

**Annual report
2022-2023**





A message from our Chair of Trustees Dolores Lee

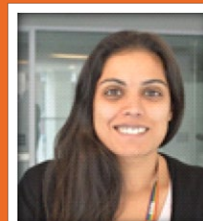
It is hard to believe that another year has passed since I wrote my message for our last Annual Report. It is also hard to believe that, after two years of the pandemic dominating everything we said, thought and did, it has almost completely dropped off the radar in terms of everyday conversation and in our daily lives.

However, that doesn't mean that we are not still seeing the impact of Covid on carers' lives.

We continue to work with young and young adult carers who are struggling with their education, and with adult carers who are still coming to terms with the many different ways their lives were changed. We are still here and still listening, so please contact the team if you feel unsupported or if there are things we need to consider in our planning.

We have had a positive year at Carers Trust Hillingdon and have managed to, again, add to the number of services we provide to help you amazing carers, please see page 5 for details of the new opportunities that the team has developed. However, we are also grappling with rising costs and a challenging financial environment. It is testament to the Finance Manager, Treasurer and Finance Committee that we have made every penny count on the frontline, reducing our core costs as far as possible to allow us to sustain and grow the level of support we can provide. Here's to another successful year ahead for all of us.

A message from our Treasurer Manpareet Dhaliwal



I can report that Carers Trust Hillingdon continues to exercise robust financial control over the organisation's expenditure, particularly in response to the challenging financial climate. We finished 2022-23 with a small deficit of £5,980, however, this was planned as, in 2021-22, we invested higher-than-usual reserves in two new posts. I am pleased to confirm that this investment has seen both posts become longer-term fixtures with longer-term external funding secured.

The two new areas of work we invested in were our fledgling Schools Outreach programme and growing our support of carers providing care at the end of life and following a bereavement. Both programmes are flourishing and we have recently extended the number of schools that we are supporting, as well as adding a pool of volunteer mentors to work in schools to help young carers with the maths and English curricula.

We are entering a challenging year, with our Council contract coming to an end, which will see us competitively tendering for a new contract. Additionally, a number of grants also end in 2023, adding to the challenge. However, I have confidence in the team and that, this time next year, I will be sharing good news with you all. Please rest assured that we will ensure we maximise the benefits from every penny that we secure.



A message from our Chief Executive Sally Chandler

Welcome to our annual round-up of work that the team here at Carers Trust Hillingdon has undertaken in 2022-23. It has been another successful year, in which we have developed new services to support carers of all ages and, within other services, we have secured new resources to meet demand. The organisation also weathered the early storms created by the current financial climate, although we do have a tough year ahead. I am working hard with Senior Managers and Trustees to preserve our services above all else.

I would like to thank the team for all their hard work; they are a fabulous and committed bunch of people and have listened to what you need and worked hard to develop the services that you told them you wanted.

My thanks also to the Board of Trustees for their support and wisdom in keeping us on course during tough financial times; I genuinely appreciate their challenge, advice and experience and the great working relationship we enjoy between the Board and the Senior Management team.

Finally, my sincere thanks to our amazing volunteers, who provide us with more capacity to support carers, staff the Advice Centre, run trips, Cafes and activities and through care-calling housebound carers. Through their dedication, hard-work and generosity with their time, we have been able to extend our help by 2,548 hours over the year, which is equivalent to just short of 1.5 full-time posts based on a 48-week working year. We hope that you continue to enjoy your roles as part of the team at Carers Trust Hillingdon and we always welcome expressions of interest from carers, former carers, or other Hillingdon residents in volunteering with us. If you have a few hours per week and would like to join our friendly and high performing team, please give us a call on 01895 811206.

Which brings me to our fabulous carers. We know that many of you are continuing to adjust to the 'new normal' after the trials of the pandemic and national lockdowns. We also know that, as a result of Covid, some of you became carers and others lost a loved one. We hope that you are gradually coming to terms with whatever you experienced personally. As ever, we are committed to providing the services that will most help you and, if there is something you would like us to try to add to our extensive range of free services, please do tell us. We can't make promises but absolutely guarantee that we will take all requests seriously and explore how we can meet those needs.

Because we have had a bit of a staffing restructure and have been joined by some new team members, we thought it would be helpful for you to put faces to names, so please have a look at the 'Rogues Gallery' on pages 8 and 9. By popular request, we have also included lots of photos of activities on page 10. It is always lovely to see just what a full year we have had when we look back at these.

Sending very best wishes for a positive 2023-24 and we look forward to seeing you at our AGM and Carers Forum on 11 October 2023 – save the date on your calendars!

Key achievement 2022-2023



£1,764,532

new funding drawn down into Hillingdon since the start of the Carers contract



£837,152.77

carer-related benefits secured for carers



4,790

carers registered with Carers Trust Hillingdon



9,500

hours of respite care received by carers

2,644

breaks from caring provided through cafes, social groups and workshops including:



521

visits to exercise groups



334

visits to carers cafes



688

care-calls made

New services

This year saw the introduction of new training and support programmes, designed and delivered in direct response to what you told us you needed.

a) Finding your Way - an introduction to caring

Newly-registered carers are invited to the Carers Centre for a coffee and to hear more about Carers Trust Hillingdon, our partners and other support services within Hillingdon. We hope that this gives our newer carers the confidence to ask for help, get the right support and to join in activities. It certainly allows us to develop a better relationship early on with those of you new to caring.

b) Caring day-to-day

All carers of any vintage are welcome to attend our new training and information sessions that specifically help with your caring role. Sessions cover things like reducing the risk of falling, understanding incontinence or managing medication. You will also be provided with vital information to assist you in making some of those challenging decisions with sessions covering things like care homes explained, legal planning or navigating your way around social care.

Carer feedback has helped us to design a stage two programme for 2023-24, so watch out for more information in the newsletter and Health and Wellbeing bulletins.

c) I am a carer but what about me?

This is a series of workshops that encourage you as a carer to think about - and make time for - yourself. Sessions take an important topic, for example 'stressed out', and offer psychological, therapeutic or creative approaches and practices that are designed to help you to address and manage your emotions from different perspectives. These different approaches allow the same topic to appeal to different carers thereby ensuring we reached a wider audience.

d) Time for ME! Fund

Thanks to the central grants programme from our national body, Carers Trust, we were delighted to be able to offer a range of respite breaks for adult and young carers, including whole-group activities and individual grants. This extra funding means we have been able to offer you fun activities that sit outside our core funding and that give you a well-deserved break from your day-to-day challenges.

YOUNG CARERS 2022-2023

'Stats in the Stars'

317 new
young/young
adult carers
registered

1287 young
and young
adult carers
supported in
2022/23



34 activities
and 71 club
sessions
provided

£16,942
raised for
extra
events and
activities

4 residential
weekends
away for 63
young
people

2586
individual
breaks from
caring

7 whole family
activities
attended by 193
family members

Our 2022-2023 Young Carers' Best Bits!

It has been another amazing year for the young carers service with a whole host of events and activities. here are some of our best bits....



TRIP TOP-UPS

Our grant achievements continued throughout the year and we secured £16,942 of additional funding to enhance our activity and support offer. This included 2 whole family tips to London Zoo and Brighton Beach, a day at Thorpe Park and extra-curricular activities for individual Young Carers

SUPER SCHOOLS

Our Schools programme has gone from strength to strength, now working alongside 15 schools in the Borough to increase their awareness of, and support to, young carers. We have also worked in partnership with Brunel University to train a pool of volunteer mentors to provide extra academic and wellbeing support to young carers in schools



#YCAD2023

YOUNG CARERS ACTION DAY

In March 2023 we held our first Young Carers Awards ceremony to celebrate and recognise the fantastic young people we support. We awarded 20 young carers with special awards and prizes, and also honoured an additional 35 with certificates of excellence. The event was held at the Beck Theatre and was attended by over 200 people including young carers, their families, schools, sponsors, local councillors and the Mayor of Hillingdon!



FAMILY FUN

We were delighted to celebrate Her Majesty Queen Elizabeth's Diamond Jubilee with our first inter-generational event - a garden party! Over 150 carers of all ages came together to celebrate the occasion with a buffet lunch, arts & crafts, sports activities, face-painting and a mobile zoo!



Meet the team - Business Continuity



Jane Farwell
Finance Manager



Sally Chandler
Chief Executive



Jo Burns
Business
Development
Manager



Natasha Aman
ICT Development
Manager

Meet the team - Health and Wellbeing



**Nadia
Habibi-Evans**
Wellbeing
Development



Lynne Pritchard
Carers
Development Officer



Ruby Currie
Carers
Assessment
Officer



Eva Williams
Compassionate
Hillingdon
Officer
(In partnership with
Harlington Hospice)

Meet the team - Advice team



Julie Simmonds
Carers
Advisor/Senior
Manager



Pami Singh
Advice Manager



Denise Kelliher
Carers
Advisor/Senior
Manager



Madhuri Kotecha
Dementia Advisor
(In partnership with
Alzheimer's Society)

Meet the team - Young Carers team



Sharon Manning
Young Carers
Manager



Catherine Stevenson
Family Support
Officer



Sam Carter
Family Support
Officer



Nadia Rifai
Supported
Transition Officer



Carole Goodall
Young Carers
Support Officer



Paula Pritchard
Young Carers
Support Officer



Luthea Makepeace
Schools Outreach
Manager



Celeste Bockel
Young Adult Carers
Engagement Officer
(In partnership with
Harrow Carers)



Alex Johnson
Young Carers
Support Officer



Seema Bassi
Administrative
Assistant
(whole team)

Our year in photos



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 2023 have been audited and were approved by the Board on 4 August 2023.
- 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 2023

	Unrestricted Funds	Restricted Funds	Total Funds 2023	Total Funds 2022
	£	£	£	£
INCOME:				
Donations	32,509	5,826	38,335	66,073
Charitable activities	770,006	684,798	1,454,804	1,348,895
Interest receivable	1,881	-	1,881	1,393
Other income	-	3,835	3,835	50
TOTAL	804,396	694,459	1,498,855	1,416,411
EXPENDITURE ON:				
Raising funds	(17,556)	(1,440)	(18,996)	(26,397)
Charitable activities	(792,973)	(692,866)	(1,485,839)	(1,369,013)
TOTAL EXPENDITURE	(810,529)	(694,306)	(1,504,835)	(1,395,410)
NET INCOME	(6,133)	153	(5,980)	21,001
NET MOVEMENT IN FUNDS	(6,133)	153	(5,980)	21,001
RECONCILIATION OF FUNDS				
Total funds brought forward - restated	277,115	54,981	332,096	311,095
TOTAL FUNDS CARRIED FORWARD	270,982	55,134	326,116	332,096

Carers Trust Hillingdon
 Company Limited by Guarantee
Statement of Financial Position
 Year ended 31 March 2022-23

	2023	2023	2022	2022
	£	£	£	£
Fixed Assets				
Tangible assets		839		-
Current Assets				
Debtors and Prepayments	56,360		37,406	
Cash at bank and in hand	416,925		475,754	
	473,285		513,160	
CREDITORS:				
Amounts falling due within one year	(148,008)		(181,064)	
NET CURRENT ASSETS		325,277		332,096
TOTAL ASSETS LESS CURRENT LIABILITIES		326,116		332,096
NET ASSETS		362,166		332,096
FUNDS				
THE FUNDS OF THE CHARITY:				
Unrestricted funds		270,982		277,115
Restricted funds		55,134		54,981
TOTAL FUNDS		326,116		332,096

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

These financial statements were approved by the members of the Board and authorised for issue on 4 August 2023, and are signed on their behalf by:

M Dhaliwal

Manpareet Dhaliwal
Treasurer

Carers Trust Hillingdon Board of Trustees

Dolores Lee	Chair; Executive Committee; Fundraising Committee
Manpareet Dhaliwal	Treasurer; Finance Committee
John Major	Vice Chair (resigned February 2023)
Aegon Welsh	Vice Chair; Executive Committee
Hardeep Jhutti	Trustee, elected H4All representative
Nancy Rawlings	Trustee
Jacqueline Hole	Trustee
Angela Wegener	Trustee, elected October 2022
Elizabeth Harris	Trustee (resigned October 2022)
Graham Hawkes	Trustee (resigned January 2023)
John Major	Vice Chair (resigned February 2023)

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
- NW London ICS
- Carers Trust
- Young Londoners Fund
- Mercers Philanthropy
- H4All CIO
- Henry Smith Charity
- BBC Children in Need
- City Bridge Trust
- Big Lottery Community Fund
- Triangle Trust 1949
- British & Foreign Schools Society

❖ Private sector sponsors and supporters

- PricewaterhouseCooper LLP
- Asda, Hayes
- Pinewood Studios Actors Studio
- Gallo Wine
- Arnold Clark Foundation
- Sheridan Ward
- The Republica Party
- Lidl
- Kilnbridge, HS2
- Align, HS2
- CK Tech, HS2
- Keltbray
- Beck Theatre, Hayes
- Hasbro
- Danny Sullivan, HS

❖ Fundraisers, donors and supporters

- Middlesex Masons
- Ruislip Methodist Church
- Create Arts
- IBB Solicitors, Uxbridge
- Ceramic Fusion
- Trevor Breast Cancer Support
- Uxbridge Local History Society

Finally, a big thank you 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 where there is the most need.

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

Charity no: 1082297