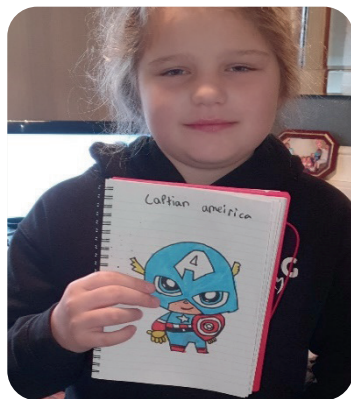


Annual report 2020-2021



A message from the Chair of Trustees, Dolores Lee

I cannot quite believe where this year has gone! Undoubtedly, it has been one of the strangest years in my memory and it is hard to quantify the many changes we have had to make to try to ensure that we are still supporting you, Hillingdon's unpaid carers. We hope that the content of this year's Annual Report helps to explain some of the ways we have responded and continued to develop our services for you, especially those of you who have been shielding for the majority of the year.

I know that this has been a challenging year for the team as they were grappling not only with ever-changing Covid-19 legislation and guidance from government but, and most importantly, with the changing needs they were witnessing as your lives were turned upside down by global events. They have worked flexibly and creatively and responded to new challenges as they arose. I would like to take this opportunity to thank all the staff from Carers Trust Hillingdon - as well as our partner organisations from the Hillingdon Carers Partnership - for all their hard work in the year.

We hope that their efforts have helped in some small way to improving your quality of life during the last 12 challenging months. However, we also want you to rest assured that we are doubling our efforts to respond to the new and emerging needs that we are seeing because of the lockdowns and know that the team will do its best to respond to any feedback or suggestions you want to provide them. Hopefully the worst is over and you are starting to feel a gradual move towards 'normal' life again.

Report from the Treasurer, Manpareet Dhaliwal

I am pleased to be able to confirm that, despite the difficult economic climate over the past 12 months, Carers Trust Hillingdon has remained in a strong place financially, not least because of the generosity of the many Trusts and Foundations that support the work of the Third Sector through their grants programmes. Their prompt response with Covid relief funding has not only supported us to supplement and upgrade our IT hardware to facilitate home working, it has enabled us to support hundreds of families in Hillingdon with hardship grants and funding for laptops and tablets to keep them socially connected. My thanks to the team for their hard work in bidding for and securing all the extra funding that has helped carers over the past 12 months.

Our auditors, Cox Costello Horne, have confirmed a surplus of around £40k, which means our reserves are higher than target, now sitting at around £311k. The Finance Committee and the Board of Trustees have agreed a prudent approach to managing the excess as we are clear that the next couple of years will be challenging financially. They have agreed that it is currently best to keep excess funding to safeguard our services as the financial fallout of the pandemic runs its course. Our income in the year was up 23% to around £1.38 million and we supported 8,276 adult and 1,066 young carers in the year.

It just remains to say that I hope that the pandemic and lockdowns have not been too tough on you and your loved ones, although we know that for many the impacts have been both life changing and, in some cases, devastating. To reiterate what Dolores said, we will not stop trying to increase, improve and develop our range of support services for carers and we will work hard to meet the new needs created by the pandemic.

A message from the Chief Executive, Sally Chandler

It is hard to know where to start to summarise the twelve months from April 2020 – March 2021. I looked at my introduction to our last Annual Report, written at a time when I had been working from my bedroom dressing table for a couple of weeks. It was a time when the world was still reeling with the lockdown measures that were introduced in March 2020 and when we at Carers Trust Hillingdon - then Hillingdon Carers, but more of that later! - were trying to work out our best way forward in the strange new world we found ourselves.

It is testament to the creativity and adaptability of the team that they were able to respond quickly to the new challenges and that they continued to support more carers in the year than ever before. That things moved online is a given – there was little choice. However, they never once forgot that, for many, being able to access digital services was well out of their comfort zone. They thought creatively and, as well as providing personalised support to get online and grants for technical equipment, they also offered telephone support groups through easy-to-use telephone conferencing facilities, as well as introducing a programme of care-calling – weekly check in calls with hundreds of housebound carers. They developed arts, activity and baking packs, which they delivered to doorsteps across the borough. They even offered Pamper evenings, where carers received a range of beauty products by post and then enjoyed an evening of instruction on how to use these for relaxation, whilst also enjoying each other's company and the chocolate treats that they received in their Pamper packs.

Yet it would be remiss of me to focus solely on the positive outcomes in the last year. We know for many carers that the lockdown has had negative impacts on health and wellbeing in so many ways. Through the extensive care-calling programme we know that some of you have struggled with the enforced 24/7 restrictions and we have seen carers developing anxiety, depression and reporting sleeplessness as a major issue. We have seen the impact on family relationships when carers could not get even a short break from their caring responsibilities. We have seen carers suffering bereavements in terrible circumstances, such as their loved ones going into hospital without any opportunity to visit. We have seen more carers than ever having to provide end of life care in the home and many families struggling with multiple caring situations under one roof. We have seen children and young people cut off from their friends and schools, often with multiple siblings trying to access their education online with laptops shared by the whole family.

We have – and still are – expending every effort into addressing all the new needs we are seeing. We have introduced a programme of end of life training, offering carers practical skills but also addressing their emotional needs through psychotherapeutic support. We have extended our Family Support Service to improve intensive support to complex families that are struggling with a whole new range of social issues. We are working more closely than ever with schools as, throughout lockdown, we were able to actively support those young carers that were still in school. We have introduced a whole new range of workshops, designed to help carers of all ages to cope with the situation and our colleagues at Hillingdon Mind (who have seen a 45% increase in demand for mental health support) have developed a range of new psychotherapy groups to try to work with as many carers in need as possible.

We are continuing to monitor new and emerging needs and will continue to respond to the best of our ability as lockdown measures ease and we all venture out blinking into our post-Covid futures. Stay well, please don't suffer in silence and very best wishes from all of us.

From March 2020 - April 2021 we have supported adult carers via:



securing funding for new services to support carers



supporting carers to claim over £1 million in carer-related benefits



supporting more adult carers than ever before



providing a programme of individual grants to help carers in need



providing emotional support to four times as many carers than the previous 12 months



providing adult carers with breaks from their caring roles



improving household incomes from carer-related benefits



making regular care calls to carers



increasing attendances to our online exercise sessions



H4All activity, 2020-21

We have continued to play a very active role in the management and development of our joint venture company, H4All, which has had another extremely successful year. Whilst it deserves a full report in its own right here are just some of the highlights:

- H4All is now delivering contracts worth over £1 million for the local Integrated Care Partnership, Hillingdon Health and Care Partners (HHCP). All services are designed to improve residents' health and wellbeing, help them to better understand and manage their long-term conditions and to tackle the social determinants of health (such as social isolation, poverty, poor housing, and substance misuse and improving their lifestyle choices).
- H4All is leading the development of the third sector in Northwest London to ensure that the sector become an integral part of the health and social care landscape. This work has been recognised by NHS England and we are part of their national Third Sector Leadership programme.
- The Community Development team have over 50 voluntary sector groups that they are supporting as part of the Hillingdon Health and Wellbeing Alliance. They are working with the many smaller groups that have suffered as a result of the pandemic and are providing small grants to help them to adapt.
- Our award-winning High Intensity User (HIU) service is attracting a lot of attention. By providing intensive support to the fifty residents that most overuse A&E and the Ambulance Services (who account for £7 million of health funding every year), we have been able to support them to stop using these costly services and have evidenced a saving of over £250k in the first 10 months of operation. The service was awarded Social Prescribing Programme of the Year, 2020 and has been shortlisted for a Health Service Journal Award in 2021, although we won't know the final result until September 2021.



Phil Puttock and the HIU team: Kat Hunt, Debbie Dollory and Hillingdon Hospital A&E Sister, Sarah Harris

Although we were unable to have our usual adventures with our young carers, we met the challenges of 2020/21 head-on and offered a range of new and exciting ideas to help beat the boredom during lockdown. Here are just some of our exciting highlights from the year:

Cyber connections

All of our clubs and activities moved online from the start of the pandemic. Throughout the year we provided 68 separate club sessions via Zoom where we ran quizzes, played bingo and ran cookery sessions. In addition to this we offered weekly online fitness classes (where young carers and their parents joined in!) and a whole host of online activities including Lego workshops, drama sessions, pamper evenings, escape rooms, comic workshops, boxing classes and magic shows to name but a few. Overall we provided 1,119 opportunities for young carers to stay virtually connected.

Pleased to meet you Ma'am

One of our young carers from Hayes has been with us for 10 years and has always been very active. She has attended clubs, trips and workshops regularly since she registered with us in 2010 when she was just 7 years old. With our support, she joined the national Carers Trust Young Adult Carer Steering Group and has recently chaired her first meeting.

Due to her contribution to the national body, she was invited to take part in an hour-long Zoom discussion with Carers Trust's patron, Princess Anne – a session that was unexpectedly joined by Her Majesty, the Queen! She tells us that she was able to talk about the great support she has received and there was a lot of interest in our services. Sadly, we don't have a recording of the full session, however you can see a brief clip via the link below.

Our young friend is the last young person to speak. We are so proud of her!

<https://twitter.com/RoyalFamily/status/1271004137501741056?s=20>

Gaining those grants

We were very successful in our bids for external funding, securing sixteen of the seventeen funds applied for and generating almost £38,000 in additional income to support our families.

The grants were used to purchase devices for digitally-excluded young people to help with their school work and to keep them connected. We also provided 'Keep Busy Bags' and 'Baking Boxes' in addition to individual hardship grants for essential household items.

Famous faces

Eight young carers took part in a Create Arts project in collaboration with ITV to 'reimagine the ITV logo to tell their story'. The project was designed to raise the profile of young carers in the UK and highlight the importance of creativity in supporting their wellbeing. The ident produced featured in the advertisement breaks on the channel for a week in August 2020.

One parent fed back:

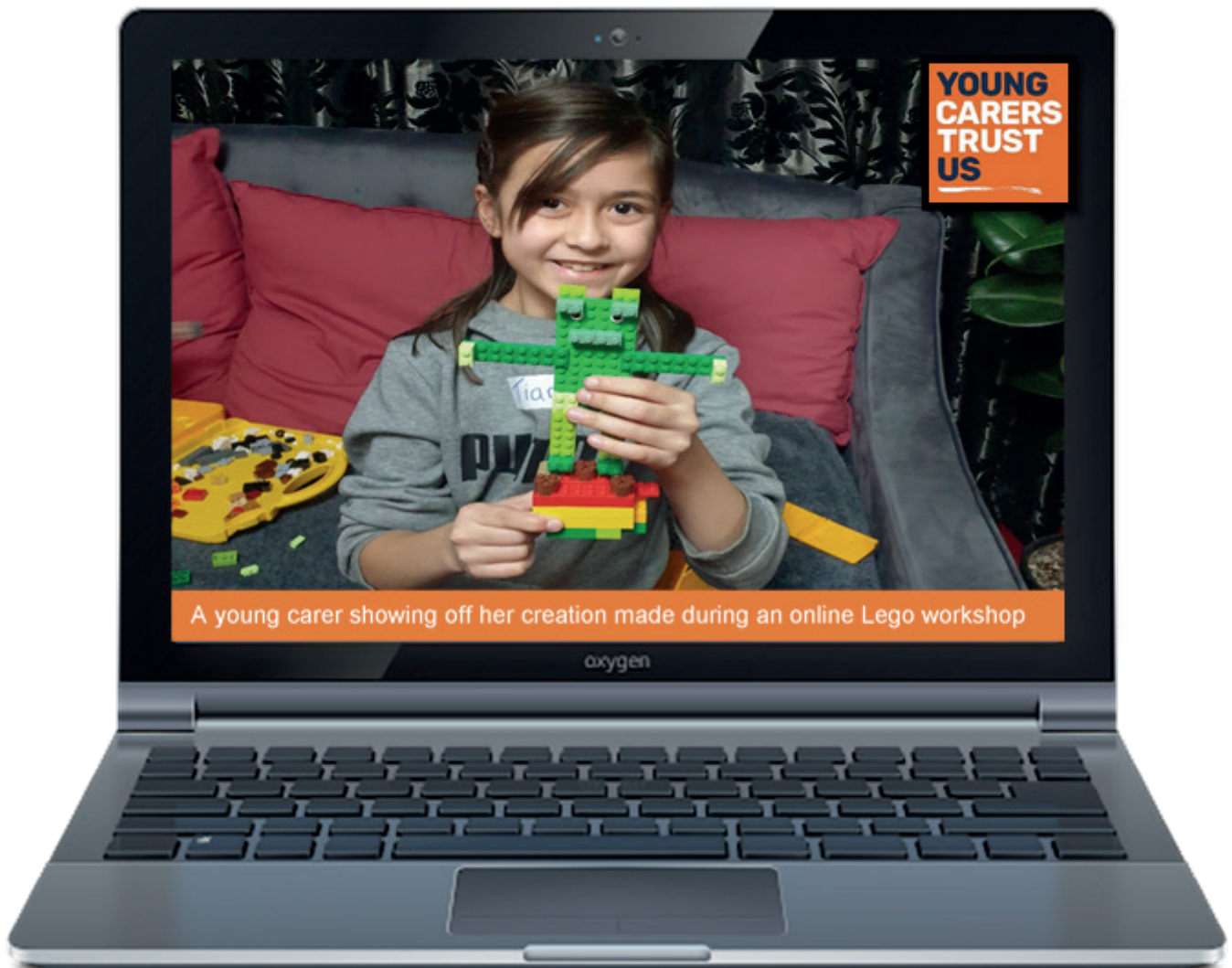
**“H and F were thrilled to see themselves on TV!
It brought tears to my eyes seeing them on the screen, such an
amazing experience for them.”**

Young carers' virtual ventures

1,066 young and young adult carers supported in 2020/21

68 Zoom Club sessions provided with **608** visits

32 laptops provided benefitting **80** young carers



56 families accessed **16** trips providing **224** breaks

£37,441 raised for young carers through external grant funding

24 training and wellbeing sessions delivered with over **200** attendances



Our rebrand explained



It will not have escaped your notice that our organisation has had a change of name and brand in the past 12 months. Many of you were involved in the discussions when we were debating the change from Hillingdon Carers to Carers Trust Hillingdon, and more of you will have seen presentations at our Carers Forums. However, in case you have missed these opportunities, this is what happened:

Hillingdon Carers has been a Network Partner of the national organisation, Carers Trust since it was formed in 2012. Carers Trust was born as a result of a merger of the former Princess Royal Trust for Carers and Crossroads Care and, prior to 2012, we were a member of the Princess Royal Trust.

We enjoy significant benefits from our membership, including, but not limited to:

- Shared learning through the central Knowledge Hub
- National networking opportunities
- Regular meetings with other Carer organisations from across Greater London
- Political engagement with government and central carer-awareness campaigns
- Reduced-cost access to insurances
- An annual Carer Conference
- A programme of national workshops, learning events and information exchanges
- Priority access to grant funding
- Advice and help from the Network Support team.

We therefore felt that we should better reflect the fact that we were a member of something larger and, following extensive consultation, the decision was taken to adopt the Carers Trust branding and align ourselves more closely with the national body. We would like to reassure carers that this is presentational only. It has no impact on the team, local decision-making, governance, the availability of our services or the quality of the services we provide.

We were particularly attracted by the range of Statement logos that had been developed by the national organisation. We anticipate that you will start to recognise our services by the associated brand logos, which we will work hard to ensure become synonymous with high quality provision. These are as follows:

Advice and information service

All our advice and information is branded with the green logo:

- Fact sheets, leaflets and posters
- Advice Centre and outreach Advice clinics
- Welfare benefits checks
- Carer Emergency Plans
- Carers Assessments
- Legal Advice clinics



Health and Wellbeing services



We have many programmes that seek to improve the health and wellbeing of carers, which all be branded with the pink logo. However, each programme also has its own identity:

IN THE PINK WITH CARERS TRUST

Covering health, fitness and exercise programmes, including:

- Chair exercise
- Yoga and dance
- Pamper sessions
- Lifestyle checks
- Health MOT days
- Therapeutic care

“Thank you so much for providing me with an evening session of pampering, it was a wonderful and relaxing activity after a challenging day. I liked the products as well!”

STAY SOCIAL WITH CARERS TRUST

Covering all our social group activities:

- Carer Cafes
- Peer support groups
- Care-calling
- Trips and days out
- Book Club
- Parties and events

“Someone has cared, someone has taken time to communicate with me. Someone has displayed much empathy and understanding of my plight. Someone has enriched my life by simply taking time to listen. Someone has made me smile and laugh thus enriching the very depth of my soul.”

CREATIVITY CARERS TRUST

We know that carers are endlessly creative and you never disappoint at:

- Painting group
- Sashiko stitching
- Coffee and clay
- Flower arranging
- Cake decorating
- Zine making

“Thank you for the course, it was relaxing and helped me to feel positive.”

LEARNING CARERS TRUST

We have some great learning opportunities offering skills for caring as well as other lifelong learning sessions:

- First aid
- Managing Me
- Gardening
- Manual handling
- IT skills
- Changing relationships
- Caring at end of life
- Spanish courses

“I so enjoy your courses giving me connection to the outside world, gaining new skills and personally for me, escapism from caring.”

SUPPORT YOUNG CARERS TRUST

Young carer services

Our Young Carer services will all carry the orange branding and each service has its own brand identity too. These are:

This logo covers all our generic young carer services such as school holiday programmes, clubs, schools outreach, training and personal development, arts, creative and sporting activities and emotional support



Our Family Support Service improve outcomes for children and young people providing care in complex families by offering holistic support to the whole family and opportunities to make positive family memories through family days out



Our Supported Transition programme offers comprehensive help for young adult carers to make the move from school into employment, apprenticeships or higher education and offers a range of personal development and job readiness training, as well as age-appropriate social activities



Partner services

Through the Hillingdon Carers Partnership we are also able to offer specialist help and support, sub-contracted through the following partner organisations:



Expert and comprehensive dementia support for the whole family



Specialist mental health support, counselling, family support and psychotherapy



Alternative therapies and wellbeing workshops



The Carers Short Breaks service offers quality respite (replacement) care in the home

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 Carers Trust Hillingdon 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 2021 have been audited and were approved by the Board on 6th August 2021.
- 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 Carers Trust Hillingdon, 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

Carers Trust Hillingdon
 Company Limited by Guarantee
Statement of Financial Activities incorporating
Income and Expenditure Account
 Year ended 31 March 2021

		Unrestricted Funds	Restricted Funds	Total Funds 2021	Total Funds 2020
		£	£	£	£
INCOME:	Note				
Incoming resources from generating funds:					
Donations and legacies	2	9,999	8,119	18,118	19,146
Income from charitable activities	3	777,679	582,413	1,360,092	1,097,520
Income from investments	4	1,908	-	1,908	2,349
Other income	5	-	209	209	161
TOTAL		789,586	590,741	1,380,327	1,119,176
EXPENDITURE ON:					
Expenditure on raising funds	6	(10,109)	(8,088)	(18,197)	(19,074)
Expenditure on charitable activities	7&8	(753,494)	(568,958)	(1,322,452)	(1,092,076)
TOTAL EXPENDITURE		(763,603)	(577,046)	(1,340,649)	(1,111,150)
NET INCOME/(EXPENDITURE)		25,983	13,695	39,678	8,026
TRANSFERS BETWEEN FUNDS	20	-	-	-	-
NET MOVEMENT IN FUNDS		25,983	13,695	39,678	8,026
RECONCILIATION OF FUNDS					
Total funds brought forward - restated		261,833	9,584	271,417	263,391
TOTAL FUNDS CARRIED FORWARD	20	287,816	23,279	311,095	271,417

Carers Trust Hillingdon
 Company Limited by Guarantee
Statement of Financial Position
 Year ended 31 March 2020-21

	Note	2021 £	2021 £	2020 £	2020 £
Fixed Assets					
Tangible Assets	12		-		-
Current Assets					
Debtors and Prepayments	13	69,258		42,173	
Cash at bank and in hand	14	402,844		374,931	
		472,102		417,104	
CREDITORS:					
Amounts falling due within one year	15	(161,007)		(145,687)	
NET CURRENT ASSETS			311,095		271,417
TOTAL ASSETS LESS CURRENT LIABILITIES			311,095		271,417
NET ASSETS			311,095		271,417
FUNDS					
THE FUNDS OF THE CHARITY:					
Unrestricted funds	20		287,816		261,833
Designated funds	20		-		-
Restricted funds	20		23,279		9,584
TOTAL FUNDS			311,095		271,417

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 6th August 2021 and are signed on their behalf by:


Dolores Lee
 Chair of Trustees

Carers Trust Hillingdon Board of Trustees

Dolores Lee	Chair; Executive Committee; Fundraising Committee
Manpareet Dhaliwal	Treasurer; Finance Committee
John Major	Vice Chair; Executive Committee; Quality Committee
Hardeep Jhutti	H4All representative; Trustee, H4All CIO (elected H4All representative April 2020)
Aegon Welsh	Vice Chair; Executive Committee (elected Vice Chair, April 2020)
Chhinder Dhiman	Health and Safety Committee (resigned August 2020)
Elizabeth Harris	Elected lead for Hillingdon Carers Partnership (HCP)
Gavin Shand	Trustee
Nancy Rawlings	Trustee
Jacqueline Hole	Co-opted Trustee (February 2021)
Chhinder Dhiman	Trustee (resigned August 2020)

Board observer

Grateful thanks to our Board observer, Councillor Becky Haggard, 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
- NHS Hillingdon CCG
- Carers Trust
- London Youth
- Young Londoners Fund
- Mercers Philanthropy
- H4All CIO
- London Catalyst
- Groundworks LRCF
- Henry Smith Charity
- BBC Children in Need
- Ajahma Trust
- City Bridge Trust
- Hillingdon Community Trust
- Big Lottery Community Fund
- Big Lottery Awards for All
- Triangle Trust

Private sector sponsors and supporters

- PricewaterhouseCoopers LLP
- CNOOC Petroleum
- Yorkshire Building Society
- Paypal
- Waitrose, Ruislip
- Amazon Smile!
- Lidl, Uxbridge
- Asda, Hayes
- Tesco/Groundworks
- Mecca Bingo, Hayes

Fundraisers, donors and supporters

- Create Arts
- Ruislip Lions
- Northwood Lions
- Lions International
- Ruislip Combined Charity
- Middlesex Freemasons
- Neighbourly
- Templeton Centre

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.

CARERS TRUST

Hillingdon



For more information, to register with Carers Trust Hillingdon or to explore volunteer roles with us please contact the staff team as follows:

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

Telephone: 01895 811206

Email: office@carerstrusthillingdon.org

Web: www.carerstrusthillingdon.org