

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

A Carer is someone, who, without payment, provides help and support to a partner, child, relative, friend or neighbour, someone 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.

Services provided by SCC are both Centre and community-based, including some evenings and weekends, and are delivered by telephone, face-to-face in person or online, or via email and messaging. These include:

- specialist advice, information, support, breaks, 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 wellbeing support including peer support and self-development workshops and related opportunities
- social activities and short-term breaks including complementary therapies
- regular newsletters and information bulletins for both Adult and Young Carers

We are a founding member of the *Sutton Together* Consortium, and through this, we are thrilled to be one of 6 charities in the *Together for Sutton* delivery partnership, plus Community Action Sutton as the Key Strategic Partner, recently awarded integrated, core contracts from 1st July, 2022 for up to another 7 years. This funding is from our local Council, with input from Health colleagues, and includes us continuing to provide services to Working-age Carers, Older Carers, Young Carers and Young Adult Carers, as well as an enhanced single access point for residents.

As well as additional Council, Health and Better Care funding plus funded partnerships with other Carers Centres and local partners such as Age UK Sutton, for example, 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 (with Citizen’s Advice Sutton) 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 from our local Mental Health NHS Trust, South West London and St George’s. We also benefit from donations and support-in-kind from the generous local community and charitable trusts.

The Centre is governed by a Board of Trustees and Directors and employs or hosts the following full and part-time staff (from 4 – 40 hours per week):

- Chief Executive
- Office Manager, as well as a Board Support Manager and Clerk
- Finance, Payroll and HR Consultant
- Director of Service Development/Health and Social Care Integration Lead
- Carers Communications & Outreach Co-ordinator
- Adult Carers – Information and Advice Services Manager
- Adult Carers – Information, Advice and Support Worker x 5 including Dementia Carers Peer Support
- Adult Carers – Mental Health Carers Income and Opportunities Support Officer
- Adult Carers – Preventative Support Services Manager (and Senior Manager)
- Adult Carers Senior Support and Development Worker (Mental Health adults and children incl dementia)
- Adult Mental Health Carers Peer Support Development Lead (incl. *Triangle of Care*)
- Adult Mental Health Carers Peer Support Worker

- Carers Wellbeing Navigators x 2
- End of Life Care Carers Specialist Support Worker
- Young Carers Service Manager
- Young Carers Senior Support and Development Worker (and education lead)
- Young Carers Support Workers x 3 (including transitions, mental health, wellbeing and YC Ambassadors)
- 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

As the main Carer-led organisation for Sutton, Carers' Centre staff also represent Carers on strategic and planning groups locally whilst actively encouraging and supporting Carers to be involved in decision-making processes as well as community life. This includes being one of three local Voluntary and Community Sector organisations appointed to the Sutton Systems Leadership Group and Sutton Place Partnership Board.

We also work to improve recognition, respect, and support services for Carers and their families nationally and internationally.

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