

# ANNUAL REVIEW 2011/12



SUTTON  
CARERS  
CENTRE

CARING FOR YOU AS YOU CARE FOR OTHERS



## INNOVATION

## Message from Paul Burstow MP



The theme of this year's Annual Review is "innovation". At a time when there is intense pressure on public services and on family budgets there is a critical need to think

outside the box and explore new ways of doing things.

The good news is - that is exactly what Sutton Carers Centre has been doing these past 20 years.

Projects such as the nationally important work of opening the eyes and ears of healthcare professionals to the contribution and needs of carers. Relevant right across healthcare, but crucial in mental health.

And it's not just supporting carers looking after family members with mental health problems, it is recognising the psychological impact of caring responsibilities, the toll they can take on a person's emotional and physical wellbeing. So the work with the Mental Health Trust in tailoring and delivering talking therapies for carers is ground-breaking.

But it's not just as a delivery partner that Sutton Carers Centre punches above its weight, it's the constructive and energetic way the Centre's team contributes as one of Sutton Council's strategic partners, helping to shape future policy and practice here in Sutton.

Annual Reviews are an opportunity to look back and celebrate achievements and hard work, and this report certainly does that. But they are also an opportunity to look ahead.

The coming year marks some big changes and big opportunities in the NHS; the new GP led Clinical Commissioning Groups take on their full powers so there is a real opportunity for them to innovate. At the same time the Council has to step up to new responsibilities on public health and leading the local Health and Wellbeing Board to create the right conditions for more collaboration between the NHS and social care. Sutton Carers Centre already is part of that.

Challenging times and a great opportunity to promote the Carers agenda.

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

Paul Burstow  
M.P. for Sutton & Cheam

## Message from the Chair



On behalf of the Trustees and Sutton's carers I want to thank Rachael, all the staff and volunteers of Sutton Carers Centre for their immensely hard and effective work over the past year.

We have much to celebrate – 20 years of service to Sutton's carers recognised by the enjoyable visit in January of HRH, The Princess Royal, a continuing flow of volunteers including from our friends in the local Rotary clubs and one of our young carers, Emily Baxter-Derrington, at our recommendation, was a torch bearer for the Summer Olympics.

We now have better medium-term security from winning the tender for adult support services from the London Borough of Sutton, as well as being confirmed as an LBS Strategic Partner for another 3 years, which helps us strongly influence local policy on carers. Our vital mental health team are still funded by both the Borough and the local Primary Care Trust and we have recently launched a Big Lottery-funded project (in partnership with Carers Support Merton, the Riverside Community Centre, the Mental Health Trust and St Mark's Family Centre) to support young mental health and substance mis-use carers.

This greater financial stability is helpful as 2011-12 has seen a significant increase both in the number of carers coming to us for advice and support and in the complexity of the needs of some carers, requiring considerable time and skill from our professional staff.

The challenge is that our funding is lagging behind the demands upon us. So we need to be even more creative and find smarter ways to support carers and to generate new and different sources of funds. Hopefully many of you will help us by becoming Friends of Sutton Carers Centre and, if you can, offering some practical help with various fundraising ventures.

To save our vital funds, we have produced this year's Annual Review document in-house and thank Jessica Griffiths for her good and hard work. We hope you enjoy reading it.

A handwritten signature in black ink, appearing to read 'Elaine M Drage'.

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

# This year is our 20th Anniversary



Her Royal Highness, The Princess Royal (aka Princess Anne), President of the Princess Royal Trust for Carers, paid a visit to Sutton Carers Centre to recognise the work of Carers. She visited SCC on Wednesday 18th January 2012, to help celebrate our 20th anniversary year. We invited Carers from all walks of life, volunteers, professionals, staff members, and Trustees. Everyone had a wonderful day celebrating. Thank you for all the lovely comments that have been made.

Rachael said "We are one of the first Carers Centres to be set up nationally. Her Royal Highness opened us up when we were just a group of concerned residents 20 years ago. There is much more help available, but twenty years on, some Carers still lack the recognition and support they deserve.



Kama Digance (photo top left), one of our Young Carers, presented HRH with a posy, kindly donated by *Forget-Me-Knots* in Cheam Village, and everyone celebrated in style with a light lunch and a gorgeous cake made voluntarily by Anne Blankson. Thank you to Anne and *Forget-Me-Knots* for helping make the day possible, and thank you to all that attended to make it such a memorable occasion for everyone.





# Meet our Staff Team



Chief Executive and Company Secretary  
Centre Administrator  
Finance Officer  
Beverley White  
Senior Development and Innovation Worker  
Carers Service Manager – Mental Health, and Senior Manager  
Senior Support and Development Worker - Mental Health Carers  
Advice, Support and Activities Worker - Mental Health

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

Young Carers Activity Worker  
Administration Assistants

Psychological Therapy Worker seconded from SWLStG NHS Trust  
Psychological Therapy Worker seconded from SWLStG NHS Trust

Rachael MacLeod  
Jessica Griffiths  
Elisabeth Zeidler  
Primary Care Outreach (to 12.2011)  
Maureen Dixon (from 10.2012)  
Amanda Cummins  
Sarah Murray  
Joanna Nabrzyska (from 03.2012)  
Celia Johnson (to 01.2012)  
Karen Page  
Maggie Burns  
Alison Mays  
Leslie Bell  
Maxine Brown  
Nazanin Abolkheriyan  
Mendy Stevenson (from 04.2012)  
Karen Norton (from 06.2012)  
Stephanie Gibson (to 10.2011)  
Corinne Iles  
Linda McNaboe, Nicholas How and  
Katerina Mavromati  
Vanessa Papas  
Julian Somers

## Sessional Supervisors and Trainers

Farah Arbabi	Elizabeth Kerr
Shannon Burns	Gillian Marchant
Suzanne Coles	Lauren Page
Nick Cozens	Jillian Shillito
Fiona Denton	Linda Bright
Lara Fernandez	Leigh Wicks
Catherine Gamble	Ingrid Hennze



# Meet our Volunteer Teams



In addition to our wonderfully hard-working Trustees and fundraisers, Sutton Carers Centre continues to be led and supported by a large number of committed volunteers. They help run outreach and information days, work in-house welcoming carers and answering phones, and they reach out to those carers most isolated by making calls and checking in to make sure they are ok. Some carers have re-trained and offer their skills through counselling, complementary therapies and catering so that carers have time out to reflect, relax and enjoy social time with other carers. Thank you!



## Adult Services Volunteers

Annie Barnes  
Rhona Benford  
Wendy Ferrell  
Ingrid Hennze  
Jill Winder  
Caroline Oni  
Corinne Iles  
Joy Patrick  
Jaqueline Carey  
Jackie Whiting  
Seren Razak  
David Hagger  
Ian Hoskins  
John Goodhead  
Tim Tupper  
John Kemp  
Colin Kennedy  
David King  
Tony Liston  
Malcolm Marriott  
John Newson  
Alan Piddington  
John Putham  
David Riley  
Tony Emson.

## Central Services Volunteers

Katerina Mavromati  
Jean Sharpington  
Violet Wickenden  
Ahmad Yamoot  
Nene Jallow  
Jen Smith, Margaret Newton  
Marian Stafford  
Mahua Mitra  
Charmaine Skinner  
Hanne Hoque

## Young Carers Volunteers

Charlotte Davolls  
Azar Ehghaghi  
Marie Kang  
Andrew Richards  
Amy Sapsford  
Jill Shillito  
Emma Kingston-Jones

## Mental Health Volunteers

Fiona Gardner  
Winnie McNeil,  
Joanna O'Reilly





# Innovation in Central Services



Below and right, Sutton Carers Centre welcomes young people from *The Challenge Network* to give the Centre a lick of paint and create some art and photo collages for our walls. Lively community service in action!



We launched the new AYCES (Action for Young Carers: Education and Support) project to the community with a Family Fun Day at Sutton United Football Club. Happy Soul Festival Director Denise and Rachael share some love - and then some jerk chicken from one of the fabulous food stalls. It was a day of dance, art, music, drama and culture. The Mayor said it was one of the best BME events that Sutton had ever seen!



MP Paul Burstow places one of the valuable green tokens into Sutton Carers Centre's box—helping us to win Sutton Asda's first Community Award. They have become one of our closest community partners, supporting many Centre activities.



Yes, the Central Services team is hands on! Above, Jess, our Centre Administrator (with sessional worker and volunteer Shannon) get to grips with our new and old computers. As the Mayor's Charity last year, we were able to re-new our IT system - a vital resource to support the work we do with and for carers. To the right, Rachael enjoys a day out of the office with Young Carers and their families as we cheered on our Olympic Torch Bearer Emily in Redhill. We were and are so proud!





## Innovation in the Adult Services Team



The Fire Service has become another one of our closest partners. They help safeguard carers and their families that we refer to them by making home visits for fire safety checks and advice.



What we would do without our unique team of dedicated therapists who provide carers with valuable time out to re-charge? And to the right - this is what happy and healthy carers look like when well-supported!



It was a Royal Year in so many ways. Hot on the heels of the Will and Kate's wedding and our HRH visit, we had the Queen's Jubilee followed by the Summer Olympics. Of course, we celebrated in style with a tea fit for Royalty - the Royal Family of Sutton Carers.



Jill Winder, left, continues to lead an active group of carers on regular outings and social events. This is important contact for new carers, too, who are welcomed into the fold.



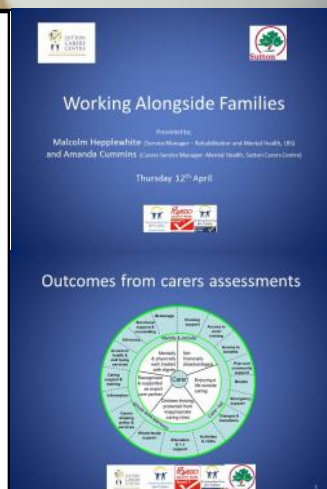


# Innovation in the Mental Health Carers Team

A joint project brought together adult mental health carers and older young mental health carers in a series of workshops to develop photography skills. Held in the evening, the workshops gave the opportunity to enjoy a break from caring responsibilities in a mutually supportive environment whilst learning a new skill. The workshops were designed to maximise engagement with harder to reach caring groups. Culmination of the workshops was an exhibition of the photographs to celebrate World Mental Health Day 2011.



We featured at the Regional Launch of the Triangle of Care where we presented our best practice work to Carers Centres and Mental Health Trusts across the South East region. The joint presentation with Ward 3 staff team (the Psychiatrist and Carer Lead) captured the importance of the Triangle to improving carer support in acute admission environments.



MH carers promotion was key and the team participated in a number of events, activities and consultations, highlighting the roles, rights and responsibilities of mental health carers, in addition to enabling them to have a voice in influencing developments in local mental health services.



## Social Work Team Carer Awareness -

We developed tailored carer awareness training for Social Workers and co-facilitated this with the London Borough of Sutton. Many carer awareness packages are out there but none were available up to that point that demonstrated the specific detail of how carers could best be supported and how to get the best outcomes for the whole family.



# Innovation in the Young Carers Team



In case you have not heard us shouting from the rooftops, we were sooooo proud of Young Carer Emily Baxter-Derrington, nominated by us and chosen to be an Olympic Torch Bearer. Emily used the opportunity to raise the profile of Young Carers' issues - and money for activities for her peers. Emily's family story also provided inspiration for our 5-year, £1million AYCES project award from the Big Lottery Fund.



Creative Young Carers Activities - in the Centre and in the community. We especially loved Art with SCOLA and the Riverside Urbie Bus!



The Young Carers and Hafez Persian School came together for the Imagine Festival *The Conference of the Birds*. The story was based on a book of poems depicting a person's life journey: strength, positivity, goal setting and planning how to reach them.



Young Carers took part in a series of story-telling and art workshops leading to an exhibition and storytelling performance at Sutton Central Library. The exhibition helped to raise awareness of Young Carer issues in the Borough (right).





# The Outcome of Innovation



Carers want what everyone else wants - a happy, healthy life - but they have the added challenge of juggling their lives alongside caring responsibilities for someone else. This care is often given freely and with love but with shrinking resources in health and social care services, the challenges for us all have become greater. But with innovative responses, these photos represent the outcome - families, communities and partnerships that are strong, caring and resilient.



Fun — what else can we say?!  
(top and bottom right)



We were proud to be the pilot and launch site for an innovative partnership between the national Carers Trust, Sainsbury's, and the Department of Health. Staff in Sainsbury's were trained to sensitively identify carers, people they see shopping every day, and signpost them to Sutton Carers Centre for support.



# Statement of Financial Activities

## for the year ended 31st March 2012

	Notes	Unrestricted Funds £	Designated Funds £	Restricted Funds £	Total Funds 2012 £	Total Funds 2011 £
<b>A1 Incoming Resources</b>						
<b>A1</b> Incoming Resources from Generated Funds:						
<b>A1a</b> Voluntary Income:						
Donations and Grants	2	138,612	4,616	119,531	262,759	199,654
<b>A1b</b> Activities for generating funds						
Fees Income		12,986	-	3,923	16,910	12,846
Charges to Restricted Funds		73,953	-	-	73,953	85,005
<b>A1c</b> Investment Income		1,098	-	-	1,098	1,152
<b>A2</b> Incoming Resources from Charitable activities	3	58,833	-	78,336	137,169	191,346
<b>A2</b> Other Incoming Resources		30,148	-	19,013	49,161	58,847
<b>Total Incoming Resources</b>		<b>315,630</b>	<b>4,616</b>	<b>220,803</b>	<b>541,049</b>	<b>548,850</b>
<b>B Resources Expended</b>						
<b>B1</b> Costs of Generating Funds						
<b>B1b</b> Fundraising Trading: Cost of goods sold and other costs	4	18,145	-	13,121	31,266	33,937
<b>B2</b> Charitable Activities	5	305,839	-	255,423	561,262	500,627
<b>B3</b> Governance Costs	6	7,539	-	4,309	11,848	9,689
<b>Total Resources Expended</b>	7	<b>331,523</b>	<b>-</b>	<b>272,853</b>	<b>604,376</b>	<b>544,253</b>
<b>Net Incoming/(Outgoing) resources before transfers</b>		<b>(15,893)</b>	<b>4,616</b>	<b>(52,049)</b>	<b>(63,327)</b>	<b>4,597</b>
<b>Gross transfers between funds</b>		(558)	-	558	-	-
<b>Net Movement in Funds</b>		<b>(16,451)</b>	<b>4,616</b>	<b>(51,491)</b>	<b>(63,326)</b>	<b>4,597</b>
<b>Total funds brought forward</b>		126,541	20,497	74,796	221,834	217,237
<b>Total funds carried forward</b>		<b>110,090</b>	<b>25,113</b>	<b>23,305</b>	<b>158,507</b>	<b>221,834</b>

■ 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](http://www.Charity-commission.gov.uk).

■ We are grateful for the additional donations and support from individual donations throughout the year, The Carers Trust, The Princess Royal Trust for Carers, the Big Lottery Fund, Sutton Nursing Association, the Digital Switchover Programme, ASDA Sutton, Sainsbury's, Nonsuch, Carshalton, Carshalton Beeches and Cheam Rotary Clubs, Carshalton College, Freemasons Grand Charity, Forget-Me-Knot, The Moving-on Group, St Johns' Church Belmont, Zurich Community Fund, Sutton Carers Forum, The Challenge Network, the sponsors and the walkers of the Carers Thames Walk 2012 especially Martin Lunn and the Baxter-Derrington family, as well as our Carers' Champions Councillors Heron and Fosdike, and thank you very much to those who donated to Sutton Carers Centre in remembrance of the Alan Mason, our former Vice Chair who passed away in July 2011. We also value the volunteer and much help-in-kind we receive from supporters.

■ 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  
Treasurer: Don Brims

Abigail Lock, Ann Smith, Sylvia Aslangul, Anne Dharmapaul Tom Ewen (from 09.2011 to 03.2012)  
Brenda Northover (Adviser), Roger Mills (Adviser from 09.2011)

## THANK YOU

With thanks to staff and volunteers who have left during this year: Stephanie Gibson, Celia Johnson, Beverley White, Hanne Hoque, Jen Smith, Violet Wickenden, Winnie McNeil, Joanna O'Reilly and Tom Ewen.

## SPECIAL THANKS TO THE FOLLOWING FUNDERS AND PARTNERS

London Borough of Sutton, NHS Sutton and Merton, South West London St George's Mental Health Trust, SCOLA, Carers Trust/Princess Royal Trust for Carers, Big Lottery Fund, Sutton CABx, Riverside Community Association, Carers Support Merton, St Mark's Family Centre and the many other voluntary and community organisations whose partnership we value.

- **Sutton Carers Centre is a Company Limited by Guarantee with Charitable Status**  
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