



CARERS SUPPORT SPELTHORNE

www.CarersSupportSpelthorne.co.uk
Registered Charity No. 1061488

ANNUAL REPORT

2015 - 2016

Offering support, advice and advocacy for Carers

CARERS SUPPORT SPELTHORNE

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Annual Report 2015-2016 Contents

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THE ESSENCE OF CARERS SUPPORT SPELTHORNE

DEFINITION OF A CARER

A Carer is someone of any age who provides unpaid support to family or friends who could not manage without this help. This could be caring for a relative, partner or friend who is ill, frail, disabled or has mental health or substance misuse problems.

CORE BELIEF

Carers Support Spelthorne believes that Carers need support from their community to assist them with the key role they play in providing a safe and happy environment for their Cared For, helping the Carer to achieve their full potential.

OUR MISSION

Carers Support Spelthorne offers support and practical help to Carers with a connection to Spelthorne.

Carers Support Spelthorne offers a valued service. We have one Parent Carer Advisor, 3 Carer Advisors, including an Assistant Advisor/Activities Co-ordinator, a Benefits Advisor and an Office Co-ordinator. We also recruit volunteers, who are usually Carers themselves, to act as Ambassadors to raise awareness within the community of the services that Carers Support Spelthorne can provide.

THE CARERS SUPPORT SPELTHORNE APPROACH

To us every Carer is special. We respond to each Carer's needs through a combination of one-to-one meetings, support groups, training days and social events. We also offer a listening ear and can act as advocates on behalf of our Carers. We can be contacted by letter, telephone, email or face-to-face.

OUR VISION

Carers do not choose to become Carers: it just happens and they have to get on with it; if they did not do it, who would and what would happen to the person they care for? Carers Support Spelthorne wants to see a society in which every Carer has the support they need to give themselves and their Cared For the best quality of life possible.

Management Committee 2015/2016

Mike Wood	Chairman / Trustee
Pauline Ridgway	Vice Chair / Trustee
Bob Reid	Treasurer / Trustee
Julie Stevenson	Trustee
Alma Walford	Trustee
Maria Barker	Trustee
Val Lambert	Trustee
Stuart Mann	Trustee
Ken Woodward	Trustee

Staff

Jacqui MacLean	Team Leader / Parent Carers Advisor
Celia MacKay	Carers Advisor
Rayner Ward*	Carers Advisor / Benefits Advisor
Barbara Bowden*	Benefits Advisor / Carers Advisor
Julie Barrett	Office Co-ordinator
Nicole Williams	Assistant Advisor / Activities Co-ordinator

* Roles changed part-way through the year

TRUSTEES' REPORT

1. Constitution

Carers Support Spelthorne (CSS) is a small registered charity no. 1061488 which began in 1996. CSS is governed by its Constitution.

2. Organisational Structure

The decision making body is the Management Committee of which all the Trustees and any co-opted Trustees are members. All employees who are available on the day also attend the management meetings.

This Management Committee meets every 8 weeks and its function is to:

- a. Make Strategic decisions concerning CSS current direction, present-day objectives and its general long-term strategy.
- b. Allocate and decide the usage of the resources available to CSS.
- c. Take the overall responsibility for all the actions of the employees of CSS.

3. Trustee Recruitment

The Trustees tend to be Carers, Ex-Carers or people who have come into contact with CSS during its daily operations. Any new Trustee is vetted by the Management Committee and all Trustees are subsequently eligible to be re-elected each year at the AGM.

If you are interested in becoming a Trustee with Carers Support Spelthorne, then please contact the CSS office on the number on the back page of this report.

4. Objectives of Carers Support Spelthorne

CSS's main objectives are to:

- Support individual Carers in confidence;
- Identify "hidden" Carers;
- Assist in the development of services to meet Carers' needs;
- Enable Carers in self-advocacy, and where appropriate, to represent them;
- Promote an understanding of Carers' needs through training and discussion;
- Provide information to Carers, and
- Raise awareness of Carers' needs amongst other professional and statutory agencies and facilitate the participation of Carers in local strategic planning.

To facilitate these objectives, Carers Support Spelthorne:

- Employs three Carers Support Workers, one Parent Carers Support Worker, an Office Co-ordinator, and a Carers Activities Co-ordinator;
- Publishes a newsletter called *Carers Count* quarterly which is distributed to more than 1,000 homes in the Spelthorne area;
- Organises information sessions/workshops for Carers, and
- Organises special events for Carers to "take a break".

5. Key Partners

Our two main key partners are as follows:

1. Spelthorne Borough Council who supply accommodation within the Council Offices and also support CSS with essential services.
2. Surrey County Council who supply our operating funds.

CSS also obtained individual donations and grants from various sources including Grand Designs Paving Limited, Cllr. Marion Ruffe, Spelthorne School, Tesco Sunbury, Vanilla Beauty Lounge, Staines Chiropractic Centre, Toni & Guys, Starbucks, Thorpe Park, United Biscuits and Spelthorne Leisure Services together with anonymous donations from various sources. Funds continue to be raised through our supporters using the Easyfundraising and MyDonate websites.

6. Risk Policy

The Trustees produce a comprehensive log of policies and procedures that are constantly re-examined at management meetings. The Trustees carry out regular reviews of the operational risks that CSS faces. It is believed that CSS has systems in place to manage the major risks associated with the operations of CSS.

The charity also has policies and procedures to deal with many things including:

- Child Protection / Safeguarding
- Equal Opportunity
- Health and Safety
- Data Protection
- Confidentiality

7. General Report for 1st April, 2015 to 31st March, 2016

CSS which celebrates its 20th anniversary this year has had another busy but successful year. As in previous years, demand for our services continues to increase whilst the severe financial constraints under which the local authorities and social services operate continues swiftly.

Our team continues to provide a much valued service to the community and keeps rising to new challenges. Looking ahead, it is becoming increasingly difficult for CSS to sustain the excellent levels of service to the ever increasing number of Carers who rely upon our support and services. Individual reports from our Carer Support Advisors are included within this Annual Report together with relevant statistics.

Funding is crucial to our support provisions for our Carers and I am pleased to report that a bid submitted to Surrey County Council for additional funds was agreed for the next financial year. Details of bidding for future grants will be known in the 3rd quarter of 2016 and hopefully we will be able to present a more secure outlook for 2017 and beyond at our AGM.

The Trustees would like to thank the many individuals, companies and organisations who have supported CSS during the year. Especially, I would like to thank Spelthorne Borough Council for the provision of accommodation and essential services; Social Services and a number of companies listed under Key Partners in Section 5 of our annual report who have contributed to our finances and success; volunteers; management team and the various unitary and statutory groups with whom we work.

8. Financial Review

The Accounts and accompanying Notes for the year ended 31 March 2016 are set forth on pages 11-13 of this Annual Report. They have been prepared by Tom Allen and independently examined by Gavin Stanley whose report is given on page 10.

Carers Support Spelthorne (the Charity) ended the Year to 31 March 2016 with a surplus of £23,326 made up of Unrestricted (General) Funds of £4,782 and Restricted Grants of £18,544. This was mainly due to a substantial increase in funding from Surrey County Council (2016 - £129,234) compared to the previous year (2015 - £100,773).

In August 2015 the Trustees awarded the CSS staff a salary review which increased staff costs by £8,364 compared to the previous year. Other costs increased by £2,698, mainly due to inflation. The last review of the CSS salaries was in April 2012 and this review brought their salaries more into line with other personnel doing similar work in other Charities.

The Unrestricted surplus for the year will be added to the Charity's Reserves making the total Reserves £31,471, whereas the Restricted total funds of £22,198 will be carried forward and applied in the following year.

9. Financial Reserve Policy

The Trustees are of the opinion that it is important to maintain a reserve, sufficient to meet the Staff costs and Administration expenses for at least three months, in the event of a period of severe reduction in funding. This reserve would enable Carers Support Spelthorne to continue to deliver its services whilst other funding could, hopefully be obtained. As at 31 March 2016, the Charity's Reserves stood at £31,471 (2015 - £26,689).

ANNUAL ACCOUNTS REPORT

Independent Examiner's Report to the Trustees of Carers Support Spelthorne

Independent Examiner's Report

I report to the trustees of Carers Support Spelthorne on the accounts for the year ended 31 March 2016, which are set out on the following pages.

Respective responsibilities of Trustees and Examiner

The charity's trustees are responsible for the preparation of the accounts. The charity's trustees consider that an audit is not required for this year under section 144 of the Charities Act 2011 (the Charities Act) and that an independent examination is needed.

It is my responsibility to:

- examine the accounts under section 145 of the Charities Act,
- to follow the procedures laid down in the general Directions given by the Charity Commission (under section 145(5)(b) of the Charities Act), and
- to state whether particular matters have come to my attention.

Basis of Independent Examiner's Statement

My examination was carried out in accordance with general Directions given by the Charity Commission. An examination includes a review of the accounting records kept by the charity and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or disclosures in the accounts, and seeking explanations from the trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit, and consequently no opinion is given as to whether the accounts present a 'true and fair' view and the report is limited to those matters set out in the statement below.

Independent Examiner's Statement

In connection with my examination, no matter has come to my attention:

(1) which gives me reasonable cause to believe that, in any material respect, the requirements:

- to keep accounting records in accordance with section 130 of the Charities Act;
- to prepare accounts which accord with the accounting records and comply with the accounting requirements of the Charities Act have not been met; or

(2) to which, in my opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached.

Mr Gavin Stanley

Independent Examiner

18th May, 2016

Statement of financial activities for the year ended 31 March 2016

	Note	Un- restricted funds 2016 £	Restricted funds 2016 £	Total 2016 £	Total 2015 £
Income from					
Donations		4,274	-	4,274	5,155
Charitable activities		-	124,452	124,452	94,950
Fundraising		472	-	472	644
Investment income (bank interest)		36	-	36	24
Total		<u>4,782</u>	<u>124,452</u>	<u>129,234</u>	<u>100,773</u>
Expenditure on					
Charitable activities	2	-	105,908	105,908	94,846
Total		<u>-</u>	<u>105,908</u>	<u>105,908</u>	<u>94,846</u>
Net income/expenditure		4,782	18,544	23,326	5,927
Reconciliation of funds					
Total funds brought forward		26,689	3,654	30,343	24,416
Total funds carried forward		<u>31,471</u>	<u>22,198</u>	<u>53,669</u>	<u>30,343</u>

Balance sheet at 31 March 2016

	Note	2016 £	2015 £
Current assets			
Debtors	3	-	933
Cash at bank and in hand		56,601	32,043
		<u>56,601</u>	<u>32,976</u>
Less: Liabilities			
Amounts falling due within one year	4	2,932	2,633
Total net assets		<u>53,669</u>	<u>30,343</u>
Funds			
Unrestricted	5/6	31,471	26,689
Restricted		22,198	3,654
		<u>53,669</u>	<u>30,343</u>

The financial statements on pages 11 to 13 were approved by the trustees on 12th May 2016 and signed on their behalf by:

Michael J Wood, Chairman

Robert Reid, Treasurer

For the year ended 31 March 2016

1 Accounting policies

The following are the more important accounting policies adopted by Carers Support Spelthorne (referred to as 'the Charity').

a) Basis of accounting

The financial statements have been prepared under the historical cost convention and in accordance with the Statement of Recommended Practice ('SORP'), 'Accounting and Reporting by Charities', dated 2015, and applicable accounting standards.

b) Fund accounting

The unrestricted funds are those funds that are available for use at the discretion of the trustees in furtherance of the objects of the Charity.

Restricted funds are funds that are to be used in accordance with specific requirements indicated by the body making the grant or the donors.

There is no requirement to account to the providers of grants for interest on amounts held prior to being spent, and interest on these amounts has accordingly been allocated to the unrestricted funds.

c) Incoming resources

All incoming resources are included in the Statement of Financial Activities when the Charity is legally entitled to the income.

d) Resources expended

All significant expenditure is accounted for on an accruals basis. The whole of the expenditure relates to activities in furtherance of the Charity's objectives. Governance of the Charity is provided on a voluntary basis by the trustees.

e) Taxation

The Charity is a registered charity and is entitled to exemption from taxation on its income and profits by virtue of Section 505 of the Income and Corporation Taxes Act 1988.

2 Charitable activities

	2016	2015
	£	£
Staff costs	89,253	80,889
Other costs	16,655	13,957
	<u>105,908</u>	<u>94,846</u>

3 Debtors

	2016	2015
	£	£
Amounts receivable	-	933
	<u>-</u>	<u>933</u>

4 Liabilities (amounts falling due within one year)

	2016	2015
	£	£
Amounts payable	2,932	2,633
	<u>2,932</u>	<u>2,633</u>

5 Funds

	1 st April 2015 £	Incoming resources £	Resources expended £	31 st March 2016 £
Restricted funds				
Grants from:				
Surrey CC				
General grant	-	122,000	100,542	21,458
123 Magic	-	2,000	2,000	-
Midas Plus	2,796	-	2,796	-
Spelthorne BC:				
Mental Health	-	452	120	332
CWDF	358	-	200	158
Support Group	500	-	250	250
<i>Total restricted funds</i>	<u>3,654</u>	<u>124,452</u>	<u>105,908</u>	<u>22,198</u>
Unrestricted funds	<u>26,689</u>	<u>4,782</u>	<u>-</u>	<u>31,471</u>
	<u>30,343</u>	<u>129,234</u>	<u>105,908</u>	<u>53,669</u>

Notes:

The Surrey County Council general grant is towards the everyday running costs, staff salaries, expenses and carers' training events.

The Surrey County Council 123 Magic grant was to provide training to become accredited facilitators

The Midas Plus grant was to cover the cost of a Benefits Advisor.

The Spelthorne Borough Council Mental Health grant is to go towards the cost of mental health support groups.

The Spelthorne Borough Council CWDF grand is for the Children with Disabilities Forum to cover all administration and running costs.

The Spelthorne Borough Council Support Group grant is to go towards the running costs of the Carer Support Groups, such as beverages and venue hire.

6 Net assets of funds

The net assets of the funds are represented by the current assets less the liabilities.

WORKSHOPS

Various workshops and training sessions have been held throughout the year, these are listed below.

We aim to incorporate as much variety and information with each of our workshops to try to make the life of our Carers that 'little bit easier'. Sometimes just having the smallest piece of correct information to hand can make such a big difference to what might seem like a hopeless situation.

1. Carers' Workshops		
Topics	Carers Attended	Information
Confidence Building & Time Management	10	Showing Carers ways to help build their confidence, self image and learn time management skills to help in their caring roles.
Behaviour Strategies	8	Advice and information about the support available for people caring with somebody with Dementia, including strategy tips.
Heron Lake	32	Carers/Parents Day Out; watersports fun and activities for all our carers and their families.
Understanding Social Services & The Care Bill	12	A member of the Spelthorne Social Care Team gave a talk about the services Carers can expect and the Care Bill. There was also a Q&A session at the end.
Creative Day	20	This gave Carers the opportunity to relax and socialise, whilst giving them the opportunity to try their hand at a variety of creative hobbies such as glass painting, décollage, gift wrapping etc.
Pamper Day	40	Head, Neck & Shoulder, Back, Hand and Indian Head Massages; Reflexology; Japanese Facial; Nail Care; Meditation.

TEAM LEADER /PARENT CARERS ADVISOR'S REPORT

I am delighted to still be with Carers Support Spelthorne and am proud to have been able to support so many Carers throughout the year and look forward to achieving even more in the coming years.

I am continuing my professional development to help Carers, including doing training on: ADHD Multi Agency; Safeguarding Children; Food Safety; Introduction to the Care Act; Young Carers Strategy Conference; Mental Health; CAMHS; Child Obesity Awareness; Fire Warden; Health & Safety; 123 Magic Facilitators Training.

Our dedicated team are working hard to help our many Carers. The team is the heart of our Charity, without them we cannot provide for the needs of the Carers, so we remain focused on improving the training and other conditions for making their employment rewarding.

Like other Charities we continue to operate in an ever changing and challenging environment. Our services constantly evolve to meet these pressures and Carers will always remain foremost in our minds.

Carers Support is also working to improve support, services and recognition for any unpaid Carers living with the challenges of caring for a family member or friend who is ill, frail, disabled or has mental health or addiction problems. Just one single day can involve greeting smiling faces at a support group, catching up with a Carer on the telephone, by email, face-to-face or via Facebook.

We had a few changes within job roles this year....Barbara at the end of August 2015 took on Rayners clients and Rayner changed her role to Benefits advisor. We also changed the setup of the support groups, please see Support Groups page. We continue to do many activities and training days for Carers including a Pamper Day / Heron Lake / Confidence Building & Time Keeping / Behaviour Strategies (Dementia & CAMHS) / Understanding Social Services & The Care Bill / Creative Day.

We still attend all the statutory meetings, making sure CSS is represented.

Thank you to all of our funders, large and small, statutory partners and local people who have donated small but significant amounts via the office, EasyFundraising and MyDonate.

I hope you as Carers are able to take a little time for yourselves, and please remember we are only a phone call, email or letter away. If the phone is unmanned please leave a message on our answer phones and we will get back to you.

Lastly, I want say Thank You to Barbara, Celia, Julie, Nicole and Rayner for all the support and dedication and Thanks also to our Trustees for their continued support and guidance.

Jacqui MacLean - Team Leader / Parent Carers Advisor

ASSISTANT ADVISOR'S REPORT

This is my sixth year and the most challenging for me so far, but I'm still loving the job.

I've been on some interesting training days and conferences including: Safeguarding Children; Young Carers Strategy Conference; Two Parent Carer Support Worker Meetings; School Transition Meeting; Mental Health; Healios; CAMHS; Child Obesity Awareness; 123 Magic Facilitators Training.

We also organised Picnic in the Lammas Park during Carers Week; A Family Day at Heron Lake; Creative Day; Young Carers Rights Day Awareness and Pamper Day, all of which our Carers loved.

Same as last year Jacqui and I have managed the Parent Carer Support Groups between us. We both try to attend them or if one of us has an appointment the other will lead it alone. February 2016 was the first month for the changes to the Parent Carer Support Groups. We merged the Aspergers (from first Tuesday of the month) with Autistic Spectrum (held on the first Wednesday of the month) so we now have Children with any Special Needs group on the first Tuesday of the month which opens it up to many more parents and it's slowly growing.

Thanks again to the team; Jacqui, Celia, Rayner, Julie and Barbara for all their support during the year and fingers crossed for many more. Also thank you to the Trustees for giving up their time and backing the team.

Nicole Williams
Assistant Advisor

CARERS ADVISOR'S REPORT

This is my 14th report for the AGM and again I am not sure how to start it. This period has been a time of development of our services and as in previous years we have looked at what needed to be done to help our Carers, and what was not so successful.

I have attended a few training sessions:

1. Transgender Awareness
 2. Mental Health Awareness
 3. A Behaviour Strategy Workshop
 4. Older Peoples Safety Event
 5. Luke Clements (professor at Cardiff University and advisor to Government on Carers issues) an update on New Carers Act
- Understanding Social Services

I have attended in turn with my colleagues:

1. Older Peoples Forum
 2. Physical Disability Group
 3. D.A.N.S. Meetings
 4. Valuing People Group
 5. Focus Group
 6. Action for Carers Annual Conference
- Carers Support & Action for Carers joint meetings

In this period I have visited nearly 100 of my Carers, at home, in garden centres or coffee shops and had managed to contact all of them by phone every 3 months.

We had a great day with our Creative day at the Staines Church Hall and watched all the Carers making things or just relaxing and chatting.

Two of our Carers held a Tea and Cake Fundraising Event in their garden in Ashford and I went along to sit in the sun, have a cup of tea and a very large piece of homemade cake.

As a group we have started to attend the Hub in Staines, to help any Carer who calls in and build bridges with friends in the community and other groups. It also helps to publicise our work with Carers to any of the volunteers and clients at the Hub.

As usual I have enjoyed a couple of holidays to New Forest for some long walks with a friend and their dog, to Fuerteventura and a tour of Italy covering Rome, Venice and Florence. All of these times help to recharge my batteries and relax. As some of you may know I enjoy watching Cricket, but unfortunately have had to give up going racing at Cheltenham.

Along with my Colleagues I have attended the support groups we have organised and it is nice to meet so many of our Carers at these informal gatherings.

Lastly I would like to say Big Thank You to Jacqui, Nicole, Barbara, Rayner and Julie for making this job not seem like work, enjoyable and giving me support and help. I would also like to Thank the Trustees for their support and work they do for Carers Support Spelthorne.

CARERS ADVISOR'S REPORT

I have been working for Carers Support Spelthorne for just over two years, and am also registered as a Parent Carer on the database. I live with my teenage son who has Aspergers and Attention Deficit Disorder, and believe this helps me to understand what Carers go through.

In the past year, I have attended more training courses, and worked as Benefit Advisor within the team until the end of August, when I increased my hours and took on more clients from our Generic Database. Having attended Mental Health Awareness Training along with the team, I also attended a presentation from The Healious Project, an online Counselling Service, and have referred some of our Mental Health Carers to them. The feedback was very positive from these Carers who found Healios to be a very useful tool.

I've helped run the CSS Carers Camps, Evening Support Groups, and Mental Health Carers support groups. I attended the Older Peoples Forum, Scan Forum, Northwest Valuing People Group Meeting, and have attended the Staines Hub on a few occasions. I helped to arrange the Creative day last October which was a relaxing/therapeutic day for the Carers that attended.

I continue to do introductions to new Carers, often referring them to other agencies that are relevant to their needs, and catch up with them at a later date to see how they are getting along.

I enjoy my job, find it interesting and rewarding, and every day is different. Some days bring new challenges, like the day I accompanied a Carer to an appeal at a Benefit Tribunal, which I am pleased to say, we won !

Barbara Bowden
Carers Advisor
(Last Name A-P)

CARERS ADVISOR'S REPORT

This year has brought change on both a personal and professional level. I am no longer a Carer and am finding my way in a new world coming to terms with the loss and the silver lining.

Part of the change has been the change to my role with Carers Support Spelthorne. After almost 10 years as a Support Worker I decided to take the opportunity to swap seats with another member of the team, Barbara, and focus on helping Carers and Parent Carers apply for their entitlements. So whether it be Attendance Allowance, Disability Living Allowance, Personal Independence Payments, Universal Credit or something else I have been keep nicely busy.

Handing over my casework to Barbara was a wonderful and difficult process. Difficult because it has been such an honour to get to know the Carers, little by little, some obviously better than others, as everyone's needs fluctuate. I knew you were going to be in capable hands as Barbara has been with us for some time, no newbie, already in her stride. It was wonderful to know I have been able to make a small difference, sometimes, to some of you. I would like to take this opportunity to say a big thank you to those Carers who sent cards or letters wishing me well.

As I review the year behind us I must mention the sad demise of our Male Carers Network. This is something I brought to life as one of my first projects and like many groups clearly ran its course. The silver lining is I can see other groups developing and thriving.

Our Carers Week Picnic also stands out in my mind, a bright sunny day in Lammas Park and we even got a glimpse of Gloriana heading up/down (not sure) to Windsor for the Magna Carta celebrations.

In June I attended the Surrey Independent Living Fair organised in association with Surrey Independent Living Council. Numerous organisations came together and shared their services for a second year. Another very informative event included a vital Safeguarding update and one which I hope will continue to evolve attracting more service users and professionals.

August brought training to help us support Carers for people with Mental Illness. A new area with much to learn.

As my role then changed to Benefits Advisor I am pleased to report I was able to attend some refresher trainings to help me keep abreast of the welfare system. Not an easy task!

Finally, and by no means least of all, once again, I wish to thank my colleagues Jacqui, Celia, Barbara, Nicole & Julie for their most valued input in my perhaps now no longer daily but regular deliberations, supporting me through the good and difficult times and generally putting up with me... looking at the diary, is there a desk free on Tuesday 20th, does anyone know?

Rayner Ward
Carers Advisor

CARERS' STATISTICS

01.04.2015 - 31.03.2016

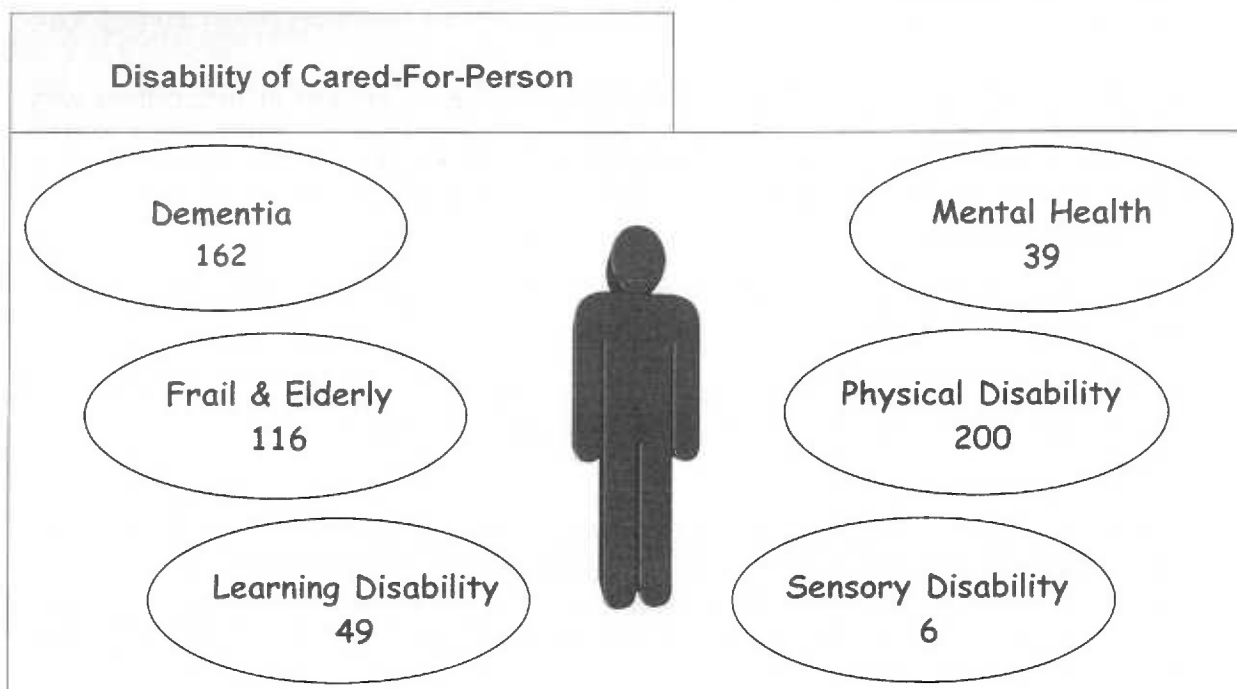
This is a snapshot of the number of Carers on 31st March, 2016
(Over the year 2015/2016 the Carers Advisors have helped **572** Families)

Primary Carer 1.	<div> <div>155</div> <div>417</div> <div>Male</div> <div>Female</div> </div>	2014/2015 Total Carers 549
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Age of Primary Carers 1.	Under 18	19-50	51-70	71-80	Over 80	Age Unknown	Total
	0	71	284	127	80	10	572

Employment Status of Carers	Full Time	Part Time	Retired	Not Known	Total
	88	78	245	161	572

Age of Cared For Person	25-50	51-70	71-80	Over 80	Age Unknown	Total
	76	105	122	266	3	572



1. 23 Carers are caring for more than one person
126 households have more than one Carer
39 known Young Carers are providing support within these families

PARENT CARERS' STATISTICS

01.04.2015 - 31.03.2016

This is a snapshot of the number of Carers on 31st March, 2016
(Over the year 2015/2016 the Parent Carers Advisors have helped 572 Families)

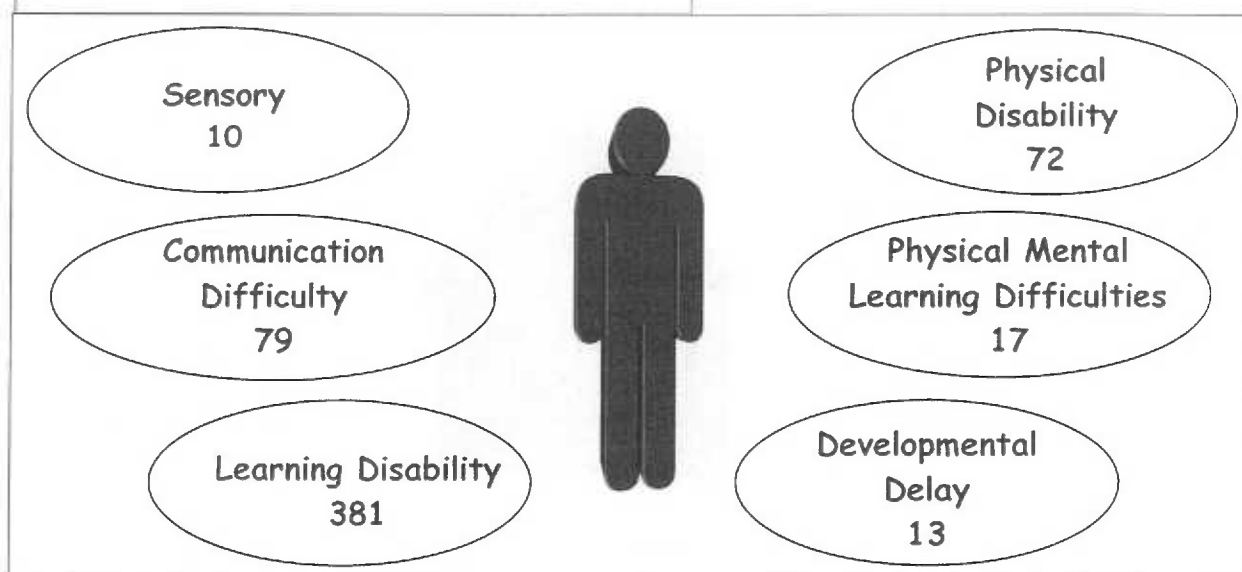
Primary Carer 1.	<div> <div>33</div> <div>539</div> </div> <div> <div>Male</div> <div>Female</div> </div>	2014/2015 Total Parent Carers 533
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Age of Primary Carers	Under 18	19-50	51-70	71 plus	Age Unknown	Total
	0	464	95	0	13	572

Employment Status of Carers	Year	Full Time	Part Time	Retired	Not Known	Total
	2014/2015	62	138	4	329	533
	2015/2016	72	149	5	346	572

Age of Children/Young Adults	0-3	4-7	8-11	12-18	19-24	Total
	16	85	148	194	129	572

Disability of Children/Young Adults 1. 2. 3. 4.
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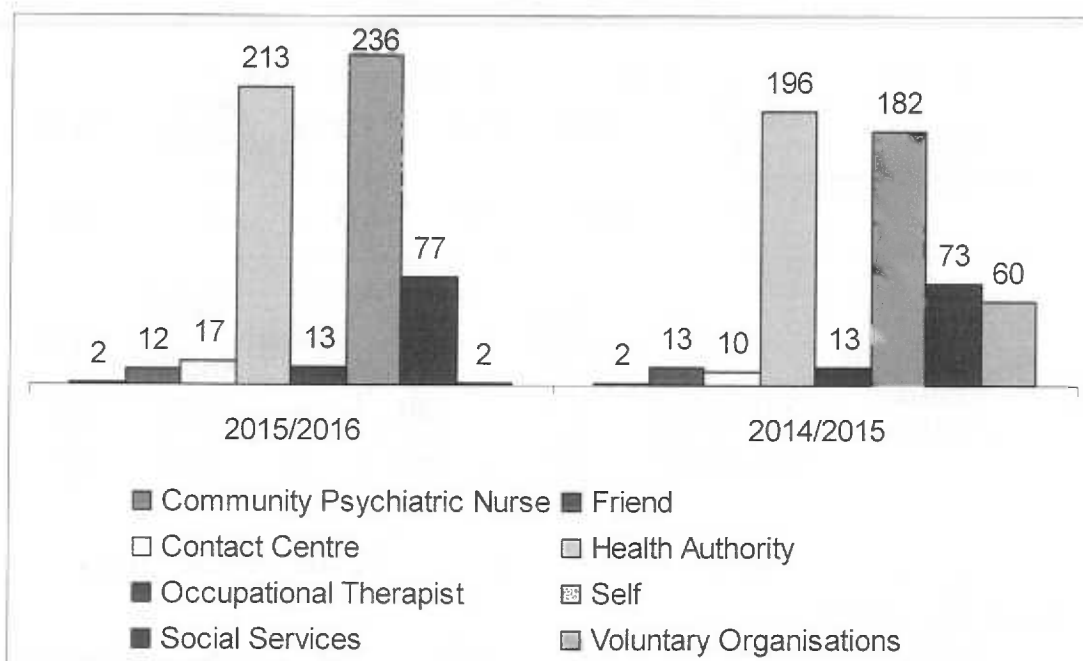
- 26 Families are caring for more than one child/young adult with disabilities
467 Young Carers are providing support within the families

- 448 Male & 188 Female
- 407 of these children have challenging behaviour
- Many children have more than one disability

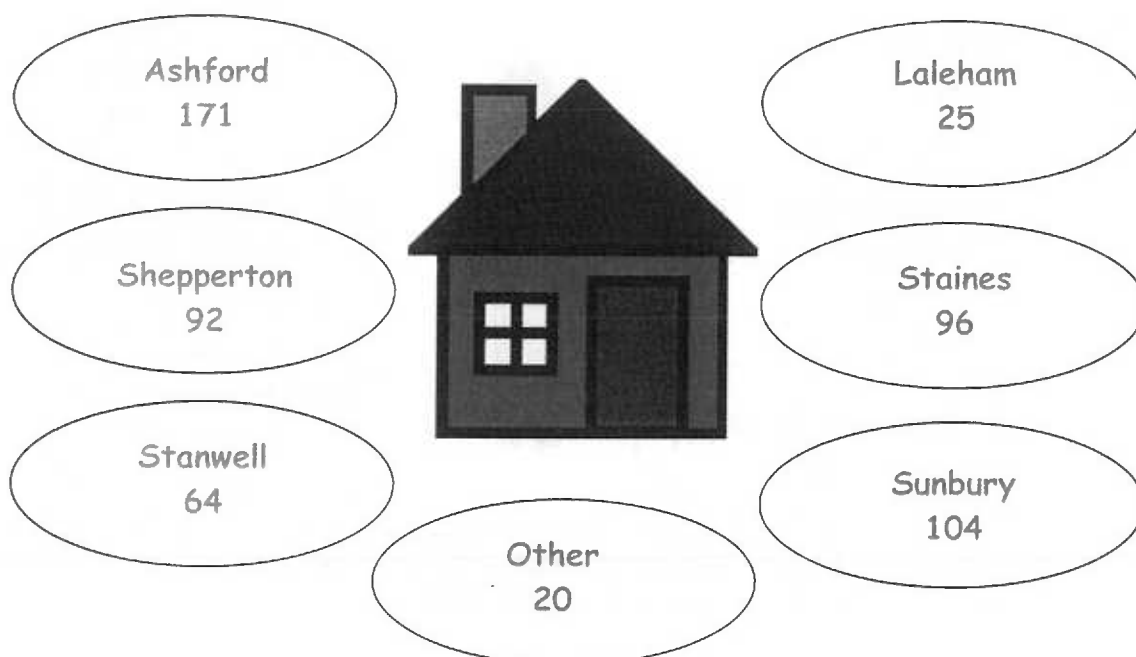
CARERS' STATISTICS

01.04.2015 - 31.03.2016

Referral Source



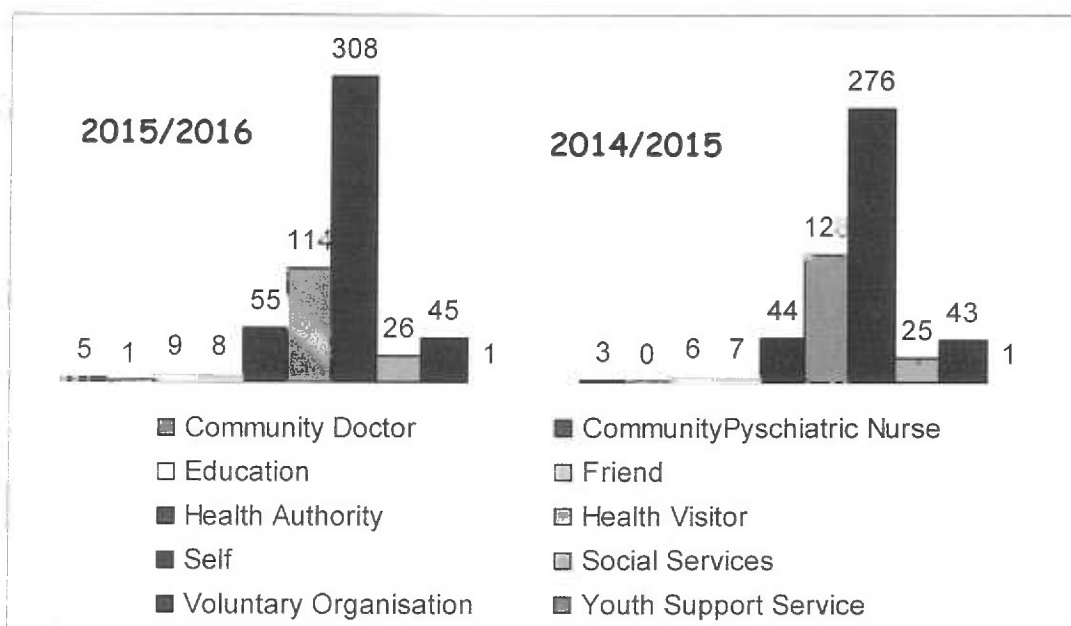
Geographical Distribution



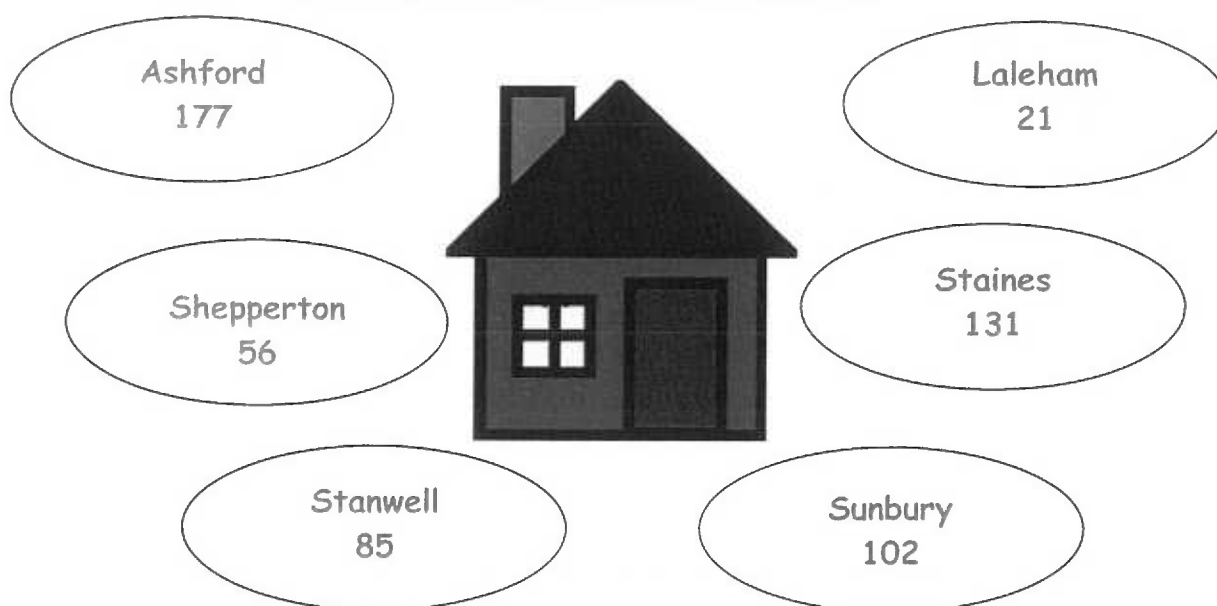
PARENT CARERS' STATISTICS

01.04.2015 - 31.03.2016

Referral Source



Geographical Distribution



CONTACT STATISTICS

01.04.2015 - 31.03.2016

Carers' Contacts	Year	Telephone	Home Visits	Office Visits	Letter/email	Total
	2014/2015	2,001	301	198	3,269	5,769
	2015/2016	1,582	201	186	4,493	6,462

Carers' Issues

(Topics on which help has been provided)

Appointment	681	Legal (Wills etc)	53
State Benefits (DLA etc)	501	Outside Home (Gdng etc)	33
Carers Assessments	80	Paying for Care	98
Education (Stmtg etc)	673	Residential/Nursing Care	85
Emotional Support	731	Respite	169
Employment (ACE etc)	59	Social Activities (Hols etc)	910
Equipment (Whlchrs etc)	102	Social Services	158
Funding for Carers	120	Sympathy	48
Healthcare / GP	227	Therapists	22
Help in Home (Hswk etc)	62	Training (for Carers)	472
Housing	117	Transition (Ed/SSD)	12
Introductions	177	Transport (Spelride etc)	32

**Professional
Contacts**

Total

262

Professionals Contacted

Benefits & Pensions	8	Local Authorities	19
Business Contacts	19	Mental Health	13
Chiropodist	0	Occup. Therapist	4
Community GP/Hlth Wkr	17	Physiotherapist	0
C.A.M.H.S.	0	Play Therapist	2
Counsellor	1	Social Services	75
Education / School	28	Speech Therapist	0
Hospital Services	6	Voluntary Orgs.	70

BENEFIT REPORT

It's important that Carers get the help they need to see what benefits they may be entitled to. We help with all benefits, means tested and non-means tested, including Disability Living Allowance, Personal Independent Payments, Attendance Allowance, Carers Allowance, Income Support, Employment and Support Allowance, and Job Seekers Allowance. Whether the Carer is working or unemployed, disabled, a Parent Carer, or a Generic Carer. We also offer information about Housing and Council Tax.

We advise Carers about the benefits that they could be entitled to and help to fill out the forms as they are very in-depth and can be challenging which many people find them quite daunting. All the Carers that we assist are very grateful for our help and support.

We continuously update our training as significant changes are being made to the benefits system over the next few years, including the Tax Credits system. Some benefits are being replaced by Universal Credits. These include Income Support, Employment and Support Allowance, Job Seekers Allowance, Housing Benefit, Child Tax Credits and Working Tax Credits. There are also other changes such as the Benefit Cap, changes to State Pension Age and Tax Free Childcare.

Children receiving Disability Living Allowance will receive a letter from the Department for Work and Pensions just before their 16th birthday, informing them when their DLA will stop and inviting them to apply for PIP.

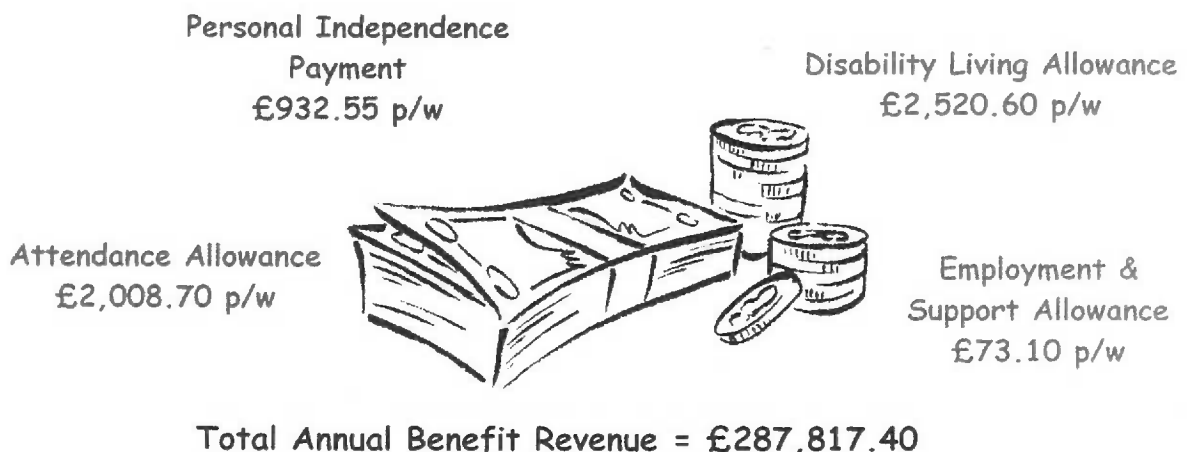
The benefits that we successfully secured for our Carers from April 2015 to the end of March 2016 include:

Annual Total of £287,817.40 (DLA / AA/ ESA / PIP)

DLA - £131,071.20 pa; AA - £104,452.40 pa; ESA - £3,801.20 pa; PIP - £48,492.60

Other Benefits Awarded: GP Grants - £500.00; CSS Grants - £6,348.00

2015 / 2016 Benefits Granted—Weekly Values



CARERS' ACTIVITIES REPORT

We started the year in May with 25 Carers boarding a coach and heading to Camden Market for a spot of retail therapy.

This was followed in August by a day trip to the lovely sandy beaches and amusement park at Littlehampton where 45 Carers had a great day in the sun, sea and sand.

Westfield London was once again the preferred Christmas shopping venue in November where 31 Carers spent the day purchasing many items and enjoying lunch in one of the many eateries within the shopping centre.

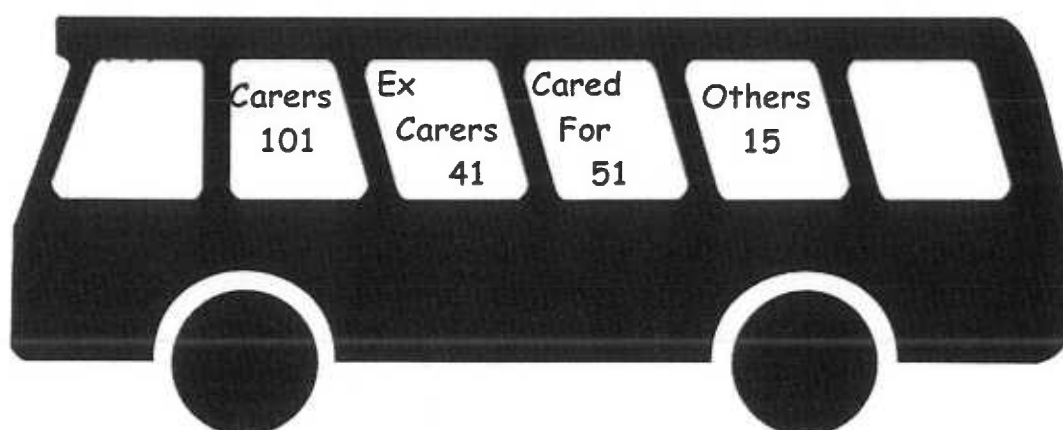
Christmas Lunch in December at The Stanwell Hotel was a fantastic success. 79 people, consisting of Carers and their friends and families, enjoyed a superb feast and festive fun.

After numerous requests from our Carers we arranged a trip in January 2016 to The Theatre Royal in London to see Charlie & The Chocolate Factory. We had wonderful views from our seats in the stalls and everybody that went along had a fantastic evening and were still buzzing and talking about the show on the return journey home. I think it's safe to say that it was a massive success.

Unfortunately due to lack of interest a trip to Bocketts Farm in July and to Harry Potter World in October had to be cancelled.

Nicole Williams
Activities Co-ordinator

2015 / 2016 Take a Break Outings



SUPPORT GROUP CO-ORDINATOR'S REPORT

In a support group, Carers provide each other with various types of help as they come with the same issues and are able to share coping strategies. The groups help make Carers feel more empowered and gives them a sense of community. It can be helpful just being able to talk with other people who are in the same situation.

While not everyone wants or needs support beyond that offered by family and friends, many of our Carers found it helpful to turn to others outside their immediate circle. Our support groups can help Carers cope better and feel less isolated as they make connections with others facing similar challenges. Our support groups are a valuable resource to help Carers cope.

Members of a support group usually share their personal experiences and offer one another emotional comfort and moral support. They may also offer practical advice and tips to help you cope with your situation.

Benefits of participating in support groups may include:

- Feeling less lonely, isolated or judged
- Gaining a sense of empowerment and control
- Improving coping skills and a sense of adjustment
- Talking openly and honestly about feelings
- Reducing distress, depression, anxiety or fatigue
- Developing a clearer understanding of what to expect with the situation
- Getting practical advice or information
- Comparing notes about resources

Parent Carer Support Groups

Aspergers Syndrome - Numbers could be higher, we also noticed that a lot of the attendees attend the Autistic Spectrum group too. We will try harder to promote this group.

Total Att pa: 27

Autistic Spectrum (AS) – This group continues to do well and have mixed regular, old and new attendees. We feel that this group has been beneficial for Parent Carers.

Total Att pa: 67

Attention Deficit Hyperactivity Disorder (ADHD) – This group has at times exceeded the maximum room capacity and has had some very positive feedback, it has been called a lifeline by attendees and some parents have formed friendships outside of the group which is great.

Total Att pa: 81

Jacqui MacLean - Parent Carers Advisor & Nicole Williams - Assistant Advisor

Generic Support Groups

Carers Camp – For any Carer, young or old looking after someone with any disability and is held bi-monthly and moves around the Borough. Carers Advisors alternate the facilitation of these meeting where there is always plenty of exchanging of ideas and tips to help.

Total Att pa: 28

Male Carers – After some time we evaluated the effectiveness and attendance and it was decided to cancel this group as the attendance was low, if any one actually came.

Evening Carers Group – A new group set up for Carers who are unable to attend our day support groups, held bi-monthly. Attendance is good with a mixture of Generic and Parent Carers sharing ideas and providing peer support to each other.

Total Att pa: 21

Mental Health Group – This monthly group started in September as we were tasked to support Carers of people with Mental Health Problems (after the cessation of support from Rethink). This has been a great learning curve for us and attendance has been very steady.

Total Att pa: 25

Celia MacKay , Rayner Ward & Barbara Bowden — Carers Advisors

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Registered Charity No. 1061488

**The Management Committee and Trustees of
Carers Support Spelthorne would like to thank
Spelthorne Borough Council
for providing us with office space and facilities
within the Spelthorne Council Offices.**