contracts with the Council include Information and Advice (part of 'ALPS' - *Advice Link in Partnership Sutton*, a partnership led by Citizen Advice Sutton with Age UK Sutton and other partners), and Young Carers Support. We also have BBC Children in Need, Co-op and Jack Petchey Foundation funding to extend our Young Carers services in schools and well as support our Young Carers Ambassadors – and the City Bridge Foundation helps us extend our Advice and Information offer to families. Lloyds Bank Foundation supports the sustainability of our charity, and we have a significant amount of partnership working and related funding with our local Mental Health Trust. We could not survive without the many private donors, community groups and churches who also support us.

We are a founding member of *Sutton Together*, a consortium of local VCS organisations, and through this, we are thrilled to have recently been awarded integrated, core contracts from our Council to provide Information, Advice and Support to Adult and Young Carers from 1st July, 2022 for another 5 – 7 years.

