“Life as a Carer can sometimes feel like a game of snakes and ladders”.
Dr. Elaine Drage C.B.E., Chair, Sutton Carers Centre

Another year has flown by with many of us continuing to support our loved ones. And changes in their conditions usually means consequent adjustments to our own lives. It is often these points of crisis and adjustment that bring Carers into the Centre to get, not just the needed invaluable practical advice, and time out from their caring roles, but crucially, emotional support to help them to continue caring if that is what they want.

This year SCC modernised its information technology to enable more working on the move or at home and keep us accessible when we are needed, while still ensuring confidential data remains just that. Our Male Carers group continues to grow steadily (I hope not just because it now meets in a pub!) and at their request, we began a Lone Carers’ group. The wide range of activities from homework clubs to the Urbie bus continues to give Young Carers time for themselves and support from others who face similar daily experiences. Working with other local charities such as Esteem Sutton, through the Sutton Together Consortium, we are now deepening partnerships with some secondary schools in Sutton to increase their understanding of and support for Young Carers. We have long supported the London Borough of Sutton by training their new social workers about Carers’ issues, but for the first time, we had the welcome development of a Student Social Worker on a placement with us (and again next year too we hope). We also started lecturing at London Universities to a wider group of Social Work students. We hope to be welcoming Student Nurses to the team this year, too.

Both the numbers of new Carers coming through our doors and the complexity of the family situations many face continue to increase, even as external funding gets ever tighter and more focused on crisis response. Of course this is important, but it is concerning for the broader health of the whole community that so many public bodies, faced with ever tightening budgets, are increasingly reluctant to invest in often low cost preventative measures which in the longer term can often delay or avoid more expensive crisis care.

Without our invaluable team of volunteers, mostly Carers themselves, who provide phone support to other Carers, staff the reception desk, run a relaxation group, etc., we could not manage so many things. We are very grateful to them for what we estimate is around £80,000 worth of support last year. It has certainly been a challenging year for Rachael and all the staff of Sutton Carers Centre. They continue to work cheerfully in the face of considerable demands, growing emotional pressures and wider uncertainties. On behalf of the Trustees and Carers, I’d like to thank them for their dedication. The next year with several major tenders promises to be at least as great a challenge.

Gail Scott-Spicer, the new Chief Executive of Carers Trust

Sutton Carers Centre, one of our longest-standing Network Partners, continues to go from strength to strength, having grown steadily in size and influence, whilst staying true to its charitable purpose. Not only do they provide vital support services to Carers of all ages, both adults and children, they also work with us through the Carers Trust Network to highlight the particular needs of Carers and the inequalities they can face with decision makers and funders. As you enter your 25th anniversary celebratory year, we share pride in your success and know we will continue to work together to respond to the even greater challenges that Carers and their families face.
Meet our current Staff Team. . .

Central Services
Chief Executive and Company Secretary
Rachael MacLeod
Office Manager
Jessica Griffiths (maternity leave from May 2015)
Office Manager (Maternity Cover)
Donna Ewing-Clarke (from May 2015)
Accounting, Payroll & HR Consultant
Nimisha Naik (from October 2014)
Information and Communications Officer
Yvette How
Nadia Dhunna

Mental Health Carers Services
Mental Health Service Manager /Director of Services
Amanda Cummins
Senior Support and Development Worker - Mental Health Carers
Kelly Newman
Support and Development Worker - Mental Health Carers
Celia Johnson
Carers’ Wellbeing Navigator
Gracie Moore (from July 2015)
Consultant Counselling Supervisor
Jason Willis
Psychological Wellbeing Practitioner - seconded from SWLStG NHS Trust
Kathy Jackson (from August 2015)
CBT Therapist - seconded from SWLStG NHS Trust
Catarina Duerdan (to August 2015)
Mental Health Worker, seconded from SWLStG NHS Trust
Cat Douglas (to July 2015)

Adult Carers Services
Adult Carers Service Manager
Karen Page
Senior Support & Development Worker – Income Maximisation
Maggie Burns (to May 2015)
Adult Carers Advice, Information and Activities Worker
Alison Mays-Wong (to Sept 2014)
Adult Carers Support Worker
Ewan Roy (from May 2015)
Adult Carers Support Worker - Income Maximisation
Ruth Oble (to June 2015)
Information Officer
Jacque Carey (from June 2015)
Information Officer (and Young Carers Activities)
Leslie Bell (to July 2015)
Senior Benefits Advisors – seconded from Sutton CABx
Sarah Dean (to January 2015)
Maxine Brown

Young Carers Services
Young Carers Service Manager
Nazanin Abolkheriyan
Senior Support and Development Worker – Mental Health Young Carers
Melanie Choudhury
Young Carers Support Worker
Shukri Mohamed (from June 2015)
Activities and Information Worker
Corinne Iles
Student Social Worker/Activities and Information Worker
Andy Whapham (to August 2015)

Sessional Workers:
Farah Arbabi, Katie Carver, Laura Ryan, Nick Cozens, Fiona Denton, Lara Fernandez, Ingrid Hennze, Linda Bright, Nigel Lindsey, Carole Houghton and Leigh Wicks.
What Carers have told us and what frames our response

Our front cover depicts the game of ‘snakes and ladders’ which references the chaotic lack of control that Carers report they often feel in their every day lives. One day they can feel on top of the ladder and then through fate, luck or others actions, they can slip back sometimes to a position behind where they started.

This means that they have to respond. 3 in 5 of us will need to respond as we will be Carers in our lifetime.

Respond immediately, respond emotionally and respond to circumstances which could easily be way out of our personal limits but situations that have to generate a reaction to ensure the health, wellbeing and safety of the people for whom we care.

Carers report:
- An overall reduction in their quality of life due to caring.
- A drop in satisfaction regarding support from Social Services and difficulty finding information about services
- Less social contact than they would like, with the majority feeling a sense of social isolation
- Reduced mental and physical health and financial insecurity as a result of their caring roles

But many Carers, adults and children, are proud of what they do and would not change the support they give to their family and friends; they just want to be recognised and respected for what they do and have the same chances to live healthy and fulfilling lives of their own, alongside caring.

This past year, Sutton Carers Centre:
- supported approximately 6000 Carers, including 400 Young Carers and 700 Mental Health Carers, and their families
- surpassing previous targets, supported nearly 2000 Carers more intensively and intimately through thousands of interventions including practical and financial advice and information, advocacy, psychological and emotional support, training and providing breaks from caring roles.
- worked with individual Carers, but also provided support to the whole family when needed or helpful.
- expanded our partnerships to work together, better, to benefit Carers and their families.
- supported Carers to voice their opinions and share their expertise, to help shape policy and services, locally, nationally and internationally

Carers in Sutton told us that:
- our services and support improved their quality of life as well as their ability to care, with nearly 90% of Carers reporting quantifiably positive changes and outcomes
- as a result of our work with them, between 95% and 99% of Carers reported being better able to balance caring with a life of their own, outside caring
- they were very happy with our services, with nearly 99% of Carers reporting high levels of satisfaction
- they would like quicker access to staff they know and trust, when they feel in crisis or need a break

Our renewed aims:
- to develop our strategy, ensuring that we do not lose sight of our values and mission, whilst ensuring our financial stability and the best outcomes for Carers
- to work with our MPs, Councillors and other supporters, campaigning to improve recognition, respect, and support for Carers and their families.
Meet our Volunteer Team...

Right: Elaine Drage, the Chair of our Board of Trustees (a volunteer herself) with Mr and Mrs Kssadri, Friends of SCC, who encourage and support us through donations.

Left: Jean Sharpington, one of our reception volunteers, responding to Carer e-mails.

Right: Young Carers volunteers, Roya Mostoufi, Azar Ehghaghi and Young Carers Service Manager, Nazanin Abolkheriyan, at our volunteers’ appreciation evening celebration, Volunteers’ Week 2015.

Left: Young Carers volunteers, Roya Mostoufi, Azar Ehghaghi and Young Carers Service Manager, Nazanin Abolkheriyan, at our volunteers’ appreciation evening celebration, Volunteers’ Week 2015.

Right: One-to-one counselling sessions are available for Carers at SCC. One of our volunteer counsellors, Fiona Gardner provides support.

Left: Telephone support volunteer, Christine King, calling Carers to see how they are doing and to ask if they need any further support.

Central Services Volunteers
Jean Sharpington
Ahmad Yamoot
Marian Stafford
Karen Shah
Joanna Murphy
Christine Young
Jan Coglin
Roya Mostoufi
Julie Coma

Adult Services Volunteers
Therapists:
Annie Barnes
Lucy Oliver

Telephone Support:
Christine Young
Christine King

Mental Health Carers Service Volunteers
Fiona Gardner
Linda Fisher
Jan Reynolds
Sheila Webster
Jamaal Hattan
Eileen Kennedy
Marianna Mery
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, Jordan Adenwunmi
Mental Health - Mandy Lawson, Nick Nalladorai, Linda Fisher, Shelia Webster, Win Aldous
Adult Services—Bob England, Susan Ielden, Frank Glass, Derrick Copeman, Marilynne Burbage, Margaret Ellis, Ken Fish, Marlene Heron, Jane Knowles, Rachael Macleod, Veronica Renwick, David Schad, Claire Shearer, Joyce Smith, Lorraine Stanley and Mary Young.

Below: Rachael MacLeod, CEO, with News Presenter, Matt Barbet on Channel 5 News discussing Young Carers’ issues on behalf of Carers Trust.

Below: SCC staff Nimisha Naik, Donna Ewing-Clarke and Nadia Dhunna greeting Carers into the Centre with warm and friendly faces!

Left: Lots of smiles and laughter at our Volunteers’ Appreciation evening. Sheila Webster, Andy Whapham, Ann Smith, Ewan Roy and Norma Eversfield.

Below: Sutton Carers Centre’s notice board filled with various posters and flyers, for Carers to gain important information, including other support available in the community.

Above: Strategic Finance & Funding Committee meeting, making sure the numbers all add up! Margaret Hobbs, Elaine Drage, Don Brims and Nimisha Naik.
Adult Carers Team...

Volunteer Complementary Therapist, Annie Barnes does reflexology sessions to help Carers relax by focusing on the pressure points in the foot. (Carer, Michelle Cotton).

At the Annual Mayor’s reception. Lady Mayoress, Carer Tania Chapman & Mayor Cllr. Muhammad Sadiq.

Parent Carer workshop delivered by Contact-a-Family regarding coping and gaining support. Gail Wagstaff, Nikki Golding, Michelle Bates, Karen Roach and Tracy Kennedy.

Volunteer Linda Fisher at Sutton Train Station reaching out to working Carers with information about the various support available for Working Carers. Information was handed out with delicious breakfast snacks!

SCC staff member Ewan Roy at ASDA Sutton during Carers Week, reaching out into the community to raise awareness about Carers and to provide information about the support available.

Right: Jacque Carey helping Carer Angela Simpson to fill out a welfare benefit form.

Left: Karen Page and David Schad, Sutton Carers Forum Chair, discussing future plans for Forum meetings.

Left: Have a hot cuppa with our regular coffee morning attendees: Valerie Williams, Anne Leadham, Julie Wheeler Maria Aina, Irene Trousse, and Helen Vaughan.

Right: Day trip to Kew Gardens, Helen Vaughan and Christine Gigner.
Mental Health Carers Team. . .

Left: Staff member Celia Johnson at St. Helier’s Hospital during Carers Week, responding to Carer and staff queries and raising awareness about what support Sutton Carers Centre provides.

Below: Relaxation & Meditation Group facilitators have responded to their peers’ needs: Doreen Grant, Brenda Eley, Christine Holmes, Margaret Hedges, Linda Fisher, Norma Eversfield, Sue Ealing.

Above: Carers Jilly Sheen, Sue Ealing, Christine Holmes, Linda Fisher, Margaret Hedges, Edna Tunnicliffe, Siva Sirikanda & Elizabeth Ker at the Buddhist Temple.

Below: Sutton Uplift Partners: Gracie Moore, Imagine’s Navroop Kullar, Amanda Cummins

Above: Amanda Cummins responding to Carers of people with substance misuse issues by sharing her personal story, remembering her brother Adam, opening Adfam’s photography exhibition, Europa Gallery .

Above: Responding via Triangle of Care effective partnership working - a breakfast-time learning event for Carers’ Champions from our local NHS Mental Health Trust.

Below SCC staff member Kelly Newman with Springfield Ward 3 staff, Adeshina Abdulsalam (Manager), Nicole Appleyard (Deputy), Emily Floyd (Staff Nurse), Deborah Stephenson (Consultant Psychiatrist) at the Nursing Times Awards Ceremony.
Due to the wonderful support of the Free Kicks Foundation, Young Carers and their families benefit from free tickets to some of the best football matches in the country! Some YCs have even been mascots, with a complete match-day package of strip, programme and refreshments.

*Left:* Young Carer, Alex.

Our regular weekly activities include Study Buddy schoolwork support groups and (below) street dance sessions.

*Right:* YCs Laura and Natalia won awards at the Sutton Youth Celebration Event. YC Jordan, made it to the final of the Overall Achievement Award. With supportive Cllrs Dombey and Mathys.

*Left:* This summer, Create Arts donated three popular photography workshops, three music workshops and two print-making sessions. Pictured: YCs composing some original music and writing their own lyrics, with help from a Jazz pianist and DJ/Producer/Drummer.
Fundraising and Donations. . .

■ 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 2015, Friends of Sutton Carers Centre, St John’s Church Belmont, the ‘Moving on’ Group, Carshalton Beeches Rotary Club, Cheam Rotary Club, Carshalton Rotary Club, Carshalton College, Cuddington Golf Club, St Philomena’s School, Sutton Carers Forum, colleagues at Asda Sutton and Co-operative Food Stores, Barclays, Shoecare, Samaritans, Shield Associates, Salvation Army, Imagine, Age UK (Sutton), Off the Record, SWLSiG for partnership working in Wellbeing Hub and all the Navigators, Sutton CABx, Sutton Centre for the Voluntary Sector, Alzheimers Society Sutton, The U (The Young Foundation) and all members of the Sutton Together consortium, Carers Action Groups, Dementia UK Admiral Nurse Service and the London Borough of Sutton Community Social Work Team. Thank you to MP, Paul Burstow.

■ 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.

■ We also remember with fondness and thanks, Ingrid Hennze, our Yoga leader, who passed away this year.

Below: Thank you to Cheam Rotary for a generous donation to the Young Carers Service. SCC Staff member, Melanie, enjoyed attending your meeting to accept the cheque and talk more about how we all can respond by recognising and lending support to Young Carers and their families.

Left: Big thank you to Carers, Martin Lunn and Elaine Drage for again raising a huge amount for Carers this year. Martin raised money through sponsorships and donations, completing the Carers Thames Walk in May. Although the walk was 9 miles, Martin actually walked another 282 miles over 29 days, going from door-to-door in Sutton, raising sponsorship and donations.

Above right: Linda Fisher finds out that she has won the Marsh Award for Carers!

Right: Melanie and Celia at ASDA, doing outreach work to raise funds, awareness of Carers issues and the support available.
**Statement of Financial Activities**
for the year ended 31st March 2015

**STATEMENT OF FINANCIAL ACTIVITIES FOR THE YEAR ENDED 31st March 2015**

<table>
<thead>
<tr>
<th>Notes</th>
<th>Unrestricted Funds £</th>
<th>Designated Funds £</th>
<th>Restricted Funds £</th>
<th>Total Funds 2015 £</th>
<th>Total Funds 2014 £</th>
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<tbody>
<tr>
<td>A1</td>
<td><strong>Incoming Resources</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>A1a</td>
<td>Voluntary Income:</td>
<td>2</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td></td>
<td>Donations and Grants</td>
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<td></td>
</tr>
<tr>
<td>A1b</td>
<td>Activities for generating funds</td>
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<td></td>
<td></td>
<td></td>
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<tr>
<td></td>
<td>Fees Income</td>
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<td>Charges to Restricted Funds</td>
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<tr>
<td>A1c</td>
<td>Investment Income</td>
<td></td>
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<tr>
<td>A2</td>
<td><strong>Incoming Resources from Charitable activities</strong></td>
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<tr>
<td>A2</td>
<td>Other Incoming Resources</td>
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<tr>
<td></td>
<td>Total Incoming Resources</td>
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<tr>
<td></td>
<td></td>
<td>420,941</td>
<td>-</td>
<td>199,917</td>
<td>620,859</td>
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<tr>
<td>B</td>
<td><strong>Resources Expended</strong></td>
<td></td>
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<td></td>
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<tr>
<td>B1</td>
<td>Costs of Generating Funds</td>
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<tr>
<td>B1b</td>
<td>Fundraising Trading: Cost of goods sold and other costs</td>
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<td>26,938</td>
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<td>12,059</td>
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<tr>
<td>B2</td>
<td>Charitable Activities</td>
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<td>395,710</td>
<td>2,419</td>
<td>208,917</td>
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<td>B3</td>
<td>Governance Costs</td>
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<td>3,128</td>
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<td>Total Resources Expended</td>
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<td>431,675</td>
<td>2,419</td>
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<td></td>
<td>Net Incoming/(Outgoing) resources before transfers</td>
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<td>(10,734)</td>
<td>(2,419)</td>
<td>(24,187)</td>
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<td></td>
<td>Gross transfers between funds</td>
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<td>(1,666)</td>
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<td>1,666</td>
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<td></td>
<td>Net funds Movement in Funds</td>
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<td>(12,400)</td>
<td>(2,419)</td>
<td>(22,521)</td>
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<td></td>
<td>Total funds brought forward</td>
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<td>117,075</td>
<td>26,606</td>
<td>31,951</td>
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<td></td>
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<td></td>
</tr>
<tr>
<td></td>
<td>Total funds carried forward</td>
<td></td>
<td>104,675</td>
<td>24,187</td>
<td>9,430</td>
</tr>
</tbody>
</table>

**Summary SOFA for the year ended 31st March 2015**

Income, and thus expenditure, modestly reduced this year. However, we increased our spend against income by using c£37K of our restricted funds, as well as charity designated and general funds, to undergo an upgrade to our ICT systems (Information Communications Technology, including computers and telephony) as well as augment much-needed support to Mental Health, Young and Adult Carers in the face of increased need and demand. At the end of the year, in line with Trustee policy, our unrestricted reserves stood at approximately £105,000, down approximately 10% from £117,000 the previous year. We entered the new financial year with a refreshed Funding Strategy and Plan to ensure continued financial security over the coming years, despite anticipated reductions in public funding to the Charity. All figures subject to final audit.
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

Ann Smith, Sylvia Aslangul 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, Sarah Dean, Alison Mays-Wong, Elisabeth Lathbridge, Tracey Chitnis, Vanessa Papas, Julian Somers, Abigail Lock, Anne Dharmepaul, Jackie Whiting, Fiona Denton, Rhona Benford, Wendy Ferrell, Barbara Driver, Ryan Burns, Tim Tupper, Pamela Goodwin, Karen Shah, Mahua Mitra, Lianne Brimicombe, Pat Braham, Dilanka Palawennige, Charlotte Davoills, Amy Sapsford, Emma Kingston-Jones, Deborah Miller, Vince Jobson, Winnie McNeil, Ruth Oblie, Leslie Bell, Maggie Burns, Catrina Duerdan, Antonia Marie, Nick Cozens, Lara Fernandez, Elizabeth Kett & Gillian Marchant.

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, 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 and Charity Number 1062302.
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Tel: 020 8296 5611 | Fax: 020 8296 5616
Email: enquiries@suttoncarerscentre.org | Web: www.carers.org/sutton

Online support:
www.carers.org/carers-space
www.babble.carers.org
www.matter.carers.org