

We are an independent charity working in partnership with the Princess Royal Trust for Carers network and other voluntary and statutory organisations to provide high quality services and reach hidden carers. This allows us to deliver a wide range of local support which meets the needs of carers in our community. We are proactive in finding and supporting carers whom we involve and empower.

Our mission is to deliver and be the gateway to the provision of direct support, information and access to services for unpaid carers in the London Borough of Richmond upon Thames

Richmond **Carers Centre**

Annual Report

2007-2008



Richmond Carers Centre 5 Briar Road, Twickenham, TW2 6RB 020 8867 2380 info@richmondcarers.org
www.carers.org/richmond Charity Number 1092459 Company Number 4412793

Who is a Carer?

A carer is someone of any age, who, without payment, provides help and support to a partner, child, relative, friend or neighbour, who could not manage without their help. This could be due to age, physical or mental illness, addiction or disability.

Young carers are children who look after someone in their family who has an illness, a disability, a mental health problem or a substance abuse problem. Young carers take on practical and/or emotional caring responsibilities that would normally be expected of an adult.

Anyone can become a carer. Carers come from all walks of life, all cultures and can be of any age. Many carers do not consider themselves to be a carer. They are just looking after their mother, son, best friend – just getting on with it and doing what anyone would do in the same situation.

Why do carers need support?

Taking on a caring role can mean facing a life of poverty, isolation, frustration, ill health and depression. Many carers give up an income, future employment prospects and pension rights to become a carer. Many carers also work outside the home and are trying to juggle jobs with their caring responsibilities. The majority of carers struggle on alone and do not know that there is help available to them. Carers say that access to information; financial support and breaks in caring are vital in helping them manage the impact of caring on their lives.

What does Richmond Carers Centre do to support carers?

We provide the carers with following services by telephone, drop-in and group activities:

- Information, advice and emotional support
- Welfare benefits information
- An access point to respite care or practical help in the home
- Access to training and education
- Social & recreational events to combat the sense of loneliness and isolation experienced by many carers
- Counselling support and complementary therapy services
- Resource library of books and other mediums
- A link to other local and national support services
- Giving carers a voice
- Links to grants for education, transport, holidays and other breaks
- A speciality support and breaks service for black and minority ethnic cares
- A special service for young carers to give them a chance to be children while carrying out carers' roles; providing breaks, activities, one-to-one support and information; signposting young carers' family members to find alternative sources of support; encouraging adult and children's services to work together to support whole families

In addition, Richmond Carers Centre also acts independently in the interests of carers through the following activities:

- Participating in research and public consultation
- Representing other organisations providing services to carers at service planning, review and commissioning meetings
- Working in partnership with Richmond Crossroads as designate Key Strategic Organization for Services for Carers
- Promoting and raising awareness of issues relating to carers
- Taking a lead role in reviewing, monitoring and implementing the local Carers Strategy
- Chairing the local Action for Carers Network for service providers & professionals
- Supporting carers to develop their own forum, in partnership with Richmond upon Thames Council for Voluntary Service, Social Services and Primary Care Trust

Chief Executive & Chairman's Report

by Melissa Wilks & Mr Brian Amor

Mission Richmond Carers Centre to deliver and be the gateway to direct support, information and access to services for unpaid carers in the London Borough of Richmond upon Thames

Vision To know and be known by all local carers, providing or influencing provision of support for them

Key Achievements 2007/08

As at March 2008, 1142 carers were registered with RCC. This is an increase of approximately 18% since the same time the previous year. Throughout this period, 4330 contacts were had with carers through a variety of mechanisms ranging from telephone and face to face support, to training, events and break activities. Key achievements and challenges in the year April 2007 to March 2008 include:

Support help line

This facility provided a minimum of 16 hours per week telephone support for carers (adults and young carers). 1583 contacts were received through this service. Over 50% required intensive support on a one to one basis and follow up. Our statistics show that demand is increasing significantly for this type of support – with an increase of approximately 40% increase when compared to the same period in previous year.

One to one support and home visits

530 one to one support sessions were provided to carers. Over 100 home visits were conducted – with many focusing on money matters and benefits advice. Both these services give carers greater flexibility and choice regarding the best support options to meet individual needs.

Primary Care development work

Liaison continued throughout the year with 36 GP practices, 7 clinics and 46 pharmacists in the borough. This took the form of regular email updates, presentations, visits, and attendance at local forums/meetings. Each GP practice was visited at least 5 times in the year. 4 specifically designed newsletters were distributed to all GP surgeries and pharmacies, and several promotional products were developed to assist in awareness raising and identification of carers. Referrals of carers to RCC from GPs and other health care professionals increased as a result. Began targeted liaison in 5 local areas of deprivation.

Information

We continued to produce our quarterly newsletter. A new colour format was introduced, and readership increased significantly with circulation of 1800 copies. Fact sheets on relevant topics for carers continued to be popular.



Black and Minority Ethnic Carers support

We aim to reach and support the most hard to reach group of carers in the Borough. 274 breaks were provided to 135 carers. Participation in local events, including Bike Across Cultures event, Faith Communities visits, joint leisure events with other local groups, and Black History Month continued to increase our ability to identify and support BME carers

Young Carers Support

We aim to support young carers under the age of 18. Activities included commissioning and delivery of individual and group breaks, provision of one to one support, liaison with local schools, participation in local youth networks. 605 breaks were taken up by young carers. 14 young carers continued to participate in a monthly group activity at the Fun Zone. Art, dance and music after school workshops were highly successful. A musical project (Download) for young carers aged 12 and above led to a great band stand performance at the young carers fun day. Lots of popular trips and activities were made available to young carers – cinema and theatre trips, trekking with llamas, and lots of other great experiences. We took 3 young carers to the first LBRUT anti-bullying conference, which helped to inform the boroughs anti bullying strategy. A new post of Schools Liaison Worker



was introduced to help support schools in LBRUT support young carers.

Complementary therapy sessions

Over 150 sessions were provided. This service continues to be very popular and usage has increased by over 130% over the past year. These sessions are provided by trained volunteer therapists to help reduce carers stress and improve well being.

Counselling service

170 counselling sessions were delivered to carers. This represents an increase of over 100% when compared to the previous year. These are free sessions provided by trained volunteers and offered on a 12 week programme basis.

Activities for carers (events, breaks, financial assistance)

Over 1400 breaks were provided to carers – these include group and individual activities and breaks (support groups, group breaks, targeted events for carers (Carers Week conference, Carers Rights Day, Mayors Tea Party), complementary therapies, grant assisted respite, training/ education and development.

Training for carers

17 training sessions were delivered to 121 carers and people working with carers, with a total of over 200 hours of training provided.

Designate Key Strategic Organisation for Carers (in partnership with Richmond Crossroads

– Carers conference. Carers had opportunity to voice their concerns, issues and share experiences in this 4th conference. Full evaluation evidences this dialogue and identifies gaps in services. Over 100 people attended this event as part of Carers Week 2007, enabling us to increase the voice of carers and our capacity to consult with carers. Information gathered from carers was used when reviewing the local carers strategy and to influence RCC business planning priorities.

– Partnership working. We continued to lead the Action for Carers Network and local Carers Forum, with quarterly meetings held for each and strategies to enhance effectiveness put in place. RCC continued to represented the sector as a member of the Carers Grant panel, the local Health and Well Being Partnership, Self Directed Support Board and Carers Sub Group, Older Carers respite review, other policy and strategy review forums, and other relevant strategic activities. These activities, together with high levels of participation in a variety of additional local and national strategic networks, continues to strengthen local health and social care sector awareness and recognition of issues faced by carers, whilst keeping the local profile of carers high and increasing the identification of hidden carers. Information (funding, training, policy, change management) was widely communicated with the sector.

– Local Carers Strategy. RCC, in partnership with Social Services and PCT Carer Leads, led the review and implementation of the local Carers Strategy 2007 - 2010. We actively participated in the Carers Strategy Reference Group and continued to raise the need for a commissioning strategy for carers. Relationships with key strategy leads in Health and Social Care continued to strengthen.

Quality Assurance

We continued to work towards achievement of Level 2 of PQASSO quality standard.

Premises

We continued to promote to both statutory and voluntary sectors the opportunities to use space within the centre.

The year ahead Key Objectives for 2008/09

1. Develop and deliver services for carers
2. Continue strategic focus to influence services and outcomes for carers
3. Design service offer for carers – package services for carers
4. Develop and implement a workforce development plan
5. Get ready for commissioning

FINANCIAL REPORT

A Summary of the financial results for the year to 31 March 2008

(Full Accounts available on request)	Unrestricted funds	Restricted funds	Total funds
Income	88,841	230,746	319,587
Expenses	44,976	242,853	287,829
Surplus/(deficit) for the year	43,865	-12,107	31,758
Reserves at 01.04.07	7,218	85,781	92,999
Reserves at 31.03.08	20,287	104,470	124,757

Young Carers

Young carers service has been a life changing experience for me, but this summer I was blown away. The Richmond Carers Centre run activities for a variety of ages from 5 - 18. The trips that stood out for me were the water sports activities, we learnt how to row. The best thing about this trip was that we were allowed to jump into the river Thames from about 18 foot which was awesome. I found the Boat trip very exciting too as I'd never been on a boat before so it was a totally new experience for me.

I was very worried when my Aunt suggested I meet with Noshin at the Richmond Carers Centre and was worried I would be forced to take part in boring activities. But I'm so glad I'm part of this organisation as the activities are well run and well thought of. I have had the opportunity to go on trips that may not have been possible without the help and support I have had from young carers service.

Aaron age 13 years old



The availability of such a knowledgeable service made me feel less alone.

Turned my life around...thanks for being there.

Very good support in times of crisis.

Contact has lightened the mental load.

Brilliant service, lovely staff, marvellous place.

First place I went to when I needed help.

What a great set up. A benefit to so many people.

Useful to carer and whole family.

Carers Survey

The following information is derived from our annual carer's survey which was sent to 270 of the most recently registered carers.

Contacting Richmond Carers Centre

I find it easy to make contact with RCC	94%
The support line is always answered courteously	90%
Letters sent by staff at RCC are clear and informative	90%
Visitors to the centre are made welcome	90%
The environment at the centre is comfortable	88%

How effective is Richmond Carers Centre

Contact with the centre helps me in my role as a carer	92%
RCC acts as a valuable voice for carers	96%
I would recommend RCC to other carers	100%
I am satisfied with the service provided by RCC	98%

Services/events provided by Richmond Carers Centre

The advice/information provided is clear and helpful	90%
Fact sheets are clear and helpful	93%
I find the listening support offered is helpful and empathetic	91%
Casework is well managed and has made a difference	97%
I find the newsletter interesting and informative	89%
The training provided is professional and relevant	100%
The well being services (counselling and complementary therapies) make a positive difference to my health and well being	88%

Easy to access, very helpful, welcoming and supportive.

Gives an invaluable service to carers.

RCC offers the emotional support that no other body has the time to offer.

Positive, reassuring, claming, sensible and practical advice.

Absolutely invaluable and outstanding service, always willing to listen, however busy.

THE BOARD OF TRUSTEES

Brian Amor

(Chair)

Nick Gray

(Vice Chair)

Richard Kendall

(Treasurer)

Anna Jane Davies

Christine Hawes

Alan Powell

(appointed 11.12.07)

Joan Sawyer

(appointed 11.12.07)

Nicola Urquhart

Eleanor Willett

Jean Lewis

(Secretary)

Dr Nick Boheimer

(resigned 21.02.08)

Jean Middleton

(resigned 05.12.07)

STAFF TEAM

Melissa Wilks

(CEO)

Karen Butler

(Primary Care Carers Development Worker)

Di Childs

(Carers Support Worker)

Linda Joyce

(Young Carers School Liaison Worker)

Robert Knight

(Information/Administration Coordinator)

Rob McRae Adams

(Carers Support/Development Worker)

Mark Mpungu Lwanga

(BME Carers Support Worker)

Noshin Mohamed

(Young Carers Worker)

VOLUNTEERS

Administration, IT & Information

Batcho

Ordinary

Heather

Anthony

Coffee Mornings

Margaret

Complementary Therapies

Linda

Stella

Pauline

Counselling

Margo

Sally

Swan

Edith

Lucy

Events

Pamela

Mukuka

Batcho

Newsletter

Allen

Peter

Maurice

Anthony

Heather

Batcho

Margaret

Quality Assurance

Claire

Support Groups

Hortense

Batcho

Young Carers Support

Rita

Lucy

Manjit

SUPPORTERS/FUNDERS

The Princess Royal Trust for Carers

London Borough of Richmond upon Thames

(Adults and Education & Children)

Richmond and Twickenham Primary Care Trust

Grants Direct

Carers Grant

The Children's Fund

The City Bridge Trust

Richmond Parish Lands Charity

Hampton Fuel Allotment Charity

Barnes Workhouse Fund

Awards for All

BBC Children in Need

Connexions

Masonic Province of Middlesex

Charitable Trust

Individual donors who have generously given donations of both money and time.

THANK YOU

