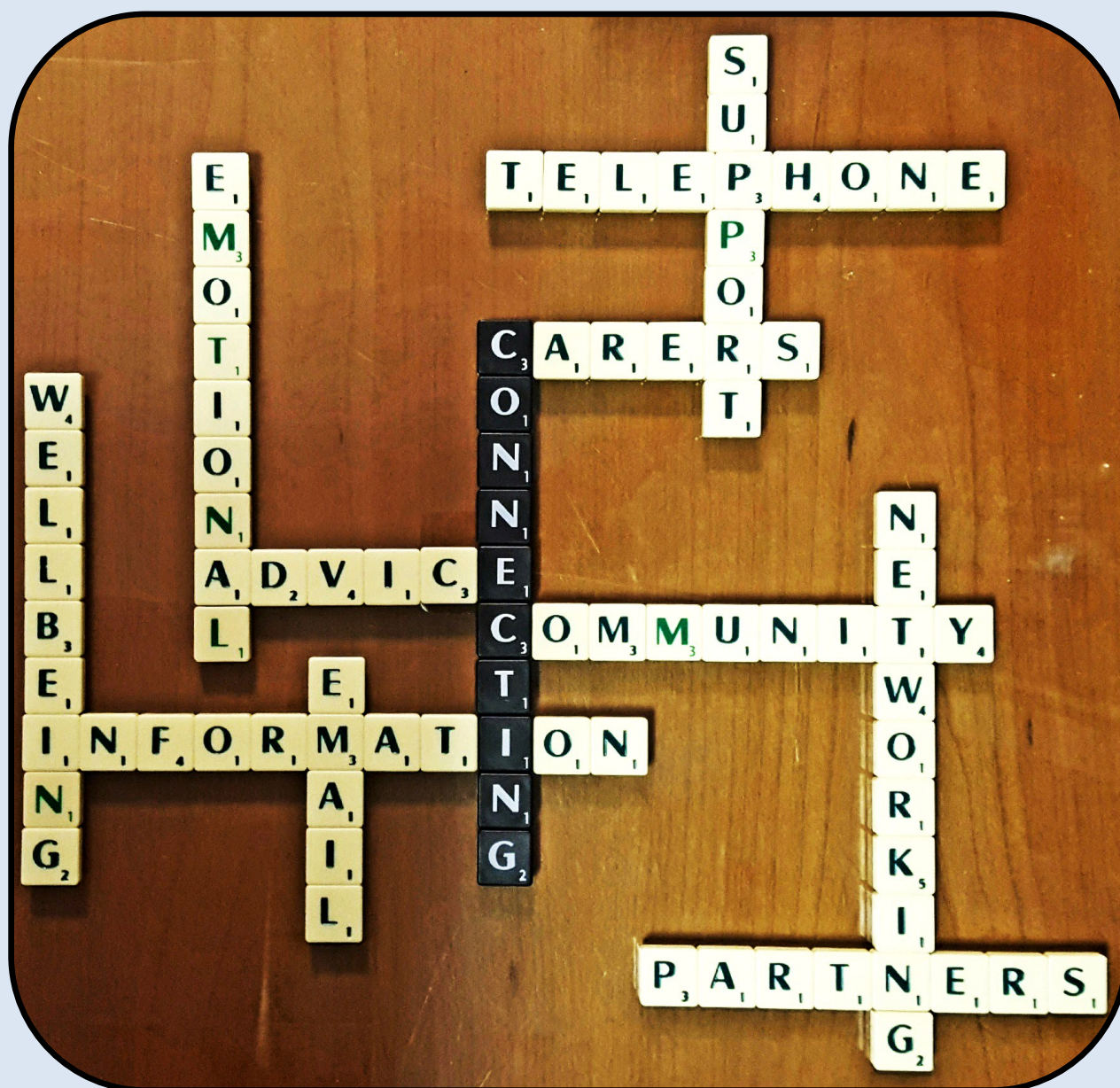


ANNUAL REVIEW 2015/16



CONNECTING!

Message from our Chair, Elaine Drage. . .

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



This is my final chance to reflect publicly on the busy year that has just gone and the successes and challenges it brought for Sutton Carers Centre (SCC) as we work with and for over 6000 Carers

in Sutton of all ages and backgrounds. And this year, I also look back over the last 9 years to when I was elected Chair just as Rachael also arrived as the new Chief Executive Officer.

Back in 2007, SCC was much smaller, existed on a complex series of short-term grants and had just avoided insolvency. Since then we have significantly increased in size and we are largely funded by 3 year contracts (though the demands of tendering are heavy for a small organisation). We work in a wider range of partnerships local and national and have an increasingly professional staff to support many more Carers. Much of this change has been due to Rachael's professionalism, hard work and sheer tenacity in fighting for Carers.

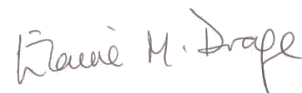
Over these years, Carers have received much greater recognition (if alas not funding!) of their invaluable role by both national and local government. In no small part this has been due to the committed work of our former MP Paul Burstow. But much still remains to be done as the still hesitant implementation of the Care Act 2014 shows. Levels of Carers Assessments remain deplorably low both here in Sutton and nationally as, yet again, longer-term preventative measures in health and social care are sacrificed to short-term acute needs when funding is allocated.

This year ended with SCC winning two tenders for adult services (one in partnership with our old friends, Citizen's Advice Sutton and the other, with valued partners Alzheimer's Society Sutton) to continue support for Sutton's adult Carers. Our Young Carers work has seen the further development of work with some of the Borough's secondary schools to help them better support Young Carers in school and we have

worked with several GP surgeries to see that they identify and support more Carers given the well researched challenges caring poses to the health and wellbeing of Carers themselves. Our thanks to London Borough of Sutton as well as Sutton Clinical Commissioning Group for continuing to prioritise Carers in their commissioning processes. We also are grateful to funders such as the Big Lottery Fund for their funding for young Carers, in particular.

We could not support Carers to the level we can without our invaluable volunteers who run the reception desk, phone up Carers giving information and advice, and emotional support, accompany young Carers on outings, help run support groups etc. This includes my fellow Trustees who have to understand large amounts of paper and take complex decisions in the best interests of SCC. And thanks too to our specialist advisers Brenda Northover and Roger Mills (Roger has sadly had to stand down as his own caring responsibilities grow). We estimate our volunteers' support is worth about £108,000 a year in time donated. Thank-you – and we can always find a job for more volunteers! Special thanks also to our Carer's Champion, Councillor Marlene Heron.

The staff (many also Carers) have risen nobly to this year's challenges, coping with an ever-increasing workload and one of greater complexity, whilst having to adapt to new technology (and its vagaries!), some organisational change and a constantly shifting external climate. They have demonstrated great professionalism and often gone well beyond the call of duty...thank you from us all.



Dr. Elaine Drage, CBE



Above: Elaine with Mr & Mrs Kshatri (Friends of SCC).

...The Care Act — One year on, from Paul Burstow

Professor Rt Hon Paul Burstow



Sutton Carers Centre is a lifeline. I have learnt so much about the concerns and lives of Carers from the Centre. So it was a pleasure to be invited to contribute a foreword to this year's Annual Review.

Carers provide the bulk of care in our country. Three in five of us will become Carers at some point in our lives. Without Carers our already stretched NHS and social services would be overwhelmed. But many Carers pay a heavy price for their caring role in both their health and their wealth.

I have been asked to say something about a project I have been leading for Carers Trust. A simple question: have Carers noticed any difference since the [Care Act](#) (2014) came in? Over six months with a small team of experts by experience and profession, we took the first snapshot of the impact the Act is having.

During our inquiry we were told by many of those who contributed that the Care Act is an important piece of social reform but its potential is far from being realised. The Care Act puts Carers on an equal footing with those who have care needs. This parity in law is new, some even say revolutionary. Councils have a duty to promote the wellbeing of Carers and to prevent burn out and crisis.

What we found is a mixed picture. There are beacons of good practice, but there is plenty of darkness too. For many of the Carers who responded to Carers Trust's call for evidence the response was stark - no, the Act had made no difference. Indeed, for many it was news to them that there were new rights. We heard during the course of our evidence gathering that the 1948 National Assistance Act, which the Care Act replaced, took almost a decade to become embedded and supplant the Poor Law mind-set of many charged with its implementation.

The same can be said today about the Care Act. More work is needed to impress upon those responsible for the day-to-day implementation of the Act that business as usual is not good enough. The Care Act raises the bar. It expects decision-makers to look at the wellbeing of the Carer and where necessary take a whole family approach.

We found evidence that when it comes to assessment the law is either poorly understood or ignored. Too often it appears that Carers are fobbed off with a one-off payment as if that discharges the obligation to promote their wellbeing.

So where should we be by 2018, three years after the Act came into force? Based on what we have heard and the evidence we have collected, the Commission believes that at a minimum, Carers should be reporting satisfaction with the assessments and personalised support they receive, have access to the services they need and have an understanding of their rights under the Care Act. Social workers and other care practitioners should be able to evidence that they are applying the Act's wellbeing principle in all their adult social care decisions. The number of Carer assessments in 2018 should reached at least 360,000 in line with the Government's own estimate.

Along with my fellow commissioners, we remain optimistic about the transformative potential of the Care Act. [Our report](#) should be essential reading for Directors of Adult and Children's Services, and Directors of Public Health. It has messages for the NHS too. Above all, it is about making improvements for Carers themselves.

This is why Sutton Carers Centre has such a vital task. Promoting the rights of Carers and ensuring public authorities, NHS, local authorities respect both the letter and the spirit of the law.

A handwritten signature in black ink, appearing to read 'Paul Burstow'.

Professor Rt Hon Paul Burstow



Above: Amanda, Rachael and Paul at Carers National Conference.

Message from our CEO, Rachael MacLeod. . .

One of the joys of being the CEO is when I have the opportunity to leave the tenders, meetings, and day-to-day matters of the office behind, to share a day out with some of the carers we support. These excursions are not just social occasions to catch up with the lives of our Young Adult Carers, however - they are opportunities to connect with their real-life experiences and ensure that their voices are heard both locally and nationally to influence policy, strategy and practice.

This year I had the honour to accompany Beth, Laura, Heather and Natalia to various events; these included a roundtable discussion regarding the impact of caring on Young Carers' mental health, hosted by Paul Burstow and Carers Trust, two national conferences on the same topic to colleagues in the caring field, and a workshop at the Royal College of Psychiatrists' national conference alongside Ruth Hannan and Young Adult Carer Camilla from Northamptonshire. I always am pleased to share what we have developed and learned from our work, but what has the greatest impact is not what I have to say (which is plenty!) but the eloquence of what Young Carers have to share about their personal experiences. They are brave in their honesty, humble regarding what they contribute to their families and communities, yet fierce in advocating for their peers, demanding the recognition and support they so deserve. Thank you to them, their families and their schools for enabling them to have this platform; and thank you for allowing me to share that stage and have such fun whilst doing so! We eagerly await the new national Carers Strategy to see what it can offer to Young Carers and track how their shared experiences have shaped it.

I hope you enjoy reading this Annual Review. It is as colourful and lively as the Centre and the staff who inhabit it and we think it illustrates how we have connected – with carers of all ages in a variety of caring roles, with partners, with funders – in the Centre as well as across and between communities. We do this in person, by phone, by email and via the web and will be doing everything we can this coming year to connect with those carers who need us most and with whom we have not yet made contact.

I also would like to take this opportunity to thank our hard-working paid staff and volunteers who, simply put, are exceptional, not unlike the caring Sutton residents we support. I also would like to thank the many partners in the Voluntary and Community Sector with whom we work so closely to serve Sutton through our charitable aims, especially Sutton Consortium members and those who have elected me to share representation at the Sutton Health and Wellbeing Board alongside Susanna Bennett and now Alison Navarro from Sutton CVS. Lastly, my sincere and heartfelt to Elaine Drage, our outgoing Chair - also a Carer and my mentor of several years. May you enjoy every moment of your well-deserved 'retirement' in Worcestershire and please know that your integrity, skill and kind heart has inspired and changed us all for the better. We will maintain the fire in our bellies and continue to work tirelessly for Carers in Sutton, as you did this last 9 years.



...Meet our Staff members who make Connections



Central Services

Chief Executive and Company Secretary
 Director of Services
 Office Manager
 Office Manager (Maternity Cover)
 Information and Communications Officer
 Accounting, Payroll & HR Consultant

Rachael MacLeod
Amanda Cummins
Jessica Appleby (Nee Griffiths)
Donna Ewing-Clarke (to July 2016)
Nadia Dhunna
Yvette How

Adult Carers Services - Information & Advice

Adult Carers Service Manager
 Adult Carers Senior Advice, Information & Support Worker
 Adult Carers Support Worker - Income Maximisation
 Adult Carers Support Worker
 Adult Carers Support Worker Temporary
 Adult Services Advice and Information Worker Temporary
 Senior Benefits Advisors - seconded from CAS
 Senior Benefits Advisors - seconded from CAS

Karen Page
Ravi Sharma (from June 2016)
Jacque Carey
Ewan Roy (to December 2015)
Sarah Murray (to April 2016)
Andy Whapham (to March 2016)
Maxine Brown
Christine Kawesi

Adult Carers Services - Support

Adult Carers Service Manager – Support (including Mental Health)
 Carers Support and Development Worker (including Mental Health)
 Carers' Wellbeing Navigator
 Carers' Wellbeing Navigator
 Consultant Counselling Supervisor
 Step 2 Coordinator/Psychological Wellbeing Practitioner – Sutton Uplift
 Step 2 Coordinator/Psychological Wellbeing Practitioner – Sutton Uplift
 CBT Therapist – Sutton Uplift

Kelly Silver (Nee Newman)
Celia Johnson
Caroline Hardwicke (from October 2016)
Gracie Moore (to September 2016)
Jason Willis
Katarina Gerocova (from September 2016)
Kate Fulton (to August 2016)
Catarina Duerdan

Young Carers Services

Young Carers Service Manager
 Young Carers Service Manager
 Senior Support and Development Worker – Mental Health Young Carers
 Senior Support and Development Worker – Mental Health Young Carers
 Young Carers Support Worker
 Young Carers Breaks and Information Worker
 Young Carers Sessional Worker

Melanie Choudhury
Nazanin Abolkheriyan (to January 2016)
Angelique Thompson (from January 2016)
Melanie Choudhury (to January 2016)
Shukri Mohamed
Corinne Iles
Carole Houghton

Meet our Volunteer Teams, Connecting Carers. . .



Left: Reception volunteer, Jean Sharpington checking e-mails sent by Carers.

Right: Volunteer counsellor Eileen Kennedy ready to see Carers and offer support.



Below: Information and Advice volunteers: Gary Beckwith and Lynne Kenny at Volunteers' Big Breakfast event.



Below: Reception volunteer Christine Young providing information to Carers via phone.



Below: Volunteer Facilitators, (Carers themselves) Linda Fisher and Shelia Webster run the Relaxation & Meditation Group for Carers at SCC.

Above: Staff, volunteers and SCC Friends coming together for an Appreciation Evening, during Volunteers Week.



Central Services Volunteers

Jean Sharpington
Christine Young
Gary Beckwith
Lynne Kenny
Proma Huq

Adult Carers Services Volunteers

Therapists:
Annie Barnes
Lucy Oliver

Advice & Information:
Christine King
Gary Beckwith
Lynne Kenny
Julie Coma

Adult Carers Support Service Volunteers

Linda Fisher
Sheila Webster
Jamaal Hattan

Fiona Gardner
Eileen Kennedy
Alison Pickard
Anna Chess
Yvonne Dodd

Young Carers Service Volunteers

Azar Ehghaghi
Andrew Richards
Deborah Miller
Roya Mostoufi
Christine Young

Carer Representatives and Leaders

Young Carers - Natalia Polniaszek, Laura Allen, Bethany Smith, Heather Grover

Adult Services - Bob England, Susan Ielden, Derrick Copeman, Marilynne Burbage, Margaret Ellis, Ken Fish, Marlene Heron, Jane Knowles, Rachael Macleod, Veronica Renwick, David Schad, Joyce Smith, Brian Dear, Karen Page, Frank Glass, Mandy Lawson, Nick Nalladorai, Linda Fisher, Shelia Webster, Win Aldous, Giuliana Rosenow

...Connecting through our Partnerships

Below: Dementia UK and London Borough of Sutton's Admiral Nurse Vincent with SCC staff member, Jacque Carey discussing Carer appointments in the monthly drop-in.



Left: Reaching out to new Carers at Carshalton Fields Surgery. Gracie with Trevor de Sá, GP Practice Manager.

Right: Kelly Silver, Louise Howard and Liz Holland at the Mental Health Carers Triangle of Care Conference in Manchester.



Below: Create Arts' Ed Mayhew with Young Carer Bethany Smith at the Gallery Exhibition displaying the photography Young Carers created over the summer. We have a great partnership with Create Arts and would like to say a big thank you for all the workshops we have been able to put on for Young Carers such as drama, photography, music, animation and jewellery-making.



Left: Maxine from Citizen's Advice Sutton doing benefit checks with Carers to assess what they are entitled to and should be claiming.



Above: Caroline, Carer Wellbeing Navigator for the Sutton Together - MH Trust 'Uplift' partnership, with Amanda.

Right: Kingston University Nurses coming to SCC and giving Carers free health checks. Carer, Bill McDonagh.

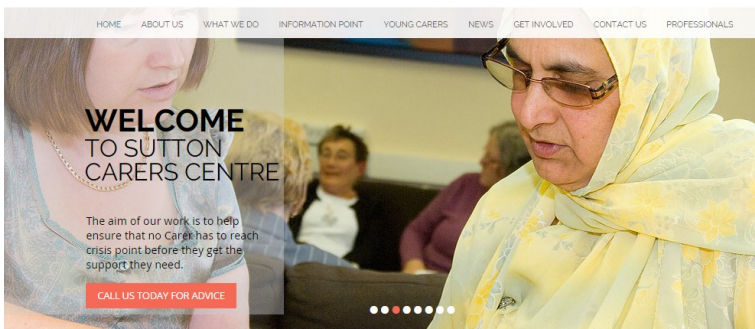


The Triangle of Care in Mental Health Nursing:
a collaboration with Sutton Carers Centre
Faculty of Health, Social Care and Education
The Mental Health Nursing lecturer team at the University has joined forces with Sutton Carers Centre, a charitable organisation, in order to include the expertise of carers in their assessment and teaching strategies and delivery, in line with The Triangle of Care (Carers UK, 2014) recommendations. They are developing strategies that enable service users, family, friends and carers to work together and improve quality of care.

Central Services Team connecting in the community. . .

Right: SCC Staff members, LBS Officers and Councillors and Carers with the Mayor of Sutton, Cllr Richard Clifton at the Annual Mayor's Reception held every Carers Week. This was a great opportunity for Carers to meet and be honoured by the Mayor for all the contributions they make to our communities.

Below: Sutton Carers Centre has been working on creating a new website to connect Carers with the information they need. To browse our website, and to give us your feedback, please visit: **www.suttoncarerscentre.org** which is launching for our Annual Review!



Above right: SCC Staff training day regarding the new Carers Outcome Star.

Left: Connecting with Friends of SCC at our Appreciation Evening, enjoying some nibbles.

Right: Central Services team members with reception volunteer, Proma Huq.



Left: Young Carer Laura Allen with CEO Rachael at the Royal College of Psychiatrists Annual Conference to discuss the impact of Mental Health on Young Carers. Always time to connect on Twitter, Snapchat and Instagram with a selfie!

Above: Trustees Adrian and Sharon meeting to discuss their new roles as Vice-Chairs and how SCC can connect and work together with other organisations in the community.

Right: From our last Annual Review, capturing what being a Carer means and what Carers want and need.



...Connecting Young Carers

Below: Young Carers Erica Hill, Orla Dasgupta, Zoe Fitzmaurice, Deeya Anchanez, Bethany Smith, Kama Digance, Daniel Lewis, Bradley Lewis and SCC staff members Shukri and Melanie off to see 'The Jungle Book' in the theatre.



Above: Young Carers Bethany, Natalia, Laura, and Heather with other Young Carers from Lewisham at the Carers Trust Roundtable discussion with Alistair Burt, MP (former Minister of State for Community and Social Care).

Below: Charlie Deacon and Ricardo Cowan at YC 'Chill N Learn' enjoying time out with dominos.



Below: Daniel Lewis jamming on the guitar and showing off his skills at Create Arts Music Workshop.

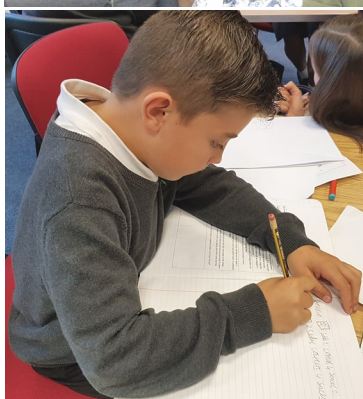


Above: Liam Lewis, Bradley Lewis, Imogen Grantwaite, Heather Grover, Laura Allen, Riley Bates, Reina Chandler and Olivia at the Young Carers Celebration Carers Week.



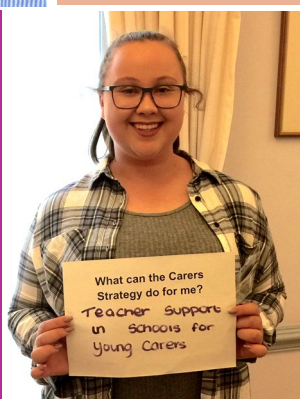
Above: Bethany Smith with CEO Rachael at Carers Trust YC/YAC conference in Manchester.

Left: YC Staff team, Angelique, Corinne, Melanie, Shukri and Student Social Worker, Wale Sunday.



Left: Liam Lewis at YC 'Chill N Learn' where Young Carers can come to do homework and have access to internet/computers.

Right: Heather Grover suggesting that the National Carers Strategy should add more teacher support in schools for Young Carers.



**Connecting
Young Carers to:
explore,
express
& experience.**

Connecting Information, Advice & Support...

Below: Steering Group Members, Marlene Heron, Marilynne Burbage, Ken Fish, Derrick Copeman, Brian Dear, Nadia Dhunna, Jane Knowles and Karen Page meeting to discuss the future of Sutton Carers Forum.



Left: Volunteer counsellors: Anna Chess and Alison Pickard with counselling supervisor, Jason Wills.

Below: Carers Angela Hanken, Trudi Cobb, Pam Gray, Mary Meldrum with staff member, Celia Johnson at our Mental Health Carers Support Group.



Left: Carers Susan Ileden, Tanya Nelson and Terri Hughes sharing experiences and information at our ASD/Asperger's Support Group.

Below: Staff members Nadia, Celia, Ewan, Shukri and Jacque decorating the drop-n room in time for the Carers' Christmas Party!



Carers Irene Trousse, Valerie Williams, and Veena Rooprai with staff member Ravi, finger knitting! Thank you Samia Tossio for allowing us to be part of the #FingaNinjaProject connections!

...for Adult Carers and their Families



Left: Liz Holland, Kelly Silver, Amanda Cummins, Louise Howard and Carer, Win Aldous at the Rose Awards, Kingston University. Proud to be Highly Commended for our joint work.



Below: Coffee Morning Carers enjoying a trip to Wisley Gardens. Gerald (driver for Sutton Community Transport), Rhona Benford, Sylvia Hopcraft, Irene Trousse, Maria Aine, Anne Leedham, Veena Rooprai and Peter Trousse.



Above: Male Carers Support Group meeting at the Grapes Pub. David Spink, Trevor Weaver, Jamaal Hattan (facilitator), Ian Munro.

Left: Volunteer Complementary Therapist Lucy Oliver helps Carers relax with holistic massages.



Below: Ravi helping fill out forms with Carer Margaret Morgan and her husband Peter Morgan.



Above: Karen Page and Steering Group member Marilynne Burbage connecting with the community to help Carers during the festive period. Thank you Co-op!

Above: Caroline and Celia at the SMHF World Mental Health Day Question Time event.



Above: Peer-led Relaxation and Meditation Group - Linda Fisher, Pat Demetriades, Gillian Mila, Siva Sirikanda, Margaret Hedges, Veena Rooprai, Trudi Cobb, Doreen Grant, Christine Holmes, Brenda Eley, Naren Joshi.

The Difference we made by Connecting....

Dear all at Sutton Carers Centre,

In Celebration of random acts of kindness week, we just wanted to say a great big thanks for all your help!

Thanks for all you do for the community in Sutton!
(Adult Carer)

Dear Young Carers Team,

Thank you so much for the tickets for the Palace Match. It really made YC A's birthday extra special. Words cannot express how grateful I am. Thanks again!

(Young Carer's Parent)

To Sutton Carers Centre,

Thank you for all of the help you have given to me. I feel without your support I would not be the person I am today. I will think of you often.

Again, all my thanks.
(Adult Carer)

Thank you so much for the letter. It really helped. We had an awesome time and made many memories which we can look back on as a family. Thank you so much.
(Young Carer)

Many, many thanks for your kindness and continued support. I got the job. (Adult and Young Carer)

SCC has been a lifeline for me. Due to the support from SCC I have been able to return back to work, join the gym, get back to college and be myself again.
(Adult Carer)

I have found our one to one sessions helpful because I have you to talk about my caring role because I don't feel comfortable talking to my friends about it. They wouldn't understand, but you do. I always feel better after our support sessions.
(Young Carer)

We are grateful for the help given by the fantastic staff at SCC. I would have never known that we could claim DLA and Carers Allowance. This money has made a huge difference to our lives and that of our son. We no longer have to say no to things all the time. The reflexology sessions are lovely and I am the most relaxed I have been in years!
(Parent Carer)

As promised, I am writing to let you know that we have received the Attendance Allowance from DWP at a high rate. We are pleasantly surprised and will find this extremely helpful. Thank you again for your help and advice.
(Adult Carer)

Just a quick note to say one of your Carers has moved to our borough and you recommended she registers with us. Thank you. She was telling me how fabulous you had all been - so helpful and informative.
(Kingston Carers Centre)



...the Difference we made by Connecting

- ♦ **SCC has over 6000 Carers** from the estimated **20,000 Carers** in Sutton on our database.
- ♦ **98% of newly registered Carers** reported that their caring role had a significant impact on their wellbeing. 71% reported the impact as 'high'.
- ♦ **25% of newly registered Carers** considered that their caring role placed them at **risk of harm**.
- ♦ **70% of Carers** come into contact with health professionals yet health professionals only identify **1 in 10**. Carers are '**hidden in plain view**'.
- ♦ Roughly **2 million** people become Carers every year. Supporting Carers and their families early, we can **prevent or reduce future health issues**, reducing care costs as well as improving lives.



What we did?

- ♦ We supported **2200** Carers throughout the year - an increase of **10%** on the previous year with over **1000 hours** of training, workshops, short breaks and support groups.
- ♦ This included over **13** different support groups for carers with specific need - male Carers, mental health Carers, peer support groups for Young Carers, whole-family groups, parent carers and many more!
- ♦ We ran Family Skills Workshops for mental health carers, personal safety courses, whole-family workshops, benefit and information sessions, Carer awareness for professionals, homework clubs, CV workshops for Young Adult Carers as well as psychological therapies.
- ♦ We offered short breaks such as meditation and relaxation, complementary therapies, yoga and street dance for Young Carers.

How we did it?

- ♦ We decided to extend our opening hours by **13%** offering over **300** hours of extra support per year out of normal office hours.
- ♦ Working closely with over **20** local partner organisations - many of whom offer specific support to Carers based at Sutton Carers Centre.
- ♦ Recruited an increased number of volunteers whose contributions equate to an estimated **£84k** per annum.
- ♦ Supported people with lived experience of caring to run groups with other Carers, totalling an additional **500** hours.
- ♦ Became more **effective and efficient** in the way the staff teams function.
- ♦ Ensured we **raised funds** from as many sources as possible, using our ££ carefully.



What it meant for Carers...

- ♦ We exceeded our contractual target of 85%, as **95%** of Carers asked thought that they had been able to **maintain or improve the balance of their caring role** with their desired **quality of life**, irrespective of increased demands of caring, as a result of their contact with Sutton Carers Centre. Over **2/3** reported specific ways in which their life balance and wellbeing had improved.
- ♦ **46%** of Carers felt they were **coping better due to being less socially isolated** after contact with us which was an improvement on what was achieved the previous year
- ♦ And over **9 out of 10** Carers who felt their caring role placed them at risk of harm when they first had contact with us, felt they could **care more safely** as a result of the information, advice and support our teams provided.
- ♦ A further **£400k** went into the Sutton economy as a result of benefits and grants received by Carers and the potential benefit gains could be **3 times** this.

Fundraising and Donations, connecting Carers. . .

Our Treasurer, carer Don Brims continues his herculean fund-raising feats through his sponsored 10k runs. He and wife Judi also hosted two 'Britain's Best Breakfast' Events for carers, raising awareness and much-needed funds.



Trustee Margaret Hobbs and her husband and family raised much money through even more physical exertion! Thank you to them for their support. And thank you to Martin Lunn, our star fund-raiser, here accepting a token of thanks at the Mayor's Reception in June, following the Carers Thames Walk.



Who would sponsor Tazza Coffee's Manager Bob Law to be a Dame for the day?!? Sutton's caring community members, that's who! Bob raised hundreds of pounds for carers in Sutton last Christmas and as a reward/punishment, he donned his panto garb to serve coffee and refreshments for a day.

Grateful thanks, too, to Nazanin Abolkheriyan, our former Young Carers Service Manager, who donated funds to support Young Carers' educational aspirations. It was a kind, thoughtful and powerful way of expressing her affection and belief in the Young Carers she supported over the years.



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.

We are grateful for the additional donations and support from individuals and groups throughout the year: Carers Trust, Big Lottery Fund, Carers Support Merton, Riverside Community Association, St Mark's Family Centre, Sutton Nursing Association, sponsors and the walkers of the Carers Thames Walk 2016, sponsors of Don's sponsored 10k run, sponsors of Don and Judi's 'Best Breakfasts', Bob Law and sponsors of the 'Dress as a Dame for the Day', Friends of Sutton Carers Centre, St John's Church Belmont, the Moving on Group, Coffee Morning Group, Relaxation and Meditation group, Cheam Rotary Club, Carshalton Beeches Rotary Club, Carshalton Rotary Club, Sutton Carers Forum, Japanese Travel, Crown Road Baptist Church, Inner Wheel Club of Banstead, Nazanin Abolkheriyan, Surrey Community Foundation, Colleagues at the Salvation Army, Indy Associates, Imagine Independence, Age UK (Sutton), SWLStG for partnership working in Wellbeing Hub, and all the Navigators, Citizen's Advice Sutton, Sutton Centre for the Voluntary Sector, Alzheimer's Society Sutton, Imagine Independence, Off the Record Croydon and Sutton, Sutton Together Consortium, Carers Action Groups, Dementia UK, Admiral Nurse Service, London Borough of Sutton Community Social Work Team, Novus Carers Centre Consortium.

Thank you to the families of M Dawe and Roy F Lown, for their legacies, which will be put to such good use.

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 2016

	Notes	Unrestricted Funds £	Restricted Funds £	Total Funds 2016 £	Total Funds 2015 £ Restated
Income					
Donations and Legacies	2	47,707	12,397	60,104	15,964
Charitable activities	3	262,292	237,377	499,669	472,015
Other trading activities		-	-	-	-
Investments	4	260	-	260	371
Other		324	-	324	988
Total		310,583	249,774	560,357	489,338
Expenditure on:					
Raising funds	6	1,711	345	2,056	2,323
Charitable Activities	7	302,463	243,211	545,674	524,355
Total		304,173	243,556	547,729	526,678
Net income/(expenditure) for the year	10	6,410	6,218	12,628	(37,340)
Transfers between funds		(335)	335	-	-
Net movement in funds		6,075	6,553	12,628	(37,340)
Total funds as at 1 April 2015		128,862	9,430	138,292	175,632
Total funds as at 31 March 2016		£134,937	£15,983	£150,920	£138,292

Summary SOFA for the year ended 31st March 2015.

Change of accounting policy 2015-16

Historically the policy of the charity has been to recharge restricted fund projects with a proportion of support costs included in unrestricted fund expenditure.

From 1st April 2015 the charity has charged that expenditure directly to restricted fund projects and so recharged income of £131,520 and costs of the same amount which have previously been included in unrestricted funds no longer appears in the financial statements. This change of policy has no effect on the net income for either the year ended 31st March 2016 or 2015, but incoming resources in 2015 previously reported as £620,858 are now restated as £489,338 and resources expended, previously reported as £658,198 are now restated as £526,678.

Income and expenditure this year were greater than in the previous financial year as we responded to increased demand for our services. There is a modest surplus of net income; this is because of a very welcome legacy received during the course of the year. Funding from statutory sources continues to be squeezed, with increasingly stringent conditions attached and there is an increasingly urgent need to generate income from non-public sector sources.

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 Chairs: Sharon Gallagher and Adrian Gheorghiu
Treasurer: Don Brims

Ann Smith, Margaret Hobbs, Louise Ellingham, Guiliana Rosenow and Sarah Samee
Brenda Northover (Adviser), Roger Mills (Adviser).

THANK YOU

With thanks to staff and volunteers who have left during this year: Nazanin Abolkheriyan, Donna Ewing-Clarke, Sarah Murray, Ewan Roy, Gracie Moore, Kate Fulton, Joanna Murphy, Marian Stafford, Sylvia Aslangul, Marianna Mery, Jan Reynolds, Andy Whapham, Karen Shah, David Schad, Claire Shearer, Lorraine Stanley and Mary Young.

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