



Bath and North East Somerset

The Voice of Carers

in Bath & North East Somerset

Annual Review 2009–2010





"I am completely on my own with Laura – without the Carers' Centre I would feel totally isolated." Brenda Reid

"I was not a very confident person, but getting involved with the Carers' Centre has got me right out of my shell; I really want to help others now." Annie Carpenter



Contents

An Introduction to the Carers' Centre	2
Carers' Centre Aims and Objectives	3
Chairperson's Report.....	4
Chief Executive Officer's Report	5
Information and Support.....	6
Carers' Breaks	7
Carers Together.....	8
Carer Development.....	9
Parent Carers Aiming High	10
Carers with Learning Disabilities	11
Carers' Centre Volunteers	12
Treasurer's Report	13
Financial Activities	14
Acknowledgements	16



An Introduction to the Carers' Centre

The Carers' Centre Bath and North East Somerset is the leading provider of support, advice, breaks away from caring and influential lobbying for people who regularly support someone who is frail, has a physical or mental illness, disability or problem with drugs or alcohol. A carer is not employed to provide this help, but does so to improve the quality of life for another person.

Carers in the UK

- There are 6 million carers in the UK providing unpaid support to those in need and saving the treasury £87 billion a year.
- 1.2 million carers – that's one in five – spend more than 50 hours a week caring for others.
- Over 80% of carers say their caring role has had a detrimental affect on their health.
- The number of carers in the UK is set to rise to over 13 million over the next decade.
- 3 million carers juggle work alongside their caring responsibilities.
- 65% of carers do not identify themselves as a carer in the first year.

Carers in Bath and North East Somerset

The area of Bath and North East Somerset has 16,225 carers, many of whom do not realise the range of help and support available to them.

The Carers' Centre Bath and North East Somerset is based in Radstock and was established in 1994 as an independent carers' charity and is a member of the Princess Royal Trust for Carers.

Services offered free of charge by the Carers' Centre for Bath and North East Somerset to carers in the area include:

- **information and advice**
- **one to one support**
- **counselling**
- **activities to provide breaks for carers**
- **help for carers seeking employment**
- **influential lobbying to improve services**
- **raising awareness of the needs of carers**

A Network Member of the Princess Royal Trust for Carers

The Princess Royal Trust for Carers is the largest provider of comprehensive carers' support services in the UK. Through its unique network of 144 independently managed Carers' Centres, 85 young carers' services and interactive websites, the Trust currently provides quality information, advice and support services to around 400,000 carers, including approximately 25,000 young carers.



Carers' Centre Aims and Objectives

The Carers' Centre aims to support Bath and North East Somerset Council to achieve, by 2018, the vision of:

The National Carers' Strategy 2008 – 2018: carers at the heart of 21st century families and communities

- carers will be respected as expert care partners and will have access to the integrated and personalised services they need to support them in their caring role;
- carers will be able to have a life of their own alongside their caring role;
- carers will be supported so that they are not forced into financial hardship by their caring role;
- carers will be supported to stay mentally and physically well and treated with dignity;
- children and young people will be protected from inappropriate caring and have the support they need to learn, develop and thrive, to enjoy positive childhoods and to achieve against all the Every Child Matters outcomes.

The Carers' Centre will achieve this by working in partnership with statutory and voluntary organisations to:

- identify carers through the Carer Development service
- provide access to a comprehensive range of services and information
- give carers a "collective voice" through involvement in Carers Together
- maintain the Carers' Centre Bath and North East Somerset as a sustainable organisation through strong management and governance structures

"My son is lucky to have me to care for him, but I am really lucky to have him to care for too." Layla Miah





Chairperson's Report

The last twelve months have seen dramatic changes at Riverside Cottages. This time last year we were without a Chief Executive, which was a catalyst for significant change for the Carers' Centre. After a period of staff restructuring and a new job description for our Chief Officer, in November we were delighted to appoint Sonia Hutchison to this exciting new role.

Before coming to the Carers' Centre, Sonia had worked for five years in developing the Bath and North East Somerset Young Carers' Service. As well as a wealth of experience, Sonia has degree in Social Policy, significant knowledge of the local community and, above all, a real passion to support carers.

After winning a successful Big Lottery bid, our offices in Radstock have now been refurbished. The builders and staff achieved the impossible – creating a new kitchen, counselling room, new offices for Crossroads Care and an extra office for Sonia without losing an hour of work time!

The name The Care Network has never properly described the work that we do, and early this year we consulted with carers, staff and trustees on a new identity for the organisation. The change to the Carers' Centre was agreed remarkably quickly and we are all delighted with our new name.

Last year, I highlighted the fact that we needed to look outside the statutory agencies to supplement our funding. With the inevitable cuts ahead, this has become increasingly important. We have already begun to raise money through our new fund-raising strategy, and our Supporters' Committee have come up with some terrific ideas, raising substantial sums.

We have worked collaboratively with a wide range of organisations to ensure carers are supported effectively. This year saw an extra benefit for carers in Bath & North East Somerset through a successful bid to provide carers with breaks. We have supported carers' involvement in the establishment of the Give Us a Break project, raising awareness and enabling more carers to take a valuable break away from caring.

In early 2011 our contracts with the Primary Care Trust and Bath and North East Somerset Council come to an end, and it is probable that carers' services will go out to tender. Many things are still uncertain – not least the national and local financial situation, but I am confident that with the services we offer and the dedicated team at the Carers' Centre, we are in an excellent position to compete for new contracts.

We have a committed board of trustees which over the last 12 months has welcomed 5 new members – all of whom bring new skills and experience to the work of the Centre.

This has been an exciting year of change; we are now able to reach out to even more carers and will continue to develop the services that we offer in Bath and North East Somerset.

Jill Tremellen

Jill Tremellen Chair





Chief Executive Officer's Report

Changing Carers' Lives for the Better

It was my privilege to join the Carers' Centre in December 2009 and learn all about the great work of the staff and volunteers – all of whom have a real understanding and passion for carers.

Listening to what carers would like the Carers' Centre to do for them in the future has been very exciting for me, and has become a framework on which to build our new fundraising programme, led by our volunteer Supporters' Group.

Highlights from the last year include the Carers' Centre enabling hundreds of carers to take a break from their caring role. We have also ensured carers received timely information through our newsletter and emotional support such as free counselling when they needed it most.

Through the Carers' Centre, carers have had their voices heard in the planning of local services and many local health, social care and housing staff and students have received carer awareness training – some directly from carers.

Over the last few months I have spoken personally to carers, all of whom have been really enthusiastic about this support, telling me how the Carers' Centre has changed their lives for the better.

I look forward to continuing to grow the excellent work of the Carers' Centre to support carers during the next year.

Plans for the Future

We are working to diversify our funding through a mixture of endeavours such as a fundraising events programme, registering as a small lottery to generate funds through our very own Carers' Centre 100 Club and making successful, targeted funding bids.

All of this will enable us to respond in a more effective and innovative way to carers' needs, and to be more financially sustainable for the future.

Sonia Hutchison Chief Executive Officer

"Carers put a face on and just get on with it, but there's a lot going on behind the mask." Mitch Gregory aged 18





Cheryl Thomas



Alison Hillis

Information and Support

Free one to one support is provided by the Carers' Centre to help deal with the issues of caring for someone. This support can be accessed through home visits from the Carers' Support Team or by telephone through the Carers' Line.

Carers' Support provides the latest information and advice on issues such as carers' rights, assessments, respite, breaks, aids and adaptations, benefits and lifelong learning. The right advice and support empowers carers to navigate their way through the complexities of social care, health and benefits systems.

The quarterly carers' newsletter is sent to all on the Carers' Centre register and highlights relevant local and national issues. Professionals in health and social care and GP practices also receive the newsletter.

Free specialist counselling with a qualified counsellor is also available to help carers deal with the low points of caring for another person.

Carers are helped to gain funding to support their caring role, relieve financial hardship or take up learning opportunities. Funding sources include Princess Royal Trust for Carers and Combe Down Holiday Trust.

The Carers' Centre also provides advocacy and support over the longer term to help carers at care planning and hospital discharge meetings, ensuring carers have their voices heard and their views taken into account.

Key Achievements

Carers receiving help, information and support

107 home visits were made to support carers one to one

422 Carers' Line telephone enquiries received by expert support staff

452 people were helped with information and advice

5,471 newsletters sent out to carers and partner organisations

97 carers received practical support including advocacy

55 carers benefitted from **151** one to one counselling sessions





Peggy Nethercott

Carers' Breaks

Carers need support and encouragement to recognise that they need some time out from their caring role. For those caring for someone who cannot be left alone, having some quality time off can be very difficult.

The Carers' Centre offers information and advice about breaks – from a short break for just for a few hours, to providing advice on supported holidays.

Feedback is gathered from other carers about their experiences of a break or holiday and referrals can be made to other charities that can provide funding.

Key Achievements

Carers enjoying a short break

498 carers enjoyed a short break through the Carers' Centre at

22 different activities and short breaks throughout the year

33 carers had a Refreshing Day for Carers at Ammerdown

40 enjoyed Gardens are Good for You

22 went to the Christmas Banquet

53 were pampered at the Leisure Club at Macdonald Bath Spa Hotel

Over **350** people attended the **10** Two's Company events aimed at carers and their cared for person

"The Carers' Centre helps us to get out of the house. It's the only chance we get to have a break together, and it makes such a difference to me and Roy." Mary Holley





Carers' Centre staff Neil Drinkwater (left) and Lydia Clark (centre) with carer Pat Woodman, Jeanette Parsons and carer Robert Palmer.

Carers Together

The Carers' Centre has involved carers from Bath and North East Somerset in local and national issues that affect them.

The views of carers throughout the area are vital to help services develop and to set the agenda for the future. Empowering carers as influencers is a major part of the role of the Carers' Centre, giving them the chance to really have an impact and change services for the better. Carers Together is the name given to the voice of the carers at the Carers' Centre.

Through Carers Together, many achievements have been made involving over 180 carers:

- focus groups to find out the needs of carers of people with dementia
- local information networks looking at issues in Health and Social Care.
- forums to identify local priorities based on the National Carers' Strategy
- Give Us a Break panels and steering groups to ensure the new project heard carers' views
- identifying the support needs of carers of people with a neurological condition

Carers have also helped social work students from the University of Bath improve their practice by providing training on the issues facing carers today.

Key Achievements

Carers getting involved and influencing

11 focus groups

2 forums

3 carers involved in forum planning

5 carers involved in teaching sessions at Bath University

4 Department of Health Demonstrator Site Carers' Panel meetings involved

230 carer's places being taken up **60** different carers participating in events

2 carers' representatives on the Carers' Services Group

2 carers' representatives on the Steering Group





Jackie Short

Neil Drinkwater

Carer Development

Many carers do not identify themselves as such and are known as “hidden carers”. The Carer Development Team works with local communities in Bath and North East Somerset to identify these “hidden carers” so they can benefit from services available to them.

By working closely with GPs, community health teams and hospitals, support services for carers are improving. As a direct result of the Carer Development Team, certain GP surgeries now offer a variety of services including drop-in clinics and annual health checks specifically for carers.

A network of Carers’ Leads within GP surgeries is being established to act as point of contact between carers, their surgery and the Carer Development Team. This has led to an increasing number of carers being identified and referred to support services. Carer Awareness training has been delivered by the team throughout the area to help identify “hidden carers”.

Local employers are also being encouraged to work with the Carer Development Team to identify carers amongst their staff.

Key Achievements

Finding “hidden carers”

100% of GP surgeries in Bath and North East Somerset are working with The Carer Development Team

53% of GP surgeries now have a Carers’ Lead through Carer Development

359 individuals received Carer Awareness training

From service launch in May 2009 to September 2010

40% of new carers contacting the Carers’ Centre are “hidden carers” referred through the Carer Development Team

20% of new carers registering to receive services at the Carers’ Centre are “hidden carers” referred through the Carer Development Team

“I can now meet up with my Carer Development Worker at my GP surgery if I have any questions or problems.” Brenda Reid





Jo Grobler

Parent Carers Aiming High

Parent Carers Aiming High was launched by the Carers' Centre in 2009 and is a successful and expanding group of parents – all of whom care for a child (under 25) needing additional support due to physical, learning or medical problems.

Parent Carers Aiming High has been supported by the Carers' Centre to develop into a self-sustaining group with specific roles and responsibilities. There is an active management committee tackling issues around the group's future, a public relations officer as well as many parents taking on roles as Parent Representatives on strategic boards and in focus groups.

The Carers' Centre enabled the group to actively work with local authorities to ensure better services for disabled children and their families. The Parent Carer Facilitator keeps parents informed about events and opportunities and offers individual support for parents to get involved.

Key Achievements

Parent Carer activities

www.pcah.org.uk development and launch of an online resource

involvement in commissioning panels for short break provision

working with local authorities to implement the Disabled Children's Strategy

6 families benefitted from peer support at Magdalen Farm Residential Centre

Annual General Meeting for Parent Carers Aiming High

away day to promote the group to new parents and professionals

“Working with the Parent Carers’ group has been an eye-opener for me; I am now an advocate for other parent carers with disabled children in mainstream school.” Annie Carpenter





Lydia Clark

Carers with Learning Disabilities

This exciting new project has enabled the Carers' Centre to work with organisations that support people with learning difficulties and identify "hidden carers" who could benefit from available services and information. Carers with learning difficulties are a group of people that is often overlooked. They have many more barriers to overcome and may need additional support to ensure services are wholly accessible.

This Carers' Centre aims to integrate the needs of carers with learning difficulties through:

- supporting staff and volunteers to work with people with learning disabilities
- providing extra carers' support from trained staff at events and meetings
- setting up a peer support group
- ensuring all Carers' Centre publications are available in easy-read format
- ensuring the Carers' Centre website is accessible for all

Key Achievements

Support and involvement

the Carers' Centre has worked with other services such as **Bath People First** and **Your Say Advocacy** to identify "hidden carers" and raise awareness

the Centre has developed **easy-read carers' information** by working closely with Bath People First

carers have attended **short break activities, annual general meetings** and got involved in **service development** through Carers Together

the Carers' Centre has involved a carer in **recruiting a member of staff** to work on this project
drama workshops took place, funded by Quartet, about what it means to be a carer

"Caring for another person changes your life completely – the Carers' Centre is there for you when you need it." Gary Smith





Trisha Jordan

Carers' Centre Volunteers

28 volunteers have contributed more than **1,500** hours to supporting carers at the Carers' Centre over the last year.

8 new volunteers were recruited with help from the Volunteer Centre Bath and North East Somerset.

Community links **11** volunteers work with the Carer Development Team linking with community organisations and **14** doctors' surgeries

Befriending carers **15** carers have been supported by regular phone contact from volunteers who provide a friendly, listening ear. **13** carers have met with volunteers who have befriended them in their home, or have taken them out for a change of scene.

Transport for carers Volunteers have driven over **5,000** miles on over **400** journeys to help transport carers to Carers' Centre activities.

Helping at the Carers' Centre **2** volunteers have helped at the Carers' Centre every week with administration. **12** volunteers regularly helped with sending out **5,471** newsletters.

10 volunteers attended a 'Thank You' Christmas Lunch at the Bishops Palace in Wells.

The Carers' Centre Volunteer Team was Highly Commended in the Bath and North East Somerset Council Chairman's Community Award.

"I am so pleased to be helping raise funds for the Carers' Centre through the Supporters' Group: they do so much for carers like me in the area." John Saunders





Treasurer's Report

Services at the Carers' Centre Bath and North East Somerset were mainly delivered through Service Level Agreements and contracts with Bath and North East Somerset Council Adult and Children's Services and NHS Bath and North East Somerset which in total amounted to £288,845 compared to £173,084 in 2008–2009, an increase of £115,761.

The extra funding was used to deliver a Carer Development Service and Parent Carer Facilitator to benefit carers. The Centre also received £22,655 from the Princess Royal Trust for Carers to develop an Outreach Service for Carers with Learning Disabilities.

Total incoming resources amounted to £338,582.

Expenditure incurred in the delivery of these Service Level Agreements and contracts with Bath and North East Somerset Council Adult and Children's Services and NHS Bath and North East Somerset amounted to £268,554. Expenditure incurred against the Princess Royal Trust for Carers funding was £14,192.

Our total resources expended amounted to £301,784.

Although a surplus of £36,798 has been achieved, this largely relates to restricted funds which will be spent delivering ongoing projects.

We have grown financially during 2009–10 which has enabled the Carers' Centre to identify hidden carers, ensuring more carers than ever are aware of the excellent service the staff and volunteers provide in Bath and North East Somerset.

Harry Hillis Treasurer



Carers' Centre Bath and North East Somerset
(to be known as Bath and North East Somerset Carers' Centre from June 2010)

Statement of Financial Activities *(Incorporating an Income and Expenditure Account)*

For The Year Ended 31 March 2010

	Note	Restricted £	Unrestricted £	2010 Total £	2009 Total £
Incoming Resources					
<i>Incoming Resources from Generated Funds:</i>					
Voluntary Income		-	-	-	804
Rental Income		-	4,250	4,250	4,000
Investment Income		-	744	744	4,624
<i>Incoming Resources from Charitable Activities:</i>					
	2				
Carers' Information and Support		135,841	-	135,841	133,178
Carers' Involvement and Consultation		30,586	1,128	31,714	29,986
Carer Development Worker Service		104,918	-	104,918	9,920
Development and Outreach Worker		22,655	-	22,655	1,803
Parent Carer Participation		17,500	-	17,500	3,300
Princess Royal Trust for Carers' Fund		750	-	750	1,200
Bath University		-	2,150	2,150	3,740
Drama		2,000	-	2,000	-
Emotional Support		3,385	-	3,385	-
Big Lottery Fund Grant		9,396	-	9,396	-
<i>Other Incoming Resources</i>					
Miscellaneous		-	3,279	3,279	988
Total Incoming Resources		327,031	11,551	338,582	193,543
Resources Expended					
<i>Charitable Activities:</i>					
Carers Information and Support		135,681	-	135,681	135,256
Carers Involvement and Consultation		31,785	-	31,785	31,104
Carer Development Worker Service		87,443	-	87,443	2,883
Development and Outreach Worker		14,192	-	14,192	1,545
Parent Carer Participation Project		13,645	-	13,645	3,213
Princess Royal Trust for Carers Fund		750	-	750	1,200
Bath University Involvement		-	1,590	1,590	3,300
Drama		1,965	-	1,965	-
Emotional Support Training		1,354	-	1,354	-
Big Lottery Fund Grant		6,007	-	6,007	-
<i>Governance Costs</i>		-	7,372	7,372	4,524
Total Resources Expended	3	292,822	8,962	301,784	183,025
Net Movement in Funds	4	34,209	2,589	36,798	10,518
Reconciliation of Funds					
Total Funds Brought Forward		8,649	92,409	101,059	90,541
Total Funds Carried Forward		42,858	94,998	137,857	101,059

All of the above results are derived from continuing activities. There were no other recognised gains or losses other than those stated above. Movements in funds are disclosed in Note 11 to the accounts.

Carers' Centre Bath and North East Somerset
(to be known as Bath and North East Somerset Carers' Centre from June 2010)

Balance Sheet

As at 31 March 2010

	Note	£	2010 £	2009 £
Fixed Assets				
Tangible Fixed Assets	7		8,101	3,810
Current Assets				
Debtors	8	2,834		224
Cash at Bank and in Hand		<u>167,477</u>		<u>160,513</u>
		170,311		160,737
Creditors: Amounts Due Within 1 Year	9	<u>40,555</u>		<u>63,488</u>
Net Current Assets			<u>129,756</u>	<u>97,249</u>
Net Assets	10		<u>137,857</u>	<u>101,059</u>
Funds				
Restricted Funds	11		42,858	8,649
Unrestricted Funds:				
Designated Funds			68,135	68,135
General Funds			<u>26,863</u>	<u>24,274</u>
Total Funds			<u>137,857</u>	<u>101,059</u>

The financial statements are prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small entities.

For the year ended 31 March 2010, the charitable company was entitled to the exemption under section 477(2) of the Companies Act 2006.

No notice has been deposited under section 476 in relation to its accounts for the year ended 31 March 2010 and no members have requested an audit.

The directors acknowledge their responsibilities for ensuring that the company keeps accounting records complying with section 386; and preparing accounts which give a true and fair view of the state of affairs of the company as at 31 March 2010, and of its profit or loss for the financial year in accordance with sections 394 and 395, and which otherwise comply with the requirements of the Companies Act 2006.

Approved by the trustees on 09/09/2010

and signed on their behalf by:

Jih Trenchen.

(trustee)

[Signature]

Acknowledgements

The Carers' Centre Bath and North East Somerset gratefully acknowledges the financial support received from:

Bath and North East Somerset Council Adult Services
 Bath and North East Somerset Council Children's Services
 NHS Bath and North East Somerset
 Princess Royal Trust for Carers
 Big Lottery Fund
 Combe Down Holiday Trust
 Quartet
 Radstock Co-operative Group
 University of Bath
 and our many individual donors



Thanks

The Carers' Centre received tremendous support from Combe Down Holiday Trust who funded the pampering days for working-age carers at Macdonald Bath Spa Hotel. Prior Park Garden Centre along with Deputy Manager John Tucker continue their support.

The Christian City Church of Bath and Bristol gave a Christmas feast appreciated by all.

Reference and Administrative Information

Charity Name: Bath and North East Somerset Carers' Centre
 Charity registration number: 1060080
 Company registration number: 3289938
 Inland Revenue reference: XR99494
 Registered Office and operational address:
 1 Riverside Cottages, Radstock, Bath BA3 3PS

Reporting Accountant

Godfrey Wilson
 Chartered Accountants and Registered Auditors
 Godfrey Wilson Limited
 Unit 5.11 Paintworks, Bath Road, Bristol BS4 3EH
 0117 971 3445

Bankers

Nat West Bank, 3 High Street, Midsomer Norton BA3 2ZY

Trustees

Chair Jill Tremellen
Vice Chair Philippa Hawkins
Company Secretary Sue Purnell resigned March 2010
Treasurer Harry Hillis
 Wendy Noble-Mackie
 William Davies
 Stella Doble
 Rob Appleyard appointed October 2009
 Paula Smith appointed October 2009
 Sandra Humphries resigned August 2009
 Anne Toalster resigned August 2009

Carers' Centre Team

Chief Executive Officer
 Sonia Hutchison appointed December 2009
 Lesley Southern resigned April 2009

Information, Support and Carers' Breaks Team

Alison Hillis Acting Chief Officer May-December 2009
 Peggy Nethercott
 Cheryl Thomas

Volunteers' Coordinator and Development Worker

Trisha Jordan

Carers' Involvement and Development Worker

Helen King

Carer Development Team

Neil Drinkwater appointed May 2009
 Andrew Evans appointed May 2009
 Jackie Short appointed May 2009

Parent Carer Facilitator

Jo Grobler appointed July 2009

Carer Development and Outreach Officers

Dale Cranshaw appointed July 2009
 resigned December 2009
 Lydia Clark appointed March 2010

Administration Team

Gill Evans
 Jill Tovey





“Volunteering helps us to give a bit back. Our 20 years’ experience of caring means we can help others through the Carers’ Centre.” Gary Smith

“The Carers’ Centre got help to pay for our holiday together. It meant we could book a bigger caravan to accommodate Lauren’s wheelchair – plus we got a sea view for her to look out onto.” Yvonne Gregory





Bath and North East Somerset

1 Riverside Cottages, Radstock, Bath BA3 3PS

Office telephone: 01761 431388 Carers' Line: 01761 431389 Fax: 01761 431288

Email: info@banescarerscentre.org.uk Website: www.banescarerscentre.org.uk

