

31 MAY 2017



**CARERS SUPPORT SPELTHORNE**

[www.CarersSupportSpelthorne.co.uk](http://www.CarersSupportSpelthorne.co.uk)  
Registered Charity No. 1061488

# **ANNUAL REPORT 2016 - 2017**

CHARITY COMMISSION  
FIRST CONTACT

15 MAY 2017

ACCOUNTS  
RECEIVED

Offering support, advice and advocacy for Carers

## **CARERS SUPPORT SPELTHORNE**

Spelthorne Borough Council  
Room 138A  
Knowle Green  
Staines-upon-Thames  
Middx TW18 1XA

**Tel:** 01784 446234 - Main Office  
**Email:** spelthorne.css@gmail.com  
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### **Annual Report 2016-2017 Contents**

Page	
1	Contents Page
2	Mission Statement
4	Management Committee
6	Trustees' Report
10	Independent Examiner's Report
11	Annual Accounts
14	Workshops
16	Statistics
22	Benefits Report
24	Carers' Activities & Support Group Reports

# **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 2016/2017

Mike Wood	Chairman / Trustee
Pauline Ridgway	Vice Chair / Trustee
Bob Reid	Treasurer / Trustee
Ken Woodward	Treasurer / Trustee
Julie Stevenson	Trustee
Yvonne Reynolds	Trustee
Val Lambert	Trustee
Stuart Mann	Trustee
Anna Mays*	Trustee
Antonia Imbastari*	Trustee

*Bob Reid resigned from his position as Treasurer/Trustee part way through the year, Ken Woodward took over this role.*

*\* Joined part way through the year*

### Staff

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

**\*\* Retired at the end of 2016**

# 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 Baxalta, Tesco Sunbury, 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 1<sup>st</sup> April, 2016 to 31<sup>st</sup> March, 2017**

The Trustees are pleased to report that CSS celebrated its 21<sup>st</sup> anniversary this year. Sadly we also have to say that this will be our final year of operation. This has come about following Surrey County Council's decision to go to open tender for the provision of Carer Support services across the whole of Surrey. The 9 independent Carer Support operations in Surrey, together with a lead consultant, united and put in a bid for a Surrey-wide service. Unfortunately, we were unsuccessful and the contract was awarded to Action for Carers Surrey – ACS – who take on the service from 1<sup>st</sup> April 2017. We wish them success in their new venture.

As usual, CSS has had another busy and successful year. Demand for Carer services has continued to grow whilst the severe financial constraints under which the local authorities and social services operate continues and shows no sign of change.

The Trustees would like to take this opportunity to thank all the staff at CSS, both past and present, for their excellent efforts over the years and in making CSS the Number 1 choice for the service to Carers in Spelthorne. Many of our staff applied for roles in the new support organisation and I am delighted to report that everyone who applied was successful.

The Trustees would like to thank the many individuals, companies and organisations who have supported CSS during the year. Especially, we 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 have worked.

An EGM was held in March at which the members voted to allow us to wind up the Charity in due course. We are likely to have some funds available following the closure of our service, and the Trustees have agreed to meet as required, to consider applications from Carers for the use and distribution of these funds. We may also consider the use of a third party who can manage this fund, which would be ring-fenced, for the benefit of Carers in Spelthorne.

Our thanks go to all our Carers who have supported and guided our services over the many years. May we wish you all the best for the future.

#### **8. Financial Review**

The Accounts and accompanying Notes for the year ended 31 March 2017 are set forth on pages 11-12 of this Annual Report. They have been prepared by Tom Allen and independently examined by Gavin Stanley whose report is given on page 10.

This is the last financial report for CSS. As can be seen in the enclosed accounts, CSS had more than sufficient funds to cover the total costs of 2016/17. The funds that remain are the unrestricted funds of CSS that have built up over the years and were kept in reserve as enough to pay the staff for three months in any emergency. The grant for Surrey County Council was totally spent in the years running costs and as the accounts show the staff costs rose in the last year due to a staff pay rise and also some increase in hours of some staff. Other than that increase, all other running costs were comparable to previous years.

As stated in the Chairman's report the Trustees will take a little time before deciding how to disperse the remaining funds. Hopefully these funds will be mainly used for the benefit of the Carers of Spelthorne.

#### **9. Financial Reserve Policy**

The Trustees have always been 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 then enable Carers Support Spelthorne to continue to deliver its services whilst other funding could, hopefully be obtained.

# **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 2017, 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

28th April, 2017

## Statement of financial activities for the year ended 31 March 2017

	Note	Un- restricted funds 2017 £	Restricted funds 2017 £	Total 2017 £	Total 2016 £
<b>Income from</b>					
Donations		2,517	-	2,517	4,274
Charitable activities		108,110	-	108,110	124,452
Fundraising		4,081	-	4,081	472
Investment income (bank interest)		31	-	31	36
<b>Total</b>		<u>114,739</u>	<u>-</u>	<u>114,739</u>	<u>129,234</u>
<b>Expenditure on</b>					
Charitable activities	2	126,677	-	126,677	105,908
<b>Total</b>		<u>126,677</u>	<u>-</u>	<u>126,677</u>	<u>105,908</u>
<b>Net income/expenditure</b>		-11,938	-	-11,938	23,326
<b>Reconciliation of funds</b>					
Transfer of funds	1b	22,198	-22,198		
Total funds brought forward		31,471	22,198	53,669	30,343
<b>Total funds carried forward</b>		<u>41,731</u>	<u>-</u>	<u>41,731</u>	<u>53,669</u>

## Balance sheet at 31 March 2017

	Note	2017 £	2016 £
<b>Current assets</b>			
Cash at bank and in hand		41,764	56,601
<b>Less: Liabilities</b>			
Amounts falling due within one year	3	33	2,932
<b>Total net assets</b>		<u>41,731</u>	<u>53,669</u>
<b>Funds</b>			
Unrestricted		41,731	31,471
Restricted		-	22,198
		<u>41,731</u>	<u>53,669</u>

The financial statements on pages 11 to 12 were approved by the trustees on 24th April 2017 and signed on their behalf by:

*Michael J Wood, Chairman*

*Kenneth Wood, Treasurer*

## For the year ended 31 March 2017

### 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. With the cessation of operations, all previously restricted funds have been expended and the amounts brought forward from the previous year have been transferred to 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

	2017	2016
	£	£
Staff costs	98,345	89,253
Other costs	28,332	16,655
	<u>126,677</u>	<u>105,908</u>

### 3 Liabilities (amounts falling due within one year)

	2017	2016
	£	£
Amounts payable	33	2,932
	<u>2,932</u>	<u>2,932</u>

# 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
Pushing & Pulling	12	Information and advice from Occupational Therapist and Moving & Handling Expert on how to safely move/lift their Cared For to avoid back injury or hurting themselves.
123 Magic	13	A 3-session programme for Parent Carers to teach them how to effectively manage difficult behaviour in children aged 2-12 years.
Heron Lake	39	Carers/Parents Day Out; watersports fun and activities for all our carers and their families.
Carers' Tea & Cake Event	22	An informal event allowing Carers the opportunity to drop in for a cup of tea and slice of cake to help ease the strain of their caring roles, giving them the chance to chat to like-minded people and enjoy some "me time".
123 Magic	15	Due to popular demand, 2 more 3-day courses were put on for Parent Carers
Pamper Day	41	Head, Neck & Shoulder, Back, Hand and Indian Head Massages; Reflexology; Japanese Facial; Nail Care; Meditation.

1. Some Workshops include Professionals

# CONTACT STATISTICS

**01.04.2016 - 31.03.2017**

Carers' Contacts	Year	Telephone	Home Visits	Office Visits	Letter/email	Total
	2015/2016	1,582	201	186	4,493	6,462
	2016/2017	1,501	208	197	7,988	9,894

## Carers' Issues

(Topics on which help has been provided)

Appointment	568	Legal (Wills etc)	31
State Benefits (DLA etc)	476	Outside Home (Gdng etc)	18
Carers Assessments	95	Paying for Care	71
Education (Stmtg etc)	310	Residential/Nursing Care	69
Emotional Support	688	Respite	124
Employment (ACE etc)	66	Social Activities (Hols etc)	1,258
Equipment (Whlchrs etc)	95	Social Services	154
Funding for Carers	404	Sympathy	42
Healthcare / GP	182	Therapists	29
Help in Home (Hswk etc)	49	Training (for Carers)	72
Housing	45	Transition (Ed/SSD)	6
Introductions	144	Transport (Spelride etc)	28

**Professional  
Contacts**

**Total**

**241**

## Professionals Contacted

Benefits & Pensions	7	Local Authorities	19
Business Contacts	17	Mental Health	15
Chiropodist	0	Occup. Therapist	10
Community GP/Hlth Wkr	19	Physiotherapist	0
C.A.M.H.S.	1	Play Therapist	2
Counsellor	1	Social Services	81
Education / School	36	Speech Therapist	0
Hospital Services	3	Voluntary Orgs.	86

# CARERS' STATISTICS

01.04.2016 - 31.03.2017

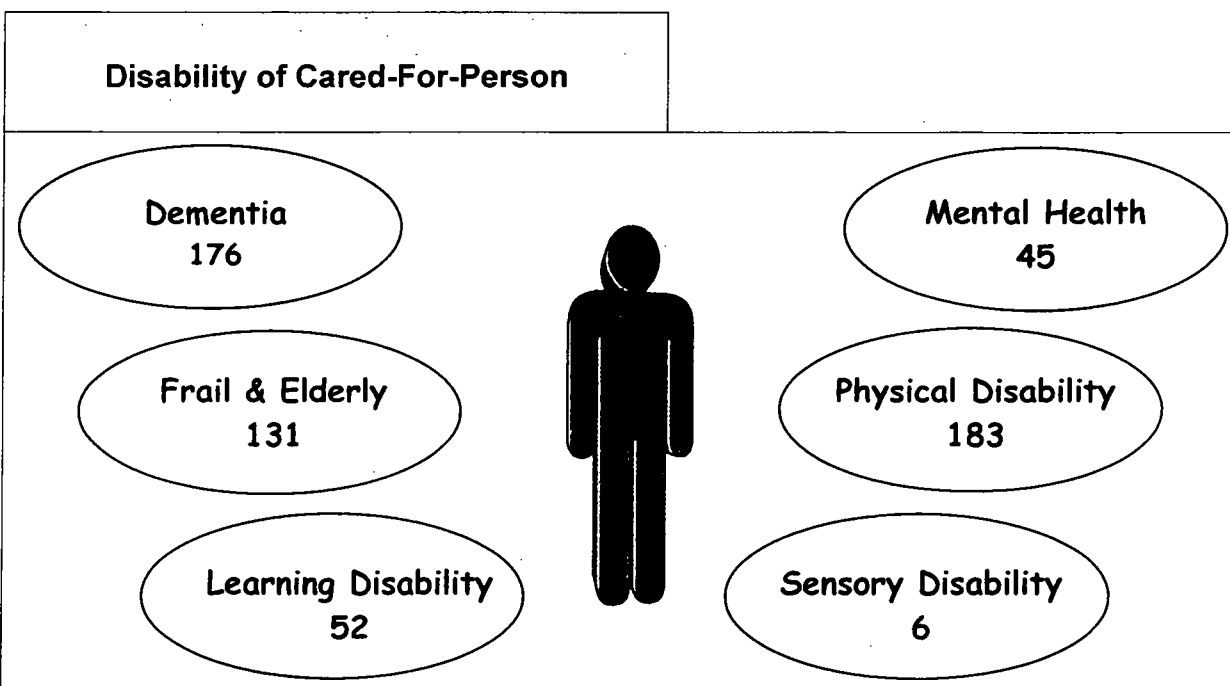
**This is a snapshot of the number of Carers on 31st March, 2017**  
(Over the year 2016/2017 the Carers Advisors have helped **593** Families)

<b>Primary Carer</b> 1.	106	487	<input type="checkbox"/> Male <input type="checkbox"/> Female	<b>2015/2016 Total Carers 572</b>
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Age of Primary Carers 1.	Under 18	19-50	51-70	71-80	Over 80	Age Unknown	Total
	0	82	281	134	86	10	<b>593</b>

Employment Status of Carers	Full Time	Part Time	Retired	Not Known	Total
	86	81	262	164	<b>593</b>

Age of Cared For Person	25-50	51-70	71-80	Over 80	Age Unknown	Total
	85	121	139	245	3	<b>593</b>



1. 31 Carers are caring for more than one person  
128 households have more than one Carer  
30 known Young Carers are providing support within these families

# PARENT CARERS' STATISTICS

01.04.2016 - 31.03.2017

This is a snapshot of the number of Carers on 31st March, 2017  
(Over the year 2016/2017 the Parent Carers Advisors have helped 615 Families)

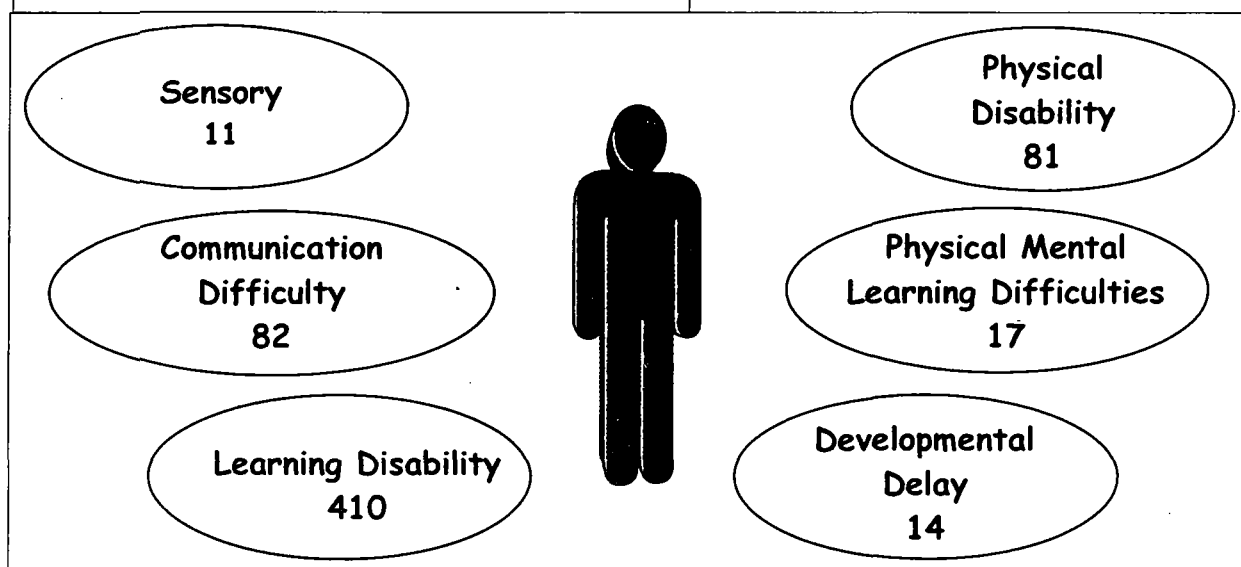
Primary Carer 1.	53	562	<input type="checkbox"/> Male <input type="checkbox"/> Female	2015/2016 Total Parent Carers <b>572</b>

Age of Primary Carers	Under 18	19-50	51-70	71 plus	Age Unknown	Total
	0	464	104	0	16	615

Employment Status of Carers	Year	Full Time	Part Time	Retired	Not Known	Total
	2015/2016	72	149	5	346	572
	2016/2017	83	154	5	373	615

Age of Children/Young Adults	0-3	4-7	8-11	12-18	19-24	Total
	23	89	154	213	136	615

Disability of Children/Young Adults 1. 2. 3. 4.
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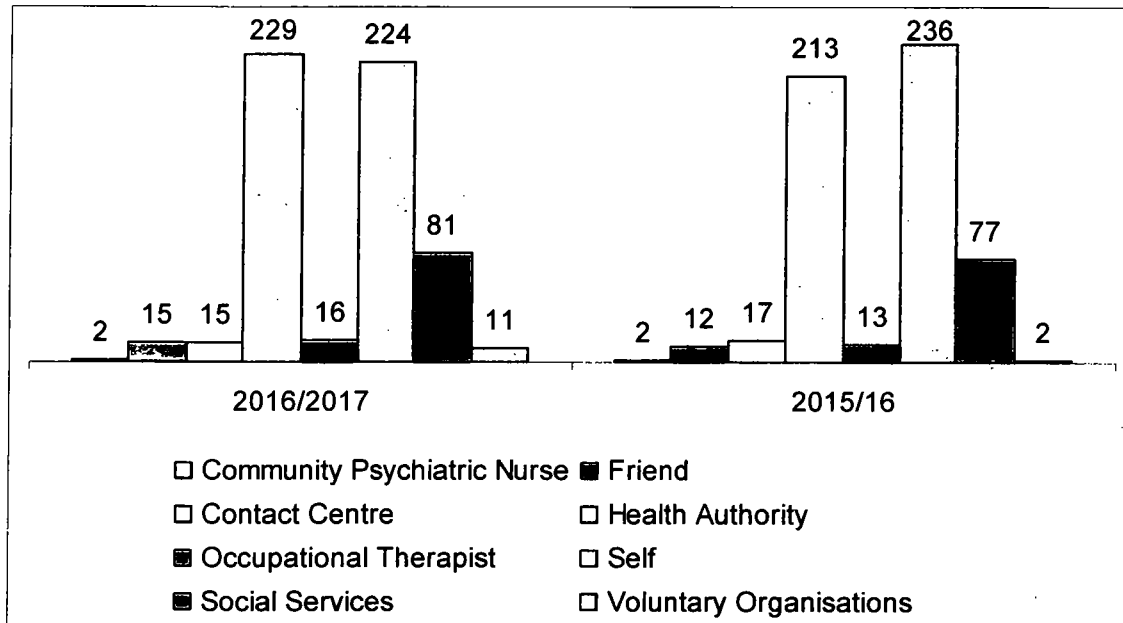
1. 28 Families are caring for more than one child/young adult with disabilities  
471 Young Carers are providing support within the families

2. 451 Male & 192 Female      3. 432 of these children have challenging behaviour  
4. Many children have more than one disability

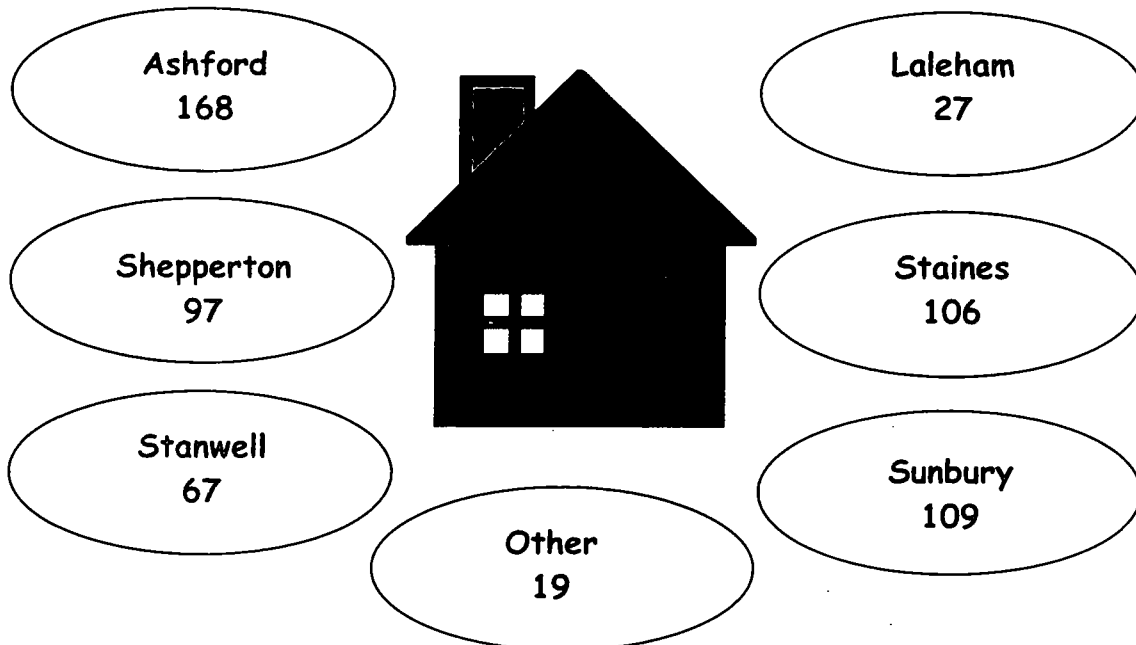
# CARERS' STATISTICS

01.04.2016 - 31.03.2017

## Referral Source



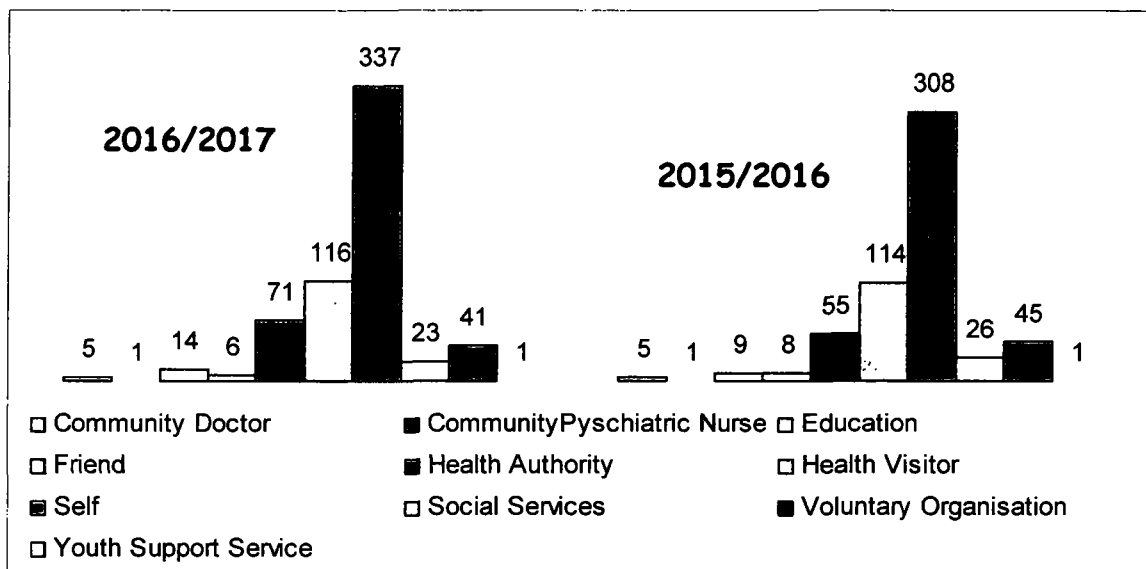
## Geographical Distribution



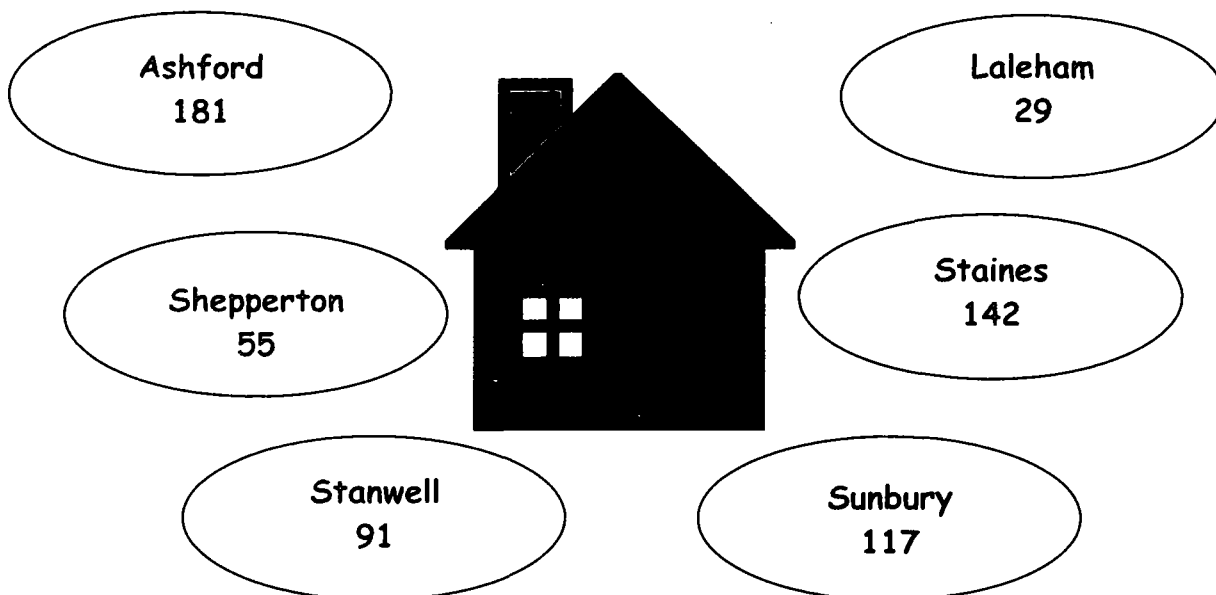
# PARENT CARERS' STATISTICS

01.04.2016 - 31.03.2017

## Referral Source



## Geographical Distribution



# 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.

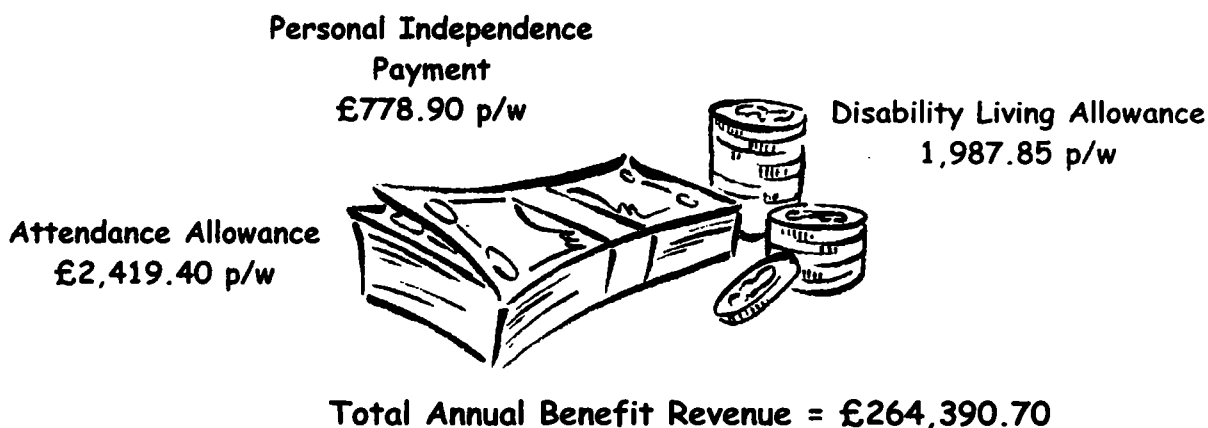
The benefits that we successfully secured for our Carers from April 2016 to the end of March 2017 include:

Annual Total of £264,390.70 (DLA / AA / PIP)

DLA - £103,368.20 pa; AA - £125,808.80 pa; PIP - £39,212.50 pa.

Other Benefits Awarded: CSS Grants - £3,342.49

## 2016 / 2017 Benefits Granted—Weekly Values



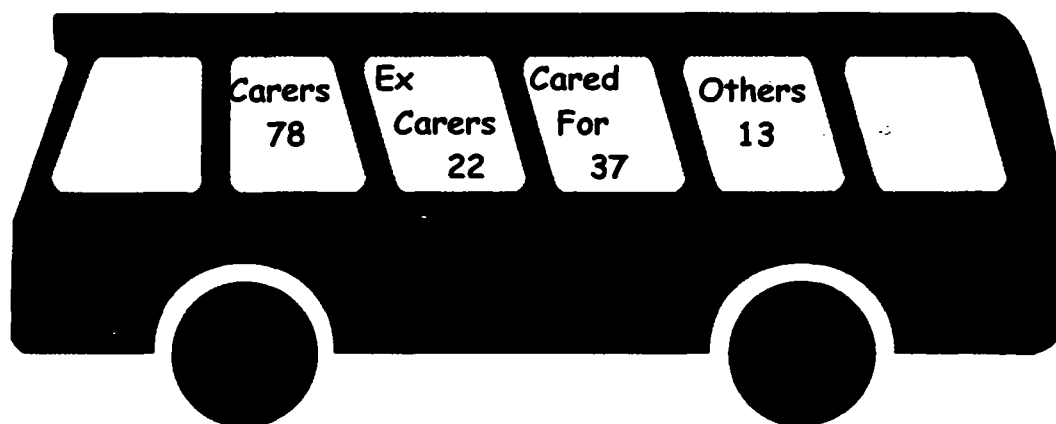
## **CARERS' ACTIVITIES REPORT**

From April 2016 through to March 2017 various trips were laid on for our Carers to attend. They could choose to come on their own, with their Cared For or with a friend.

Trips included Wisley Gardens, a trip to the Theatre to see The Lion King, Christmas Lunch at The Anne Boleyn Hotel and another Theatre trip to see Mamma Mia.

All trips were well attended and thoroughly enjoyed.

### **2016 / 2017 Take a Break Outings**



## **SUPPORT GROUP 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. 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.

During this least year we have held 9 Parent Carer Support Groups for Children with Any Needs; Autistic Spectrum/Aspergers; ADHD. There were 6 Carers Camp meetings held at various location around the borough, 6 Evening Carers Groups and 10 Mental Health Evening Carer Support Groups. All were well attended.

**Carers Support Spelthorne  
Spelthorne Borough Council  
Room 138A  
Knowle Green  
Staines-upon-Thames  
Middlesex TW18 1XA**



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01784 446234**

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email: [spelthorne.css@gmail.com](mailto:spelthorne.css@gmail.com)**

**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.**