

Hillingdon Carers

Annual Review 2019-20



Carers enjoying the Hillingdon Adult Learning's Celebration of Learning event where they showcased their achievements, June 2019

A message from the Chair of Trustees

Despite the strange times in which I write this introduction, I am delighted to say that we have managed to continue to grow and prosper over the last year. As the impact of the global pandemic will not be apparent until the next financial year as it only appeared in the closing weeks of 2019-20, we continue to be able to inform you, our carers, with good news about the levels of support we have provided over the year.

Hillingdon Carers, and our partners in the Hillingdon Carers Partnership, have supported more carers this year than ever before. We are exceeding our targets for the identification of 'hidden carers' – those carers that perhaps don't recognise the essential role they play in caring for a loved one.

The Young Carers team is supporting an estimated 50% of the young people in the borough that have a caring role, and, for adults, we are supporting over 30%. This is great news, but there remains a lot to do. In 2020-21, we will double our efforts to find carers that might benefit from our services, as well as continuing to grow the levels of support and range of services that you tell us would help.

I am hopeful that our AGM will go ahead in October and that I will meet some of you then. Please keep an eye on our website and in your late summer newsletter for details. Sending very best wishes to you all, keep doing what you do, you are amazing!

Dolores Lee

Report from the Treasurer

The Board of Trustees and the Finance Committee have continued to exercise close and careful control of the organisation's finances over the past 12 months. We remain in a strong place financially in these challenging times, not least because of the generosity of the London Borough of Hillingdon and the value it places on the borough's rich and diverse voluntary sector.

Our financial success is also due to the staff team, which has an excellent track record of listening to you, our carers, understanding what you need, and then using this information to apply for new resources to develop new services. Grant-giving bodies, Foundations and Trusts value the evidence behind our applications, which has resulted in a strong success rate for our bids. They also value partnership working and many of our applications are submitted jointly with our partners. We will continue to listen and to work hard to secure the resources we need to maintain the growth we currently deliver year-on-year.

Our auditors, Cox Costello Horne have confirmed a small surplus of around £8,000 this year and we have healthy reserves in the bank in preparation for the year ahead, which we anticipate will get tougher due to the global situation.

I have enjoyed my first full year as Treasurer at Hillingdon Carers and look forward to the challenges ahead.

Manpareet Dhaliwal

A message from the Chief Executive

It's hard to know where to start this message, sitting as I am at my home 'desk' – or dressing table as was! My bedroom has been my office for many weeks now and it is hard to remember the last couple of weeks, let alone what we have been up to over the past year!

In mid-March, when we closed and locked the office for the last time, we had been in full flow writing the Spring/Summer newsletter. We had a great range of services and new opportunities to share with you for the coming months, and yet, here we are – what a difference a couple of weeks can make.

However, the Annual Report is about looking back, not looking forward, so I am pleased to be able to share some of our highlights with you from 2019 and early 2020 – an easier task than trying to predict what we will be doing in three months' time!

As our Chair, Dolores said in her introduction, we have had another positive year of growth and development. The Carers Partnership now offers well over 100 free services for you, Hillingdon's amazing carers, many funded through new grants. Our key achievements are listed in more detail on the next page.

I will sign off by saying on behalf of all the staff and trustees that we hope that you have weathered the lockdown without too much personal or familial disruption. If you haven't, please get in touch with the team, there are lots of ways we might be able to help you through any problems, or support you to come to terms with some of the potentially devastating results of the Covid-19 crisis.

Sally Chandler



Young Carers gain skills in skiing and snow-boarding on their course at Hemel Snow Centre, August 2019

Key achievements in 2019/20

- Since we started delivery of the Combined Carers Service contract in September 2016, Hillingdon Carers Partnership has successfully secured **£1,231,341 of new investment** for new services that benefit Hillingdon's carers
- We were successful in the partnership bid between Hillingdon Carers and Hillingdon Mind to the Big Lottery to **improve support for carers of someone with a mental health condition**. We were awarded **£224,849** over three years to strengthen and develop our support and the programme will commence on 1 June 2020
- In 2019/20 we supported **7,851 (30.2%) adult carers** and **1,237 (50.1%) young carers**, significantly exceeding our contracted targets. In the year, we registered **796 new adult carers** and **212 new young carers**
- Our hard-working Advice team secured **£864,242** in **carer-related benefits** against a backdrop of continued welfare reform, which saw a **39% increase** in the numbers of **appeals** that the staff had to submit on behalf of carers
- We have introduced **four new services** in 2019/20:
 - **IT surgeries for carers** who need a little extra help to get online, Skype family members or manage food shopping or banking online. Our fabulous volunteer has also helped carers to access some of our new online services during the lockdown
 - **A psychotherapeutic support group** for carers of someone with an acute mental health condition
 - **An art group** for carers who attended our arts courses now meets regularly at the Carers Centre. Group members have displayed their work extensively and it will be displayed semi-permanently at the Beck Theatre later this year
 - **A Young Adult Carers app** has been developed to improve communication with teenage and young adult carers. Our young people worked with two final year students through a series of certificated design workshops to create the product, which will be piloted over the coming months
- We have provided **adult carers** with **2,790 breaks from caring** through our Health and Wellbeing services, and **young carers** have accessed **3,519 breaks** from their caring roles
- Our partners in the Hillingdon Carers Partnership have supported **602 carers** with **specialist provision** - dementia support, mental health support, carer short breaks (respite/replacement care in the home) and through our popular therapeutic care programme.



H4All activity in 2019/20

Hillingdon Carers continues to play a very active role in the development of H4All, along with its four other charity partners. The organisation has continued to grow and to thrive in 2019/20, here are just some highlights:

- H4All continues to support Hillingdon's community and voluntary sector to engage in new, collaborative ways of working to improve population health and wellbeing

“An outstanding organisation that is supporting numerous great causes in the borough. The work that they do to encourage and facilitate collaboration of local community groups, is going to have a huge impact on the Health and Wellbeing of Hillingdon residents.”

Fitness Garden CIC

- Support provided has included:
 - Establishing a Health and Wellbeing Alliance of 45 member groups and organisations
 - The development of a thriving Volunteer Hub, which has placed 36 new volunteers with 11 organisations
 - Delivery of a central training programme with 104 attendances across five workshop sessions
- An investment from National Health Service England (NHSE) into the development of the H4All model across North West London and inclusion in their national third sector Leadership programme.
- The award by Hillingdon Health and Care Partnership (HHCP) of three new contracts in order to extend their flagship Wellbeing Service to other targeted cohorts of the population.
- H4All stepped up to work in partnership with LBH to establish the Covid Response 'Hub'. At the height of activity they were delivering close to 40 emergency food parcels per day and collecting prescriptions for similar numbers of residents.

For more information about H4All, please visit our website:

<http://www.h4all.org.uk>

or call the team on: **01895 543434**



Young carers making a splash!



192 young adult carers supported into work or further education

1,237 young and young adult carers supported in 2019/20

46 young carers enjoyed a residential weekend away

We provided 3,519 breaks from caring

Our school holiday programme offered 47 trips generating 777 visits

99% young carers have tried new things since joining our service

97% parents reported improved wellbeing in their children as a result of contact with Hillingdon Young Carers service

90% parents reported improved confidence in their children after support from Hillingdon Young Carers

1,928 visits were made to Young Carer Clubs

Young Carers Our 2019-20 highlights

We hope that regular readers of our Annual Report know that we are always looking for our next adventure. Here are just some of our exciting highlights from the year:

Snow way!

10 Young Carers were given the fantastic opportunity of undertaking a snow sports course at Hemel Hempstead Snow Centre. Along with two of our intrepid support workers, they spent two days learning how to snowboard before achieving their accredited 'Snowlife Award', with accompanying medals and certificates. One young adult carer enjoyed the course so much that she went on to take a further two courses funded by grants obtained by Hillingdon Carers and she has now qualified as a snow sports instructor.

National Steering Group

We now have three of our young adult carers sitting on the national Carers Trust steering group. Not only does the steering group teach these young people skills in leadership, teamwork and communication, it also gives them the chance to influence services, shape national policy and improve opportunities for young adult carers across the UK.

Family Support Service

Our two Family Support Officers have been hugely successful in making a positive difference to the lives of our most vulnerable families. They have supported 25 families throughout the year and have assisted with school attendance, debt management, housing issues and grants for essential items. In addition, they ran three whole-family trips to Go Ape, Brighton and London Zoo, where families were given the opportunity to socialise, have a break from home and to make happy memories together.

Art achievements

During the course of a weekend residential break, eight young carers created a range of amazing artworks based upon the theme of well-being. The work was collated into a joint piece entitled 'Mind Matters' and was then entered into a visual art competition run by London Youth and judged by the Youth Advisory Board. Whilst we narrowly missed out on the top prize, we were awarded an 'Honourable mention' by the judges and the artwork was published on Instagram.

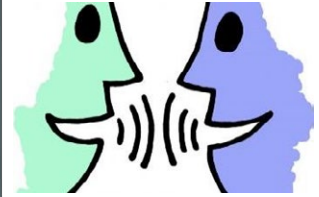
Making young carers 'app-y'

Our young adult carers worked with two Brunel University students to research and co-design an app that will make communication easier and can be used to access information about our services and available activities. The design is now complete and will be piloted in the coming year with the aim of expanding the content for our younger age group.

What are people saying about Hillingdon Carers?

"I had a home visit and the staff explained what I could obtain. [I had] excellent staff helping me with DLA form, so very helpful, especially coming all the way to my house to help."

Carer feedback, Advice home-visiting service



"What a great networking opportunity - meeting professionals from all those other services and so many carers themselves. I would like to be invited to along to other events, they are such a great source of information."

Carer Champion, Wood Lane Medical Centre on Health MOT

"I didn't know what wellbeing meant really until I had attended the Comfort Touch sessions. The combination of the therapy, talking to other carers, time away from home and the support provided by the staff member was just what I needed."

Carer feedback, Therapeutic Care service



At Young Carers club you can make new friends and talk about things you can't normally. You can enjoy the activities and gaming and I feel more relaxed at school knowing that my mum has someone to turn to when she needs help."

Young carer

"I am writing to say what a wonderful service your keyworkers provide, they go above and beyond the call of duty for these children and really strive for them to have the best life. Thank you so much for the support young carers provides."

Nicky Colley, Pastoral Coordinator, Bishopshalt School

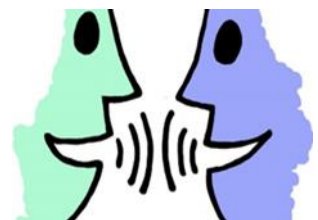


"I have got all the help I needed to take some pressure off my problems. I am now able to visit different activities for my husband and meet lots of like-minded people, which has made my caring duties less stressful."

Comment from annual Carer Survey

"The lady who came to my house could not have done more. Her kindness and understanding are exceptional. I shall be forever grateful to her."

Comment from annual Carer Survey



"I first learnt of Hillingdon Carers through my GP. They told me of the wonderful support you are able to offer those in a caring role.

At first I was reluctant to contact you as I had been struggling on my own for so long and felt I was coping okay, but I filled in the forms anyway and sent them off. I am so pleased I did because I have met so many wonderful people and there is so much out there for us carers, you need never feel alone again.

I was offered a place on 'Managing Me' and learnt about managing stress and being kind to ourselves, which other carers will recognise is very hard to do. From this I have gained the confidence to start volunteering at UCLH in London, something I have been thinking about for a while but didn't have the courage to follow through.

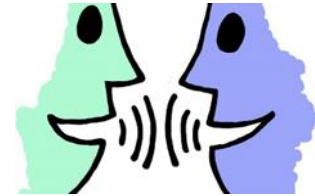
Meeting others and talking about our experiences made me realise my situation is not unique there are lots of people dealing with the day to day trials and tribulations of caring and doing the best we can but we don't have to go it alone!

Thank you Hillingdon Carers for your support."

Liz M, Carer

"I was astonished that there was so much on offer.
A big thank you to Hillingdon Carers for being there, you
have made me feel valued."

New carer



"You really are a blessing and have been to my little family since we met you and I am really grateful. I really needed someone like you in my life and so did my kids."

Parent of young carer

"I am writing with regards to a member of your team. She has worked with one of the most vulnerable families in my school for the past year.

She has made the biggest impact on the life of this family and given the child she has been working with a real chance in life. In my opinion she went above and beyond her role as a support worker for this family and made the biggest difference I have ever seen.

As a school we always want to break the cycle and improve the life chances for children and I truly believe this is now the case for this family. We would absolutely use the Hillingdon Young Carers Service again."

Clare Rodenas, Head Teacher, Holy Trinity School

Meet the staff

Business Continuity team

The Business Continuity Team is there to ensure the smooth running of the organisation. They manage a broad range of business needs from communication through maintenance of the office premises to contract management. The team is responsible for human resources, organisational development, governance and to ensure that frontline staff have what they need to support Hillingdon's carers.



Jane Farwell
Finance Manager



Julie Moody
Business Manager



Madeleine Jarvis
Communications Officer



Sally Chandler
Chief Executive



Natasha Aman
IT Development Officer

Information and Advice team

The team aims to reduce the sometimes negative impacts of caring on carers' lives. They provide welfare benefits checks and help with claims, such as form-filling, support to appeal and tribunals. They provide information and advice on a broad range of carer-related issues and referrals to other relevant support services.



Julie Simmonds
Senior Manager



Denise Kelliher
Senior Manager



Madhuri Kotecha
Dementia Support Advisor
Alzheimer's Society



Pami Singh
Advice Manager



Julia James
Dementia Support Officer
Alzheimer's Society

Health and Wellbeing team

The Health and Wellbeing Team offers a great range of services that help carers to stay connected and enjoy some time out from caring. They provide training, Carer Cafes, wellbeing workshops, arts and cultural groups, exercise classes, trips out, emotional support, alternative therapies and a whole range of other activities.

The team also offers Carers Assessments and work with Hillingdon's GP practices to grow the support they offer to carers, through the primary care Carer Champion programme.



Lynne Pritchard
Caring Connections
Development Officer



Nadia Habibi-Evans
Wellbeing
Development Officer



Daisy-May Fletcher
Health Development Officer



Ruby Currie
Carers Assessment Officer

Young Carers team

The team aims to reduce the impact of caring on the lives of children and young people. They provide emotional support, regular clubs, social activities, training, personal development opportunities and information and advice.

They work closely with schools, colleges, social services, youth centres and local organisations to identify young carers and raise awareness about their needs and, most importantly, give children and young people the chance to have a childhood.



Jo Burns
Young Carers Manager



Huw Harris
Supported
Transition Officer



Lu Makepeace Sam Carter
Family Support Officers



Paula Pritchard
Young Carers Plus
Support Officer



Carole Goodall
Young Carers
Support Officer

Our year in pictures





Support from our amazing volunteers

We are so grateful to our extended team of 47 volunteers. They all give their time freely and generously and we have come to count on them in so many ways.

Our volunteers work alongside the team in the office, they staff our Advice Centre, they support the staff at Carer Cafes, Young Carer Clubs and exercise classes. Our Counselling service is provided by volunteers and our popular Therapeutic Care programme is also predominantly staffed by volunteers. We even have a fabulous volunteer who helps the Advice team with Welfare Benefits claims, one that provides IT support sessions for carers and our regular Art group is run by a volunteer.

We must also remember that all the members of our supportive Board of Trustees are all volunteers; they are an essential body that willingly takes on the responsibility for the governance of our charity.

Without them, we would not be able to support as many carers as we do; they support the team in so many ways. It is difficult to quantify the value, skills and knowledge that they bring to the organisation, however, in total last year, the organisation and carers benefited from 3,575 volunteer hours. We would like to take this opportunity to thank them all.



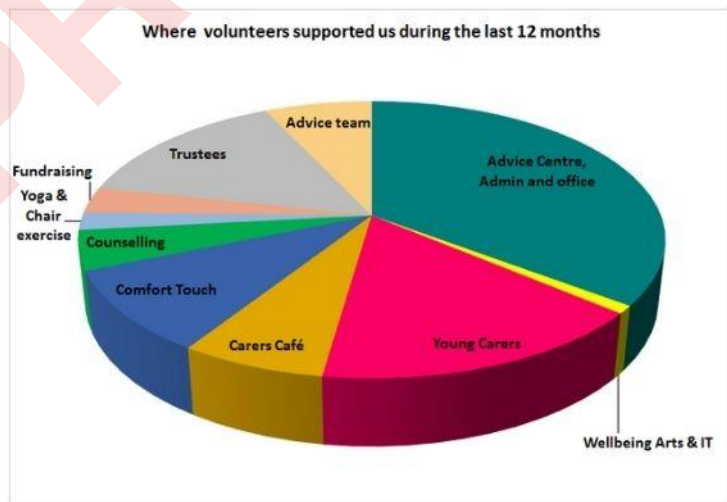
Volunteers contribution from 2019 to 2020




3,575
hours spent volunteering

47
wonderful volunteers
offered their time to us

214
Young carers club supported
by our volunteers



Adult Carer cafes
supported by our volunteers

March 2019 - April 2020

Statement of the Trustees - summarised financial statements

The trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charitable company's website. Legislation in the United Kingdom governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

As Trustees of Hillingdon Carers we hereby confirm:

- The financial statements have been prepared in accordance with the accounting policies set out in notes to the accounts and comply with the charity's governing document, the Charities Act 2011, Accounting and Reporting by Charities: Statement of Recommended Practice (SORP FRS102), which is applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS102) (effective 1 January 2015) and Companies Act 2006
- The full statutory financial statements of the charity for the year to 31 March 2020 have been audited and were approved by the Board on 7 August 2020.
- The audit report of the charity was unqualified;
- The full statutory financial statements of the company will be submitted to the Charity Commission and the Registrar of Companies;
- Copies of the full statutory financial statements are available on request from Hillingdon Carers, Luther Bouch House, 126, High Street, Uxbridge, UB8 1JT;
- The summary financial statement contains additional information taken from the Trustees Report but does not contain the full text of the report; and
- The statement in the Auditor's Report under sections 496, 498(2) and 498(3) of the Companies Act 2006 was unqualified.

For and on behalf of the Board of Trustees



Dolores Lee
Chair

Hillingdon Carers
 Company Limited by Guarantee
Statement of Financial Activities incorporating
Income and Expenditure Account
 Year ended 31 March 2020

	Unrestricted Funds	Restricted Funds	2020	Total Funds 2019
	£	£	£	£
INCOME:				
Incoming resources from generating funds:				
Donations and legacies	14,455	4,691	19,146	21,261
Income from charitable activities	733,815	363,705	1,097,520	949,243
Income from investments	2,349	-	2,349	1,266
Other income	120	41	161	1,266
TOTAL	750,739	368,437	1,119,176	973,036
EXPENDITURE ON:				
Expenditure on raising funds	(14,672)	(4,402)	(19,074)	(17,601)
Expenditure on charitable activities	(719,895)	(372,181)	(1,092,076)	(928,442)
TOTAL EXPENDITURE	(734,567)	(376,583)	(1,111,150)	(946,043)
NET INCOME/(EXPENDITURE)	16,172	(8,146)	8,026	26,993
TRANSFERS BETWEEN FUNDS	-	-	-	-
NET MOVEMENT IN FUNDS	16,172	(8,146)	8,026	26,993
RECONCILIATION OF FUNDS				
Total funds brought forward - restated	245,661	17,730	263,391	236,398
TOTAL FUNDS CARRIED FORWARD	261,833	9,584	271,417	263,391

The Statement of Financial Activities includes all gains and losses in the year and therefore a statement of total recognised gains and losses has not been prepared.

All of the above amounts relate to continuing activities.

Hillingdon Carers
Company Limited by Guarantee
Statement of Financial Position
Year ended 31 March 2019-20

	2020 £	2020 £	2019 £	2019 £
Fixed Assets				
Tangible Assets		-		-
Current Assets				
Debtors and Prepayments	42,173		14,341	
Cash at bank and in hand	374,931		365,708	
	<u>417,104</u>		<u>380,049</u>	
CREDITORS:				
Amounts falling due within one year	(145,687)		(116,658)	
NET CURRENT ASSETS		271,417		263,391
TOTAL ASSETS LESS CURRENT LIABILITIES		271,417		263,391
NET ASSETS		271,417		263,391
FUNDS				
THE FUNDS OF THE CHARITY:				
Unrestricted funds	20	261,833		245,661
Designated funds	20	-		-
Restricted funds	20	9,584		17,730
TOTAL FUNDS		271,417		263,391

These financial statements have been prepared in accordance with the special provisions for small companies under Part VII of the Companies Act 2006.

In so far as the trustees are aware at the time of approving our trustees' annual report:

- ✚ There is no relevant information, being information needed by the auditor in connection with preparing their report, of which the group's auditor is unaware, and
- ✚ Having made enquiries of fellow directors and the auditors, the Trustees have taken all steps that he/she is obliged to take as a director in order to make themselves aware of any relevant audit information and to establish that the auditor is aware of that information.

These financial statements were approved by the members of the Board on 7 August 2020 and are signed on their behalf by:



Dolores Lee
Chair of Trustees

Hillingdon Carers Board of Trustees

Dolores Lee	Chair; Executive Committee; Fundraising Committee
Keith Taylor	Treasurer; Finance Committee (resigned April 19)
Manpareet Dhaliwal	Treasurer; Finance Committee (elected Treasurer April 19)
John Major	Vice Chair; Executive Committee; Quality Committee
Hardeep Jhutti	Vice Chair; Executive Committee
Aegon Welsh	Elected H4All representative; Trustee, H4All CIO
Chhinder Dhiman	Health and Safety Committee
Elizabeth Harris	Elected lead for Hillingdon Carers Partnership
Gavin Shand	Co-opted April 19, elected October 19
Nancy Rawlings	Co-opted Sept 19, elected October 19

Board observer

Grateful thanks to our Board observer, Councillor Becky Haggar, Carers Champion, Eastcote and East Ruislip Ward. Your support, knowledge and advice is hugely valuable to us, thank you.

Chief Executive

Sally Chandler, RGN, MCMI, CMgr

Bankers

National Westminster Bank Plc
48 High Street
Uxbridge
UB8 1UT

CAF Bank Ltd
Kings Hill
West Malling
ME19 4TA











Registered office

Luther Bouch House
126, High Street
Uxbridge
Middlesex
UB8 1JT

Acknowledgements

Our work would not be possible without the support from commissioners, funders, donors, fundraisers and private sector sponsors. Trustees and staff would like to express their gratitude to:

Commissioners and funders

- | | |
|--|--|
|  London Borough of Hillingdon |  Henry Smith Charity |
|  NHS Hillingdon CCG |  BBC Children in Need |
|  Carers Trust |  Ajahma Trust |
|  London Youth |  City Bridge Trust |
|  Young Londoners Fund |  Hillingdon Community Trust |
|  Mercers Philanthropy |  Big Lottery Community Fund |
|  H4All CIO |  Glasspool Charity Trust |

Private sector sponsors and supporters

- | | |
|--|---|
|  IBB Charitable Trust |  Lidl, Hayes |
|  Lee Valley |  Aldi, Uxbridge |
|  TSB Bank, Uxbridge |  Metropolitan Police |
|  PricewaterhouseCoopers LLP |  Wonderful.org |
|  Merlins Magic Wand |  Vodafone |
|  Paypal |  Ryefield Court Care |
|  Amazon Smile |  M&S, Uxbridge |
|  MyBnk | |

Fundraisers, donors and supporters

- | | |
|--|--|
|  Create Arts |  Uxbridge Rotary Club |
|  Ruislip Lions |  Willow Tree Trefoil Guild |
|  Northwood Lions |  Ickenham Saint Giles Masonic Lodge |
|  The Fassnidge Trust |  Ceramic Fusion |
|  Met Police Giving Tree |  Neighbourly |
|  Ruislip Combined Charity |  Harefield Lodge of Freemasons |
|  Mousetrap Theatre Company | |
|  Ruislip Manor Methodist Church | |

Our grateful thanks also go to all the generous individuals that donate to us – you are too numerous to mention but we thank you sincerely.

100% of your donations are spent on the provision of support services for carers. If you ‘ring-fence’ your donation i.e. if you tell us how you would like it to be spent, we will always honour your wishes.

If you donate money and don’t specify the particular service you wish to support, we allocate the donation to services we are actively fundraising for.

For more information, to register with Hillingdon Carers or to find out more about volunteering with us, please contact the staff team as follows:

Hillingdon Carers
Luther Bouch House
126 High Street
Uxbridge
UB8 1JT

Telephone: 01895 811206

Email: office@hillingdoncarers.org.uk

Web: www.hillingdoncarers.org.uk

Or follow us on Facebook, LinkedIn or Twitter:



Hillingdon Carers



www.linkedin.com/hillingdoncarers



@hillingdoncarers

