WELLBEING
On behalf of the Board of Trustees of our Charitable Company, Rachael and I are delighted to present you with SCC’s colourful Annual Review of 2017-18. This is an important demonstration of how we achieved our charitable aims, and part of accountability to our funders and supporters. But most importantly, we want to show unpaid Carers and their families, and all members of our Sutton communities, how much we appreciate their contributions - and what we can do to support them in their quest to find, maintain and improve their wellbeing. Our sincere thanks to Carers and all our supporters, especially main funders London Borough of Sutton with Sutton Clinical Commissioning Group. We also are most grateful to our incredibly dedicated and skilled team of staff and volunteers, who, like Carers, often go beyond the call of duty.

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.

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

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

What Carers said about us

“I am so glad that I have spoken to you. I feel much clearer on what I need to do and I feel better knowing that I am doing the right thing.”

“Thank you so for your help. I feel blessed that you have come into my life.”

“Thank you so much for kindly completing the necessary form – we are now receiving higher rate Attendance Allowance!”

“I felt brave after speaking to you.”

“What Carers said about us

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“Thank you so for your help. I feel blessed that you have come into my life.”

“Thank you so much for kindly completing the necessary form – we are now receiving higher rate Attendance Allowance!”

“I felt brave after speaking to you.”

Volunteers:
100 hours of their time supporting Carers each week.

Financial Wellbeing:
£126,277* in Welfare Benefits.

Enquiries:
6408 enquiries from Carers, as well as other Sutton residents of all ages.

Young Carers Wellbeing

472 Young Carers were registered with us this year.

We ran 142 different workshops and activities to give Young Carers a break and the chance to develop new skills.

91% of Young Carers reported that they felt better able to cope with their caring roles.

73% of Young Carers said that contact with us helped reduce feelings of stress and anxiety.

92% of Young Carers said that they had made new friends through our breaks and activities.

With best wishes, Sharon Gallagher, Acting Chair & Rachael MacLeod, Chief Executive

*Through our joint Advisory Service with Citizen’s Advice Sutton ALPS, Carers would have gained up to 6 x this figure.
### Meet our Staff Members

#### Central Services Team
- **Chief Executive and Company Secretary** Rachael MacLeod
- **Information and Communications Officer** Sarah Dean (to February 2018)
- **Carers’ Wellbeing Navigator** Caroline Hardwicke
- **Counselling Supervisor** Jason Willis
- **Office Manager** Jessica Appleby (maternity)
- **Office Manager** Mandy Dennelly (from July 2018)
- **Accounting, Payroll & HR Consultant** Yvette How
- **Office Cleaner** Eric Nkanash

#### Adult Carers Services – Preventative Support
- **Adult Carers Service Manager – Preventative Support (including Mental Health)** Kelly Silver
- **Senior Support and Development Worker (including Mental Health)** Celia Johnson
- **IAPT Step 3 Cognitive Behavioural Therapist - seconded from SWLSG MH Trust** Devinia Noel (from August 2018)
- **Employment Support Advisor - Working for Carers Project (ESF/BLF Funding)** Laurence Hood
- **Adult Carers Advice, Information & Support Worker** Nick Fordyce-Browne
- **Adult Carers Advice, Information & Support Worker** Corinne Iles
- **Senior Benefits Advisors - seconded from CAS** Maxine Brown & Christine Kawai

#### Adult Carers Services - Information & Advice
- **Adult Carers Service Manager** Karen Page
- **Adult Carers Advice, Information & Support Worker** Nazia Ayyaz (to June 2018)
- **Adult Carers Advice, Information & Support Worker** Gary Beckwith (from June 2018)
- **Employment Support Advisor - Working for Carers Project (ESF/BLF Funding)** Laurence Hood
- **Adult Carers Advice, Information & Support Worker** Nick Fordyce-Browne
- **Senior Support and Development Worker** Shukri Mohamed
- **Young Carers Information & Activities Worker** Nazia Ayyaz
- **Young Carers Support Worker** Valerie Tyndall (to August 2018)
- **Young Carers Support Worker** Andy Whapham (from August 2018)

### Meet our Volunteer Teams

#### The Board – Trustees/Directors and Advisers
- **Sharon Gallagher** (Acting Chair/Trustee/Director)
- **Don Brims** (Treasurer/Trustee/Director)
- **Margaret Hobbs** (Trustee/Director)
- **Giuliana Risenow** (Trustee/Director)
- **Andy McCredie** (Trustee/Director)
- **Nadia Dhunna** (Adviser from Nov. 2017)

#### Centre and Community Volunteers
- **Young Carers Service**
  - Nazia Ayyaz
  - Proma Huq
  - Christine Young
  - Zarinta Hatami
  - Laura Holland
- **Reception & Administration**
  - Jean Sharpton
  - Christine Young
  - Lynna Kanny
  - Gary Beckwith
  - Proma Huq
  - Sally Gosling
  - April Bates
  - Avril Rossiter
  - Alf Matthews
  - Laura Holland
  - Mary Burstow
- **Advice & Information**
  - Laura Holland
  - Christina King
  - Nazia Ayyaz
  - Julia Kerr
  - Gary Beckwith
  - Lynne Kanny
  - Antoinetta Grant
  - Nick Fordyce-Browne
  - Sarah Dean
  - Pauline Hall
- **Wellbeing Volunteers**
  - Linda Fisher
  - Sheila Webster
  - Patricia Demetriades
  - Sue Ealing
  - Jamaal Hattan
  - Bertha Beltran-Leon
- **Complementary Therapist**
  - Sarah Wallace

#### Young Carers Ambassadors
- Laura Allen, Bethany Smith, Heather Grover, Imogene Gardthews, Lauren Hancock, Abi Meady, Timeyin Omaigho, Sophie Plume, Tabitha Turner, Alina Saljoughian

#### Adult Services; Carers Representatives & Leaders
- Nick Nalladorai, Peter Aldar, Ken Fish, Win Aldous, Jane Knowles, Marilynne Burbage, Bob England, Derrick Copeman, Marlene Heron, Brian Dear, Frank Glais, Mandy Lawson

#### With thanks to Volunteers, Carer Representatives and Leaders who have left during the year:
- Dominic Dannis, Tracey Collins, Jolie Coma, Annie Barnes, Elaine Ogra, Ann Smith, Brenda Northover, Roger Mills, Tim Haigh, Natalia Polniaszek, Susan Velden, Margaret Ellis, Veronique Ranweck and Joyce Smith.

#### Young Carers Representatives & Leaders
- Nick Nalladorai, Peter Aldar, Ken Fish, Win Aldous, Jane Knowles, Marilynne Burbage, Bob England, Derrick Copeman, Marlene Heron, Brian Dear, Frank Glais, Mandy Lawson

#### With thanks to staff who have left during the year:
- Sarah Dean, Rachel Schofield, Lee Jones, Jacque Carey, Valere Tyndall, Laura Holland and Nazanin Abolkheriyan.

#### Meet our Volunteer Teams
- **Meet our Staff Members**
- **Meet our Volunteer Teams**

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**Wellbeing Sutton Carers Centre Annual Review 2017/18**
We are incredibly grateful to former Mayor Cllr. Jean Crossby, former Deputy Mayor Cllr. Marlene Heron, the wonderful Mayor’s Charity Committee chaired by Christine Lindsay, and all the kind and generous people in the Borough who donated their time and money whilst we were Mayor’s Charity of the Year alongside our friends at Sutton Women’s Centre.

Thank you to many who supported us during the year, including: Sam Young, Hannah Garrad and Carshalton High School for Girls, St Andrew’s United Reformed Church, St Peter’s Church St Helier, Janet Lowne and the Friends of Manor Park and the Straw Café, Sutton Chorale and Brass, Woodcote Flying Club, Claire Matthews and all at United Services Club Sutton, Tracey Jacques and ASDA Sutton, St Nicholas Centre, Times Square Shopping Centre, Robin Hood Junior School, The Grange Restaurant, Karin and all at ‘Celeb FC’, Cllr Richard Clifton, Cllr Moira Butt, Brian Cox, Angela and the Norwood Wood Ensemble and Show Choir, Sutton Music Service, Chris Hamilton, Pat Sawyer, Jan Palmer and families, Mickey Jones, family and friends, Nancy Ford, Pat Hersey, Ian Bailey and Mark Thomas, and the Gary Mason Charity.

£21,354.50 total raised for Sutton Carers Centre

A massive thank you to pupils from Carshalton High School for Girls for bag-packing in ASDA to raise funds and awareness of Carers in Sutton (Saturday 16th December 2017).

And we have a full house! A beautiful night and the sound of beautiful music to support the Mayor’s Charities. Thanks to the Norwood Wind Ensemble and Show Choir and St Andrew’s Church, Cheam (Saturday 14th April 2018).

Stuart Cartwright, Cllr Richard Clifton, Cllr Moira Butt, Brian Cox, Angela and the Norwood Wood Ensemble and Show Choir, Sutton Music Service, Chris Hamilton, Pat Sawyer, Jan Palmer and families, Mickey Jones, family and friends, Nancy Ford, Pat Hersey, Ian Bailey and Mark Thomas, and the Gary Mason Charity.
Adult Carers - Information and Advice Service (ALPS)

As a Service, we believe that there are many key aspects of wellbeing that need protecting. Carers may experience and define wellbeing differently, but we believe that wellbeing means maintaining a sustainable balance between your caring roles, whilst having time for yourself.

We have continued to work collaboratively through the ALPS Partnership (with Citizens Advice Sutton and Age UK Sutton) to help Carers with complex health and social care needs. Our Service received 6,408 enquiries from Carers and their families seeking information, advice and support on a range of issues from benefits to mobility support to breaks for Carers.

We are particularly proud of how we have helped busy Carers gain £126,277 in Welfare Benefits by working by their side to complete complex forms, as well as securing £10,000 in grants for individual families. We know how grants can make a real difference to Carers’ wellbeing, with awards for goods and services improving the quality of their lives, including furniture, electrical appliances, flooring and vocational courses. Please see page 12 to see how a grant for a special needs pushchair made a difference to Carer Amy and her son Corey’s wellbeing. This money has great impact for Sutton as a community, too, as much of it is spent in the local economy.

We continue to facilitate and support different Support Groups throughout the year, including our ASD/ADHD Carers Support Group, Learning Disabilities Support Group, Moving On Group and Sutton Carers Forum. We also continue to represent Carers and their views on different Groups.

Looking forward to next year, given excellent outcomes and high levels of satisfaction, we will carry on doing what we are doing - and more! We are looking to extend and improve our services, seeking more volunteers to grow our team and increase contact with isolated Carers we have yet to meet.

Adult Carers - Preventative Support Service

As the Support Service, wellbeing is our ‘bread and butter’. We are pleased that 88% of Carers felt that their wellbeing had improved after having contact with us and that satisfaction levels with our service are so high. We ultimately believe that Carers have a right to be supported to look after their own wellbeing. To us, wellbeing means Carers remaining resilient, healthy and safe, whilst feeling able to maintain and feel valued in their caring role.

We continue to facilitate a range of Support Groups including our Mental Health Carers Support Group and Complex Needs Support Group, all aimed at creating supportive networks where Carers can meet each other and gain support from their peers to help them maintain their wellbeing.

It is difficult to give just one example of what we are most proud of this year, because there have been many highlights. We are particularly proud of the positive partnerships we have continued to build with Kingston University, Don’t Tone Alone, Sutton Uplift and SWLSIG Mental Health Trust. Through these partnerships, we have been able to offer a variety of specialist wellbeing groups and workshops, and we also welcomed a Student Nurse on placement.

We have worked alongside more GP Surgeries in Sutton, as well as St Helier Hospital leaders, helping them to identify and support Carers. We have also supported the Mental Health Trust to progress with the Triangle of Care framework, ensuring that Carers are identified and supported across all Health and Social Care pathways and recognised as equal and respected partners in care.

Looking to the future, we will continue to work with even more Carers, as well as extend our partnerships, to ensure that wellbeing remains a focus for all.
Young Carers Service

As a Service, we ultimately believe that ‘PDF’ is essential for Young Carers’ wellbeing – Playtime, Downtime and Family Time. To us, wellbeing means that Carers are recognised in their caring role, and that their voices are heard.

We are especially proud of what we have achieved within schools this year, with funding from BBC Children in Need. With our specialist training and support, Overton Grange School became the first to achieve a “Supporting Young Carers in Schools” Award. Granted by Carers Trust and The Children’s Society, this Award shows that Overton Grange is identifying and supporting Carers throughout their time at school. We will continue work with more school partners to achieve this Award.

This year, we have been actively campaigning to local and national decision-makers for better recognition and support for Young Carers’ mental health, as part of Carers Trust’s ‘My Mental Health’ campaign. Our Young Carer Ambassadors have been working hard to highlight the pressures of being a Young Carer and how it can impact on their mental wellbeing.

We were inspired by our Young Adult Carers this year, as they started their own peer-led support group, with training from Beth Ingram at ‘Hearts and Minds’. We are proud of the confidence that they have gained as well as their sense of ownership and drive to give something back to the Service.

Looking to the future, we are determined to continue doing what we do. We pride ourselves on how we are an open yet targeted Service, where young people and their families can access the support they need, when they need it. To further improve our Service, we will be looking into how we can support Young Adult Carers more effectively as well as extend our family wellbeing support.

Young Adult Carers Zach and Sophie handing a letter to their school Deputy Head and Governor at Harris Hill Junior Academy, to raise awareness of the impact caring has on their lives.

Young Carers Jessica, Kirsty, Olivia and Sophie, making the most of the heatwave in Manor Park.

Young Carers Zach and Sophie handing a letter to their school Deputy Head and Governor at Harris Hill Junior Academy, to raise awareness of the impact caring has on their lives.

Central Services

Our Service has been described as the WD-40 of Sutton Carers Centre! Our sole purpose is to ensure that the Service teams and Trustees are equipped to provide the best possible service to Carers.

We equate wellbeing with equality of opportunity and celebration of diversity. We believe that every Carer should be respected and valued, and we will continue to provide an inclusive and welcoming environment to all Carers and colleagues who visit the Centre or have contact with us in the community.

We continue to raise awareness of the latest news, events and activities at Sutton Carers Centre as well as amplifying Carers’ voices and issues through our communications as well as our presence at events and meetings. We also work alongside our partners to stay up-to-date and promote things that may be relevant to Carers.

We are particularly proud of our staff and volunteers, many of whom are Carers themselves. We are incredibly grateful to our volunteers, who collectively donate more than 100 hours of their time every week to the Centre, whether that be through providing administrative support, telephone support, counselling or advising on the strategic direction of Sutton Carers Centre as a Trustee.

The Trustees continue to put Carers at the forefront of every decision they make. Following the success of our year as joint Mayor’s Charity (please see pages 6 and 7 to see what we got up to!), we have continued to develop and strengthen our fundraising strategy and plans, aiming to work with our community partners to increase donations to Sutton Carers Centre.

Looking to the future, we will continue to strengthen and recruit the best staff and volunteers to provide support to Carers, as well as maintain and extend our quality standards, all of which will ultimately improve the wellbeing of Carers and their families.

Volunteer Christine catching up with Central Services’ newest team members, Mandy and Gemma.

Volunteer Jean promoting our Carers Week raffle on reception.

Quick selfie outside GLA City Hall with Lloyds Bank Foundation and City Bridge Trust colleagues after Rachael chaired the fundraising plenary for the Greater London Volunteering annual conference.

Volunteer Jean promoting our Carers Week raffle on reception.

Financial wellbeing is important, too! Our Finance guru, Yvette, working hard with a smile, her trusty calculator, and a strong coffee in hand.

Data integrity and making sure Carers are in control...Jess outside the Yorkshire City Walls about to attend a Carers Trust GDPR workshop.

Professor Shirasawa & Professor Okado from Japan, and LBS colleague Tosh, exchanging insights about social care support for older Carers.

Young Carers Bronwen, Shauna, Tabitha, Victoria, Heather and Rachel, taking some time away from caring by eating delicious desserts at ‘Afters’.

Young Carers Alarna, Oliver and Tim, developing new skills at ‘Create Arts’ 3-day Animation Workshop.
Meet some of Sutton’s Carers

“...My daughter (Hally) doesn’t really realise that she is a Young Carer. She has to hold her brother’s hand to keep him safe when outside, she interprets his sign language because he is deaf, she cleans his mess, makes him drinks, wipes his face, protects and loves him unconditionally. She is proud of her brother. I couldn’t ask for a better daughter and fellow Carer.”

Meet some of our Partners

“This year, our Relaxation and Meditation Peer Support Group took themselves as part of the ‘Working for Carers’ project. This was one of the many delicious cakes entered into the Bake Off competition.”

“...doing something to do with sport because I feel like I put more effort in sports more than anything.”

Gary recently started work with the Adult Carers Information and Advice Service after years of volunteering with the team. Gary is a former Carer. Part of his role is to help Carers with filling in disability benefit claims, either for themselves or on behalf of the person they care for.

Meet some of our Partners

Carers Week 2018 - Laura and Young Carer Tabitha met with decision-makers in Parliament to raise awareness of the impact caring has on mental health as part of Carers Trust’s ‘My Mental Health’ campaign.

Carers Week 2018 - Rachael, Gemma and Nazia, with Paul Scully (MP), Caroline Dinenage (Minister for Health and Social Care) and Giles Meyer (CEO, Carers Trust) at the Parliamentary Launch of the Carers Action Plan in June.

“...Caroline, our Carers Wellbeing Navigator, enjoying a Team Development Day with her Sutton ‘Uplift’ Wellbeing Navigator colleagues.”

Caroline, specialist Benefits Advisor (CAS) providing benefits advice to Carer Debbie. Our longest-standing Voluntary Sector partners, Citizens Advice Sutton, work with us a few days every week at the Centre and in people’s homes.

Delicious cakes donated by Free Cakes for Kids Sutton for our 25th Anniversary at our AGM and Annual Review 2017 and Young Carers Party during Carers Week 2018.

Meet some of our Partners

This year, we provided advice and support to Dementia Carers and their families at Dementia Pop-Up Hubs, in partnership with Alzheimer’s Society Sutton, Admiral Nurse Service, AGE UK Sutton, Citizens Advice Sutton and Healthwatch Sutton.

“...as part of the ‘Working for Carers’ project. This was one of the many delicious cakes entered into the Bake Off competition.”

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We are grateful for the additional donations and support from individuals and groups throughout the year:

Friends of Sutton Carers Centre • Donations made In Memory of B Stevens, M Whiting and G Fieldwick • Sponsors of Martin Lunn, Gemma Thatcher, Ruth Walford, Sarah Fitzgerald and Sarah George, Carers Thames Walk 2018 • Sponsors of Andrew Brims’ London Marathon • Sponsors of Caroline Hardwicke’s Trek • Sponsors of Nick and Harper Fordey-Browne’s Walk • Donations from the Moving on Group, Coffee Morning Group, Relaxation and Meditation Group • Sutton Carers Forum • Carers Action Groups • Yoga and Reflexology volunteers • Knitter Clare Rawlings • Mayor of Sutton Charity Fund • Rank Group • Charles Russell Speechlys • RSVP fund • Novus London Carers Centre Consortium • Sutton Nursing Association • Create Arts • Mouse Trap Theatre Project • Free Cakes for Kids Sutton • Lizzie Poulton and Emile Tanner, Waterstone’s Sutton Wishing Tree Project • Free Kicks Foundation • Don’t Tone Alone • Kingston and Kingston-St George’s Universities • Reed Business University • Constantine Ltd • Indy Associates • S McCague • Co-operative Carshalton • Waitroses Worcester Park and Cheam • Asda Sutton • Cheam Rotary Club • Carshalton Rotary Club • Worcester Park WI • St John’s Church Belmont • Inner Wheel Club of Banstead • Wallington United Reformed Church • Overton Grange School • Devonshire Primary School • Sutton Community Foundation • Colleagues at Salvation Army Sutton • Sutton Together Consortium Members • ALPS Partners • Citizen’s Advice Sutton • Age UK Sutton • Uplift Partners • Imagine Independence • Off the Record • Southwest London St George’s Mental Health NHS Trust • Community Action Sutton (SCVS) • Alzheimer’s Society Sutton, Riverside Community Association • Sutton Mental Health Foundation • Healthwatch Sutton • Epsom and St Helier NHS Trust • Admiral Nurse Service Sutton • Dementia UK.

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.

Special Thanks to the Following Funders and Partners

Carers Trust • London Borough of Sutton • Sutton Clinical Commissioning Group • Lloyds Bank Foundation • BBC Children in Need • Sport England • Big Lottery Fund and the many other voluntary and community organisations whose partnerships and support we value.

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<th>Notes</th>
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<th>Restricted Funds £</th>
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<td>Net Movement in Funds</td>
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<td>128,021</td>
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Summary SOFA for the year ended 31st March 2018 (subject to audit)

2017/18 ended with an excellent result despite a difficult financial environment, with the charity achieving a slight surplus of £6,629 against a budgeted deficit of £17,719. Income and expenditure were balanced but lower than the previous year (2016/17), income being £519,377 (vs £559,502); in line with income, expenditure on services and support to carers decreased to £512,745 (from £557,557).

The Reserves Policy, as set by the Trustees, is to have reserves equal to a minimum of 3 months’ budgeted expenditure for the following year. After many years’ effort, 2017/18 achieved this minimum with £128,021 held in the unrestricted reserve (25% of £512,745 expenditure), prudent given the uncertainties of the coming year. With the 2018/19 budget set at £583,191, however, a 3 months’ reserve would equal £145,797, so we are c12% short of our current target for 2018/19. Trustees feel that this level of reserves is adequate and that the modestly increased expenditure is needed given the current pressures faced by Sutton’s Carers.

The Trustees’ Annual Report, including the 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 .