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 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 must do 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 Haggar 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 . . . .

Central Services
Chief Executive and Company Secretary
Rachael MacLeod
Office Manager
Jessica Griffiths
Finance Officer
Elisabeth Zeidler (to 19.08.14)
Accountant Consultant
Yvette How
Senior Development and Innovations Worker
Maureen Dixon (to 31.10.13)
Information and Administration Assistant
Nadia Dhunna (from 08.07.14)
Lyndsey de Valmency (to 14.05.14)

Adult Carers Services
Adult Carers Service Manager
Karen Page
Senior Support & Development Worker – Income Maximisation
Maggie Burns
Advice, Support and Activities Worker
Alison Mays-Wong (to 12.09.14)
Information Officer
Leslie Bell
Information Officer
Sarah Dean
Senior Benefits Advisor – seconded from CABx
Elisabeth Lathbridge (from 12.13)
Senior Benefits Advisor – seconded from CABx
Maxine Taylor
Senior Benefits Advisor – seconded from CABx
Tracey Chitnis

Mental Health Carers Services
Mental Health Carers Service Manager and Senior Manager
Amanda Cummins
Senior Support and Development Worker – Mental Health Carers
Kelly Newman
Support and Development Worker
Celia Johnson (from 21.10.13)
Counselling Supervisor - Consultant
Jason Willis (from 07.14)
Psychological Wellbeing Practitioner - seconded from ?
Kathy Jackson (08.14)
CBT Therapist - seconded from ?
Catarina Duerdan (07.14)
Psychological Therapist, seconded from SWLSIG NHS Trust
Vanessa Papas (to 02.14)
Psychological Therapist, seconded from SWLSIG NHS Trust
Julian Somers (to 12.13)
Mental Health Worker, seconded from SWLSIG NHS Trust
Cat Douglas (to 07.14)

Young Carers Services
Young Carers Service Manager
Nazanin Abolkheriyan
Senior Support and Development Worker – Young Carers
Melanie Choudhury (from 06.01.14)
Support and Development Worker
Christopher Mingay (to 01.08.14)
Activities and Information Worker
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

- **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, Marilyne 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**
- **Volunteers**
  - Jean Sharpton, Ahmad Yamoot, Marian Stafford, Mahua Mitra, Lianne Brimacombe, Karen Shah, Joanna Murphy, Christine Young, Pat Braham, Jan Coglin and Dilanka Palawennige.

**Young Carers Service Volunteers**

**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.
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!)

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.
Above: We presented at the NHS England and RCGP ‘Carers Summit’ to showcase our work through the ‘Triangle of Care’ and other effective means of family support. The journey of those present was captured beautifully!

Left and right: Carers’ photography and art represent overcoming caring challenges and finding personal peace in our lives.

Below: Dedicated, carer-volunteers lead a weekly meeting alongside their peers to relax and banish stress through meditation.

Above: Hospital Ward 3 staff and carers work together, ensuring that carers are seen as ‘partners in care’. The work has been recognised nationally and we are proud that carers report visible and tangible improvements to the Ward environment. We continue to challenge and support each other.

Above: Developing a more positive culture in an acute mental health in-patient environment is never easy but the ‘Triangle of Care’ provides a positive framework to work together with professionals as well as carers and their families.

Left and right: Through regular meetings, we challenge health and social care commissioners to consider family and friend carers and develop the aspiration of co-producing effective mental health services.
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.

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

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.

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

- 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

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.

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<tr>
<th>Notes</th>
<th>Unrestricted</th>
<th>Designated</th>
<th>Restricted</th>
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<th>Total Funds 2013</th>
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<td>Funds £</td>
<td>Funds £</td>
<td>Funds £</td>
<td>£</td>
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<tr>
<td>A1</td>
<td></td>
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<tr>
<td>A1</td>
<td>Incoming Resources</td>
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<td>A1a</td>
<td>Voluntary Income:</td>
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<td>Incoming Resources from Charitable activities</td>
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<td>Total Incoming Resources</td>
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<td>Resources Expended</td>
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<td>B1</td>
<td>Costs of Generating Funds</td>
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<td>Fundraising Trading: Cost of goods sold and other costs</td>
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<td>Total Resources Expended</td>
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<td>3,507</td>
<td>245,980</td>
<td>689,796</td>
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<td></td>
<td>Net Incoming/(Outgoing) resources before transfers</td>
<td>8,039</td>
<td>(3,507)</td>
<td>(4,340)</td>
<td>193</td>
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<td></td>
<td>Gross transfers between funds</td>
<td>(1,171)</td>
<td>-</td>
<td>1,171</td>
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<td>Net Movement in Funds</td>
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<td>(3,168)</td>
<td>193</td>
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<td>Total funds brought forward</td>
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<td>30,113</td>
<td>35,119</td>
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<td>Total funds carried forward</td>
<td>117,075</td>
<td>26,606</td>
<td>31,951</td>
<td>175,632</td>
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</table>
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 Dharmapaul 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
  Benhill House, 12 - 14 Benhill Avenue, Sutton, Surrey, SM1 4DA
  Tel: 020 8296 5611 / Fax: 020 8296 5616
  enquiries@suttoncarerscentre.org / carersenquiries@suttoncarerscentre.org
  youngcarers@suttoncarerscentre.org