

Exceptionally pro-active support and advice given.

Excellent.

I would like to be invited to an outing.

RCC has helped me with lots of good information. I am very glad to have found it

Richmond Borough residents fortunate to have such a wonderful carers centre!

Contacting Richmond Carers Centre

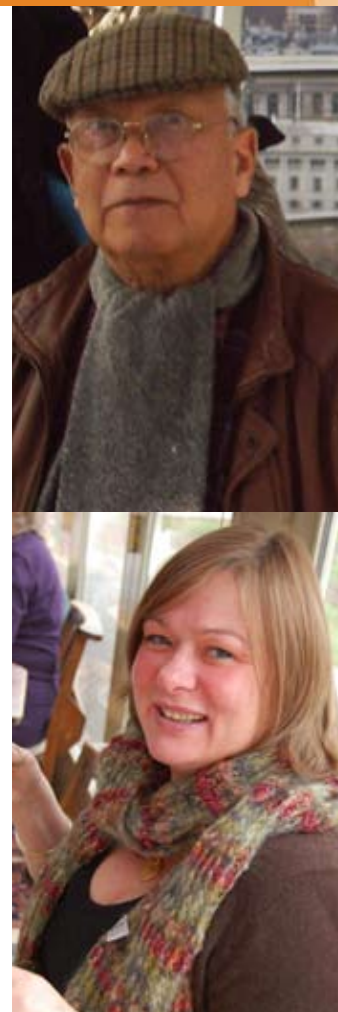
I find it easy to make contact with Richmond Carers Centre	83%
The support line is answered courteously	93%
Phone messages and letters are responded to quickly	70%
Letters by staff at the centre are clear and informative	89%
Visitors to the centre are made welcome	90%
The environment at the centre is comfortable	96%

How Effective is Richmond Carers Centre

Contact with the centre helps me in my role as a carer	88%
Richmond Carers Centre is my first point of contact for advice about carers' issues	78%
Richmond Carers Centre acts as a valuable voice for carers	96%
I would recommend Richmond Carers Centre to other centres	97%
I am satisfied with the service provided by Richmond Carers Centre	93%

Services / Events Provided by Richmond Carers Centre

Support Line: The advice/information provided is clear and helpful	72%
Factsheets: These are informative, clear and helpful	75%
Listening Support: face to face or by phone: I find this support helpful and empathatic	74%
Casework: This is well managed and has made a difference	67%
Newsletter: I find this interesting and informative	97%
Support Groups, Social Events, Art as Therapy: I find these to be supportive and welcoming	90%
Training Programme: The training provided is professional and relevant	86%
Events & Outings: These are enjoyable and stimulating	100%
Carers Conference, Carers Rights Day, Mayors Tea Party: Events such as these are important to me as a carer	96%
Well being Services: Making a positive difference to my health and well being	93%



Excellent service provided for all carers.

Very good. They provide an important service.

Thank you.

An opening to who to go to/where support is available.

Excellent staff. Could do with more help with funding applications.

Much appreciated therapies and well-being services, as I suffer from a bad back.

THE BOARD OF TRUSTEES

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Brian Amor

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Anna Davies

Nicola Urquhart

Christine Hawes

Joan Sawyer

Alan Powell

Batcho Notay

(appointed 23/10/08)

Eleanor Willett

(resigned 30/11/08)

Staff Team

Mark Tuohy

CEO (from January 2009)

Melissa Wilks

CEO (to December 2008)

Karen Butler

Carers Development Worker (Health and Training)

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 Mohammed

(Young Carers Worker)

Volunteers

Administration, IT and Information

Batcho

Ordinary

Coffee Mornings

Margaret

Complementary Therapies

Linda

Stella

Juliette

Art Therapy

Louise

Counselling

Sally

(Funded Co-ordinator)

Margo

Lucy

Ginny

Events

Batcho

Newsletter

Allen

Peter

Maurice

Batcho

Margaret

Ordinary

Support Groups

Hortense

Batcho

Young Carers Support

Rita

Lucy

Manjit

Supporters/Funders

The Princess Royal Trust for Carers

London Borough of

Richmond upon Thames

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

Family Action

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

THANK YOU



The Princess Royal Trust
for Carers

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

2008-2009



Richmond Carers Centre is committed to equality of opportunity

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 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
- A link to other local and national support services
- Giving carers a voice
- Links to grants for education, transport, holidays and other breaks
- A support and breaks service for black and minority ethnic carers
- 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 direct carer involvement in the development of local services

Chief Executive & Chairman's Report

By Mark Tuohy and Nick Gray



Achievements and performance

This was the Charity's seventh year of operation and a year in which we were honoured to be visited by our patron The Princess Royal on 17.03.09. Richmond Carers Centre (RCC) continued to make good progress towards realising its vision – 'To know and be known by all local carers, providing or influencing the provision of support for them'. The Charity focused on the following business plan objectives:

1. To fulfill the role of Key Strategic Organisation for carers in Richmond (in partnership with Richmond Crossroads)

Carers Conference. Carers had the opportunity to voice their concerns, issues and share experiences in this 5th conference. Over 70 people attended this event as part of Carers Week 2008, 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 chair the Action for Carers Network and Crossroads shared the Carers Forum, with quarterly meetings held for each and strategies to enhance

effectiveness put in place. RCC continued to represent the interests of carers 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.

Local Carers Strategy. RCC, in partnership with Social Services and Primary Care Trust (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.

2. To maximise use of premises. We continued to maximise the use of our centre to address the varied needs of carers.

3. To increase the capacity and skills of committee, volunteers and organisation we continued to work towards achievement of Level 2 of PQASSO quality standard. A comprehensive

learning and development plan was integrated into our business plan, with staff, trustees and volunteers being given access to both on the job and formal learning opportunities. The staff team were involved in team building activities, and regular meetings scheduled and delivered for staff, trustees and volunteers.

4. To review and improve staffing structure & capacity

RCC continued to explore ways to improve current staff structure and will continue to focus on the need for more input into operational management.

5. To continue to deliver services for carers in line with identified need

As at March 2009, 1341 carers were registered with RCC. This is an increase of 200 carers since the same time the previous year. Throughout this period, 5,552 contacts were made with carers through a variety of mechanisms ranging from telephone and face to face support, to training, events and break activities. This represents an increase of 22% on the previous year. Key achievements and challenges in the year April 2008 to March 2009 include:

- **Support help line**

This facility provided a minimum of 16 hours per week telephone support for carers (adults and young carers). 1,822 contacts were received through this service. This represents an increase of 239 contacts when compared to the same period in previous year.



- **One to one support and home visits**

689 1:1 support (face to face) was provided to carers – an increase of 30% on the previous year. Over 200 home visits were conducted (an increase of 100%) – 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**

At least five visits to each GP within the The Borough of Richmond (LBRuT) during the year to provide information, update designated carers notice boards within the surgery and to liaise with staff. Copies of the Primary Care Update were delivered to each surgery, as were copies of the RCC newsletter and copies of the quarterly Carers Training Programme. 12 briefings were given to GP Surgery staff regarding who carers are, the picture locally and the services available at RCC. The GP Information Pack was successfully updated via e-mails and where necessary hard copies on information.

In line with Central Government direction, RCC joined the steering group to officially form the Richmond LINK. Richmond LINK was launched in October 2008 and RCC stood down as a steering group member and is now part of the LINK membership. RCC was represented at the Community Involvement Group (CIG) hosted by Richmond and Twickenham PCT at its regular meetings to ensure community engagement and partnership working.

Outreach work was undertaken in three of LBRuT's areas of deprivation and as a result increased the number of carers accessing services in these areas. RCC is represented on the Working Together Groups within the Barnes, Mortlake and Heathfield Wards.

- **Information**

We continued to produce our quarterly newsletter which now has a circulation of over 2000 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 Black and Minority Ethnic (BME) group of carers in the Borough through various means. In addition to the groups we support and facilitate, 435 individual breaks were provided to 140 carers. Carers participated in local events such as Bike Across Cultures, day trips to interesting places including Kew Gardens, The Wetland Centre, The London Eye and other joint leisure activities with local groups. All of these activities giving people a break from their caring role and providing opportunities for peer support. The Black History Month event in October also increased our ability to identify and support BME carers.

- **Young Carers Support**

We offer support to young carers under the age of 18 living in the London Borough of Richmond. We continue to provide a great range of activities or trips for young carers to enable them to have a break from their caring responsibilities and meet other children and young people who are also carers. We have provided over 650 breaks for more than 100 young carers. Some of the highlights for this year have been trekking with llamas in the Surrey Countryside, a water sports activity day funded by Celtic FC Supporters Club, a day with Hampton Horse Rangers and lots, lots more. In June 2008 we held a Young Carers Fun day to which family and friends were treated to a musical performance by some of our own young carers. The development this year of the young carers steering group has been most beneficial in directing our service.

- **Young Carers Schools Liaison**

2008/09 also saw the first full year of our work with schools in the Borough of Richmond. The aim of this work is to raise awareness in schools and with education professionals about the needs of young carers and the effect that being a carer could have on their education. Also we are working with teachers and other education staff to help them identify and support young carers in school.

- **Complementary Therapy sessions**

145 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**

213 counselling sessions were delivered to carers. This represents an increase of 25% 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 1,828 breaks were provided to carers – these included group and individual activities and breaks, Carers Week Conference, Carers Rights Day, Mayors Tea Party, complementary therapies, grant assisted respite, training/ education and development.

- **Training for carers**

The Carers Training Programme continued to grow in popularity, with 20 sessions provided, covering 20 subjects including First Aid, Back Care & Spinal Health, Moving & Lifting the Person you Care for, Epilepsy, Safeguarding, How to Write a Will and How to Complain about Health and Social Care Service. In total 152 carers (an increase of 25% on the previous year) attended these training sessions, most of which were held at the Centre itself.

- **To improve financial control and attract additional resources**

Several strategies were introduced to enhance financial management processes. A review of banking procedures was completed. Additional resources were attracted to support work RCC is doing with young carers, individual adult carers (in form of individual grants), information management and production, organisational technology.

Business Plan Objectives for 2009 -12

1. Increase capacity for direct support to adult carers
2. Increase capacity for direct support to young carers and work with schools
3. Secure adult carer project funding for counselling, complimentary therapies, activities/events
4. Develop outreach across the Borough
5. Support carer involvement and engagement with strategic planning
6. Consider new areas for service development

FINANCIAL REPORT

A Summary of the financial results for the year to 31 March 2009

(Full Accounts available on request)	Unrestricted funds	Restricted funds	Total funds
Income	109,063	247,441	356,504
Expenses	79,752	248,329	328,081
Surplus/ (deficit) for the year	29,311	-888	28,423
Reserves at 1 Apr 08	104,470	20,287	124,757
Reserves at 31 Mar 09	133,781	19,399	153,180

