



Bath and North East Somerset Carers' Centre

Carers' Centre impact report 2016-17

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Chairperson's Report

From time to time it is worth recollecting.

Some 25 years ago the word Carer was just starting to be recognised and local authorities were beginning to fund small projects to support Carers. In Wansdyke, as it was then, a Development Worker was employed, Craig Jolly with the support of a part time administrator who was primarily working for the Volunteer Bureau. Trustees were appointed headed up by Malcolm Hannay as Treasurer.

IT was in its infancy and data relating to Carers was negligible. GP practices certainly had no information on Carers neither did the other statutory agencies. However national government had been studying figures and realised how much Carers contributed to the economy and Health and Social care and ring-fenced money was allocated to Local Authorities specifically for Carers.

Many Councils decided to outsource the work to the Voluntary Sector which was in itself undeveloped and unexploited. In Wansdyke the Volunteer Bureau joined with the Care Network and Allan Trinder and Craig worked side by side at Radstock working on the first Carers Strategy. Crossroads an agency providing hands on practical support for Carers was also based in Radstock.

Craig left to work in Bristol and Allan ran the Care Network for the next ten years. New staff were appointed focussing mainly on Support either through individual support, Groups, Befriending, and Events. The Local Authority employed a Carers lead and Charities had to compete for contracts.

Sonia came to us from the Young Carers project as our new CEO eight years ago and the Carers Centre has expanded to the vibrant dynamic organization it is today, recognized as one of the leading voluntary organization in BANES.

We now have our own building, and wonderful garden. We have a staff of over 20, a wonderful team of volunteers, dedicated trustees all driven by their passion to identify, enable and support carers.

Jill Tremellen
Chairperson

7/09/2017



Chief Executive's Report

This year we were delighted to be the second charity in the country to be recognised with the highest PQASSO quality at level 3. The award evidenced the staff, volunteers and trustees' commitment to providing carers with the highest quality services and ensuring we are a learning and developing organisation to remain sustainable into the future.

The fundraising target was tough this year as we aimed to raise our free reserves whilst ensuring our first-year loan was fully repaid. This was made possible by our guarantor who gave us a bridging loan to enable us to have the full financial year to raise the funds which we were successful at doing.

We were delighted to gain a new three-year Big Lottery Reaching Communities Grant which enables us to develop our Caring Communities Project with new initiatives including a Carer Navigator Service and improved emotional support offer.

We are looking forward to working in partnership with Virgin Care from 2017 to ensure health and social care services are transformed in Bath and North East Somerset with carers in mind. We are pleased to have secured a 7-year contract which gives us level of security to embrace the challenge.

I am proud of how the charity has grown with Woodlands as an asset, a social enterprise, started through Triangle Trust 1949 funding - with great potential to make a good income from the charity - and a diversified income to enable a great number of important services for carers. All of these developments enable us to support more carers and have a greater impact in their lives.

Sonia Hutchison
Chief Executive

7/09/2017

Key Stats for 2016-17

The Adult Carers Support Service offered services to provide support and improve the health and wellbeing to **4,345** carers registered at the Centre, improved access to support for harder to reach carers and facilitated partnership working around the needs of Carers.

810

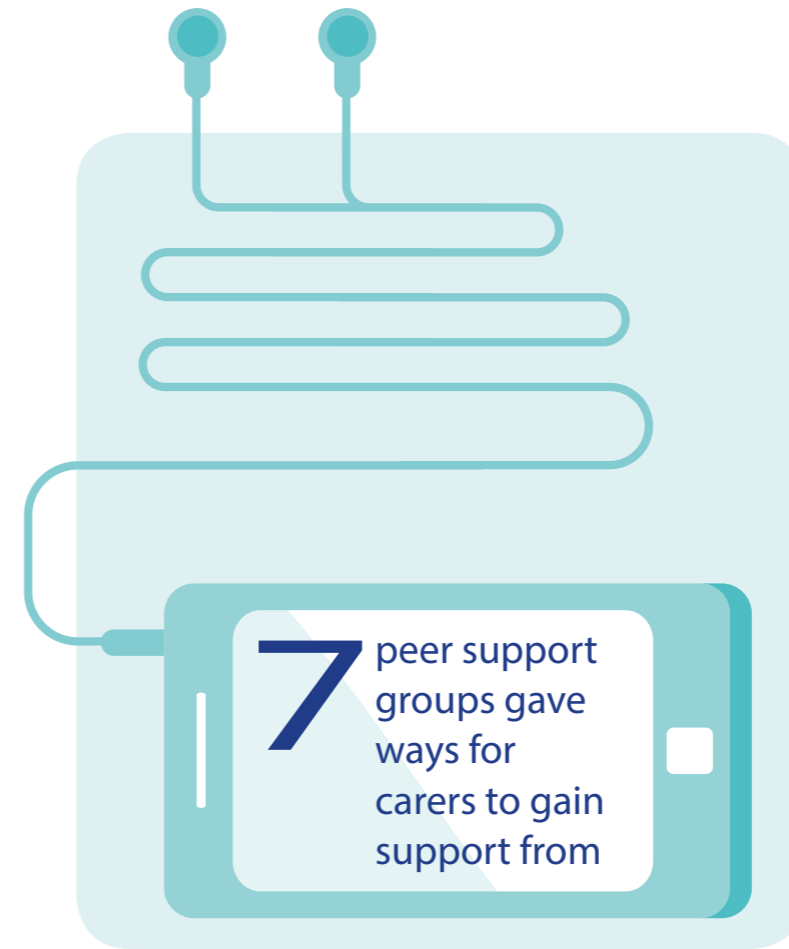
Carers' Assessments were conducted during which every carer was provided information and support to think about planning for an emergency.



559 adult carers have taken a break during the year on **316** break sessions providing **846** places attended.



42 adult carers received between 1-12 sessions of counselling.



7 peer support groups gave ways for carers to gain support from

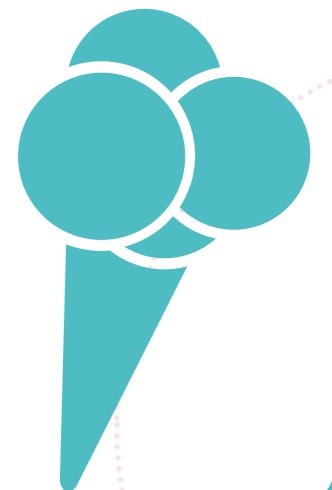


28,000 copies of Care Time magazines were distributed, in addition the magazine was available as an e-version and by email to professionals who requested a copy.

The Young Carers Service offered services to provide support and improve the health and wellbeing to **574** young carers registered at the Centre.



249 Young carers have taken a break during the year on **73** break sessions providing **1003** places attended.



Mel's Story

Melissa Nash is a mum to two children, and her eldest Toby was diagnosed with Autism at age 4.

'My lowest point was at a Tesco's. Toby could go in any Tesco's in the western world except for our local one. We got in the door and he started screaming, over and over, and it got louder and louder and the rest of the store was getting quieter and quieter. Eventually I was approached by the manager, who was very understanding and I said, I just need this – whatever it was. And she said 'just have it and go,' and I left the store sobbing. I didn't go out for a good couple of years after that.'

I learned that you can't spontaneously do anything; a day trip for example has to be planned with military precision,' said Melissa.

'In mainstream school he just couldn't cope. He would sit under his desk. I would collect him and he would throw his bag at me, spit in my face; just the anxiety of the day was too much for him.'



'Once he changed from mainstream school to supported school, he knew instinctively that was the place for him, he became much calmer and more accepting of the way things were.'

Toby is now in 6th form at Fosseyway school.

“ I was warned he might never speak but now he will talk your ear off. ”

'He has ambitions to go to catering college and live independently and I would love that for him. I know he will always need care, but if he's able to have some independence then that would be fantastic.'

Melissa now coordinates a befriending group called Face2Face, delivered by the charity Scope. This group is specifically for parent-carers and all the befrienders are parent-carers themselves.

'Having someone who understands what you're going through really makes all the difference. Sometimes the last thing a parent of a disabled child wants to do is pick up the phone and ask for help, but the differences I've seen in the people who have used this service really do show its value.'

'I knew one mum who couldn't leave the house. I put her in touch with a befriender who just took her out for coffee regularly and it has made such a difference to her life. She now runs her own support group. I just want people to know that it's OK to do something for yourself, get out of the house and debrief.'

Becca's Story

Young carer Becca, 10, helps to look after her mum Nicole who has Fibromyalgia.

'My mum has fibromyalgia which gives her a lot of pain so she doesn't really want to move a lot when it's hurting,' says Becca.

Nicole's Fibromyalgia, a rheumatic condition which causes pain and stiffness, means that she sometimes has to rely on Becca to do things for her.



'Sometimes I can't hug my mum because she's really hurting. I calm her down if she's upset.'

Becca, along with her older sister Hannah, is supported by the Young Carers service and takes part activities, breaks and events. In particular, she's very involved in the Arts Award scheme that gives young people an accredited skill and an outlet to be creative and make friends.

Young carers say that the service helps them take a break from caring, make friends, feel part of the Carers' Centre and do the things they want to do.

Becca was featured on the 2017 Comic Relief programme as a young carer to help raise awareness and has since gone on to speak at her school about being a young carer.

“It's hard sometimes because you've got more responsibilities than other kids.”



Financial activities

For the year ended 31st March 2017

	Unrestricted funds 2017	Restricted funds 2017	Total funds 2017	Total funds 2016
	£	£	£	£
Income from				
Donations and legacies	70,138	–	70,138	66,749
Charitable activities	548,867	293,788	842,655	830,978
Other trading activities	14,623	–	14,623	16,458
Investments	3,362	–	3,362	3,545
Total income	636,990	293,788	930,778	917,730
Expenditure on				
Raising funds	2,775	–	2,775	5,847
Charitable activities	463,592	297,240	760,832	836,236
Governance	25,392	–	25,392	13,159
Total expenditure	491,759	297,240	788,999	855,242
Net income / (expenditure) before investment gains / (losses)				
	145,231	(3,452)	141,779	62,488
Net gains / (losses) on investments	3,473	–	3,473	(2,778)
Net income / (expenditure) before transfers				
	148,704	(3,452)	145,252	59,710
Transfers between funds	(13,299)	13,299	–	–
Net movement in funds before other recognised gains and losses				
	135,405	9,847	145,252	59,710
Net movement in funds				
	135,405	9,847	145,252	59,710
Reconciliation of funds				
total funds brought forward	156,855	55,114	211,969	152,259
Total funds carried forward	292,260	64,961	357,221	211,969

Balance Sheet

As at 31st March 2017

	2017	2016
	£	£
Fixed assets		
Intangible assets	17,222	–
Tangible assets	434,194	494,535
Investments	71,842	68,368
	523,258	562,903
Current assets		
Debtors	117,086	19,952
Cash at bank and in hand	29,928	60,321
	147,014	80,273
Creditors		
amounts falling due within one year	(43,914)	(151,207)
Net current assets / (liabilities)	103,100	(70,934)
Total assets less current liabilities	626,358	491,969
Creditors		
amounts falling due after more than one year	(269,137)	(280,000)
Net assets	357,221	211,969
Charity funds		
Restricted funds	64,961	55,114
Unrestricted funds	292,260	156,855
Total funds	357,221	211,969



Ruth & Maurice's Story

According to the Alzheimer's Society, about two thirds of people living with dementia in the UK are living at home – usually with the support of a relative or friend who is their carer.

Looking after someone with dementia – the umbrella term for brain disorders caused by diseases, such as Alzheimer's – can be incredibly stressful, isolating and painful. But there is help, support and understanding available that can make things more manageable.

Founder of music therapy group Singing for the Brain, Chreanne Montgomery-Smith, said "people hear and read so much about dementia in terms of a decline and the progression of symptoms – that is by far the overwhelming narrative – but people with dementia show us every day that it is possible to live well and to have a progression of hope."

Ruth Holbrook, who looks after her husband Maurice has been involved with the Carers' Centre and other local services since Maurice's diagnosis. Because Ruth had worked in health and social care, she knew what support was available.

'I contacted RICE (Research Institute for the Care of Older People) myself and it made a difference having that support service right from the beginning. My advice would be just to make people aware of what is available out there. If you don't know, you can feel very isolated.

'We've never kept quiet about Maurice's diagnosis, so people are aware and they naturally support you because they understand a little bit. The more you talk about it the better it is,' says Ruth.



Maurice likes to go out and do things as he can have trouble concentrating at home.

'It can be hard to fill the day, so I'm so grateful for the Carers' Centre and Peggy Dodd for giving us things to do and places to go! It gives me a break as well, particularly if I don't have to drive. Our social life has never been so busy!'

Ruth and Maurice also attend the Carers' Centre Dementia Café, run in partnership with the Alzheimer's Society, every month.

'The café is special because while we go together, Maurice and I do separate things in separate rooms. Us carers can really learn from each other, ask about how to cope with one thing or another, and it means we don't have to talk about our loved ones in front of them. It gives me some 'me' time as well.'

Thank you

We would like to thank all the staff and volunteers who have made all of this possible:

OUR STAFF Andy Graham, Carla Senior, Claire Abrahams, Clive Brooks, David Ford, David Trumper, Emma Tucker, Erin-Rose Honeybourne, Gill Evans, Grace Moorton, Ian Dagger, Jane Fell, Janine Woodward-Grant, Jenny William, Jo Grobler, Katy Philips, Lorraine Frapwell, Maxine Denham, Roy Maguire, Sarah Dixon, Sonia Hutchison, Steve Newman, Sue Bricknell, Tom Fox.

OUR VOLUNTEERS Ms Maribel, Anguita Navas, Madeline Baker, Bernadette Bampfylde, Radhika Bhatia, Aixa Bilbao Jabal, Allison Bonnie, Karen Briggs, Margaret Briggs, Sheena Brown, Annie Carpenter, Fiona Carr, Meg Carter, Carol Channon, Kay Clark, Sarah Clarkson, Lindsey Clay, Frazer Collins, Catherine Constant, Jennie Cook, Lesley Craddock, John Cutler, Valerie Davidson, Chenika Desch Bailey, Patricia Doyle, Andy Edwards, Margaret Edwards, David Fallon, Ninette Flowerdew, Jill Frape, Samuel Froad, Kate Gillingham, Dawn Goold, Marie-Louise Grant, Tamsin Green, Gayna Griffin, Stephanie Habgood, Colette Hand, Laraine Hare, Tamsyn Hawken, Elizabeth Hayward, Jane Henderson, Barry Hobbs, Richard Holland, Barry Hulme, Alex Hurley, Rosie Hurley, Joanne Hurst, Gillian Huxford, Jack Beaver, Laila Jhaveri, Sue Judge, Natasha Kilpatrick, Lynne Kocen, Robert Ladd, Pamela Lanning, Norman Lee, Irene Leet, Joe Lomax, Sinead Long, James Marshall, Aileen McCoy, Lorna Miller, Clare Millington, Laura Moorhouse, Val Morgan, Abigail Mowbray, Paul Myers, Vivian Ngwompo, Irene Nichols, Beverley Nottingham, Kevin O'Callaghan, Siana Paginton, Donna Peake, Trudy Pile, Pat Pillinger, Gill Pitman, Nick Ramsey, Claire Raven, Jaime Reeves, Sharon Reid, Alison Rideal, Taishe Riley-Harrison, Leeanne Roberts, Anne Marie Rose, Maria Scotcher, Chris Shepherd, Colin Sims, Bernice Skelton, Gary Smith, Susan Smith, Rose Snook, Phoenix Star Hill, Mandy Staunton, Charlotte Stringer, John Tucker, Jean Waltham, Davina Ware, Kelly Warren, Deborah Watkins, Anna Wells, Tina Westcott, Robert Whiting, David Wicks, Bethan Williams, Tina Woodberry, Paul Woodward, Marianna Zatkova.

OUR SPONSORS who made the 2017 Celebrating Carers and AGM event possible:

Bath College, Curo, Gerrard Financial Consulting, Minuteman Press Bath and The Unlimited Company.



And our charity partner Friends of Young Carers.



Create Charity came and did a number of art workshops with young carers

Programme for Celebrating Carers

5.00pm **Arrival and refreshments**

5.00pm **Break out space with games available for young carers and families**

5.30pm **Welcome**
Sonia Hutchison

5.35pm **Annual General Meeting**
Presented by:
Sonia Hutchison *Chief Executive*
Jill Tremellen *Chair*
Bunny Harvey *Treasurer*

6.00pm **Celebrating Carers 2016**
Presented by Ali Vowles

7.15pm **Close**

