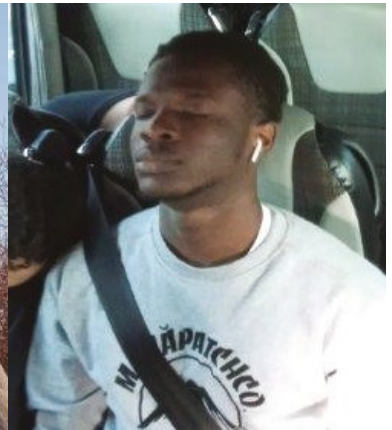


## Annual report 2021-2022



**A message  
from our  
Chair of  
Trustees,  
Dolores Lee**



What a difference a year can make! This time last year the Annual Report introductions from the Board and our Chief Executive were dominated by the pandemic and the impact of the lockdown on the lives of you, Hillingdon's unpaid carers. At least now, as an organisation, we are back to business as usual and all our services have been reinstated, with some new additions along the way.

However, we are under no illusions that the impact of the virus and subsequent lockdowns have gone away. We are still responding to the new needs that the global situation has created for carers and have had to think long and hard about the best use of our resources – plus bid for new funding – to meet those needs. It is testament to our skilled team at Carers Trust Hillingdon that they have taken every opportunity to listen to your experiences and respond accordingly. There are more details on page 5 about new services that have been developed according to your feedback.

We would like to reinforce that we are still listening and are happy for you to contact us at any time via email, telephone, our website or through your contact with staff, to share any major challenges or issues that you are experiencing; we can't promise to manage everything, but we will work hard to find a way to develop the support you need. Here's hoping that your lives have started to return to normal and that there is a growing bright light at the end of the tunnel. If not, please call us, we will try to help.

I am happy to report that Carers Trust Hillingdon continues to be in good financial shape and we finished 2021-22 with a small surplus of £21,000 and a confirmed income of just over £1.4 million. We also have a healthy surplus of reserves, currently above our standing reserves target.

This time last year, when the Board of Trustees was considering the end of year financial position, we took a prudent approach to the high levels of reserves that accumulated, in the main, during the first prolonged lockdown in 2020. The surplus was acquired through the combination of extra government Covid grant funding and the reduced cost of delivering services as many were moved online, therefore not needing investment in room hire, refreshments, volunteer expenses and staff travel. However, our world has stabilised somewhat, and, as Dolores mentioned, we have seen a lot of new and emerging needs as carers try to get some semblance of normality back into their lives.

We have therefore taken the decision to invest excess reserves into the development of new services. In short we have match-funded a grant for a new programme of work in schools to support young carers. Additionally, we have invested funding in supporting carers caring for someone at the end of life, including training, emotional support and ongoing support as caring finishes after the death of a loved one. Here's hoping your lives are getting back to normal, whatever the new 'normal' is.

**A message  
from our  
Treasurer,  
Manpareet  
Dhaliwal**





**A message from our  
Chief Executive,  
Sally Chandler**

Wishing you a warm welcome to the 2021-22 review of our past 12 month's activities. It is hard to believe that this is the eighth Annual report that I have written since joining Carers Trust Hillingdon in May 2014 (then Hillingdon Carers) - and what an eight years it has been!

I'm pleased to say that our little world in Uxbridge has pretty much returned to business as usual after the very strange couple of years that we have all been through. It would be remiss of me not to offer a huge thank you to my amazing staff team, our fabulous Board of Trustees and all the incredible volunteers that give freely of their time to help the team in their mission to support you, Hillingdon's carers.

It is clear that the pandemic has created personal and family issues for many of this extended team. It is testament to their professionalism and commitment that they were able to put the personal to one side in order to continue to work and deliver what they have: thinking creatively, responding rapidly and generally ensuring that Carers Trust Hillingdon is an organisation to be proud of. I sincerely hope that they are all now in a better place and are managing to come to terms with whatever things they have experienced, whether that is something visible, such as the loss of a loved one, or a very private and personal reaction to the world as it was.

I also extend those sincere wishes to you, our amazing carers. You have also been through probably the most challenging times of your caring journeys. We know first-hand that, over two years ago, the brief periods of respite that you previously enjoyed were snatched away virtually overnight as day centres, luncheon clubs and a whole myriad of support services had to close their doors. Caring for most became 24/7 and we know that this has taken its toll. It has been gratifying over the last twelve months to be able to reinstate all our services face-to-face and the staff have welcomed back all our old - and new - friends with open arms to Carer Cafes, Young Carer Clubs, social groups, training sessions, exercise classes, school holiday programmes and our ever-popular arts and culture programme.

We have also invested considerable time over the last 12 months in listening to your experiences at our Carers Forums, through focus groups and, indeed, at every contact. Your feedback is really critical to how our services develop and helps to ensure that the finite resources we do have are invested to best effect in terms of the support we can offer you. Please keep talking to us and we will work hard to fill any gaps you find in your circles of support, or will create the right relationships to try to address any gaps.

It just remains to say on behalf of the whole team at Carers Trust Hillingdon that we hope you are starting to feel that you have regained some control in your lives, that things are starting to feel more normal and that you are coping with the changes that the last couple of years has inevitably meant for you. Stay positive and keep in touch with your stories.

## Key achievements 2021-2022



**£1,052,583**  
successfully claimed  
in carer-related  
entitlements via **985**  
benefits checks for  
**572** Hillingdon  
households



**£212,850**  
new funding secured  
for new carer support  
services or to expand  
existing provision



**£1,664,155**  
new funding drawn  
down into Hillingdon  
since the start of the  
Carers contract,  
reducing our  
dependency on Council  
funding from  
**94% to 55%**



**3,109**  
breaks from caring  
provided through  
cafes, clubs and  
workshops



**605** visits made to **61**  
yoga and chair-based  
exercise sessions



**1,026** telephone care  
calls provided by our  
volunteers



**2,976** carers  
accessed some form  
of emotional support  
in addition to the  
counselling service



**12,958** individual  
pieces of information  
given via **1,983**  
telephone  
consultations, **612**  
face-to-face  
appointments and **500**  
specialist 1:1 dementia  
support sessions



**6,307** carers  
accessed some form of  
support with **858** newly-  
registered in the year



The pandemic had a huge impact on everyone's lives and has affected many of us emotionally, physically, financially and psychologically. We know that your caring roles became even more challenging and complex almost overnight and not just in the short term - for a longer period than any of us could have imagined at the start of the first lockdown. We know that those challenges remain for many of you with new issues emerging as the world continues to get back to 'normal' around you, with little recognition from government about just what the situation has meant for the country's unpaid carers - CarersUK estimates there are currently around 13.6 million carers nationally.

We have obviously not been in a position to respond to each and every personal situation that has been highlighted by carers through care-calls, face-to-face contact with staff, consultations and the many new carers registering with us that became carers either directly or indirectly as a result of the virus – an estimated 4 million nationally. However, we have listened and have, of necessity, focussed on developing new support where the need is greatest. In brief, new or extended services are:

- An **extended Family Support service**, with funding moved into supporting complex families, often with more than one caring situation under the same roof, who are facing a whole new range of social issues.
- **Training in End of Life care** to help carers with the necessary skills to provide effective end of life care for a loved one with a terminal diagnosis. The programme also offers help from a trained psychotherapeutic practitioner to help carers understand and manage grief and ensure they are supported by specialist services.
- Two new **Bereavement Support groups** to help carers to grieve and re-adjust to life after caring.
- A new **Schools Outreach programme**, providing emotional support directly to young carers in schools and helping them to catch up with missed education. Staff also work with pastoral care staff to help them to identify the young carers in their classrooms and to develop their own support.
- A **Schools Information pack** provided to all 70 Primary and 22 Secondary schools in the borough. The pack contains a range of fact sheets for teaching and pastoral care staff to improve their understanding of young carers' needs and challenges and a series of eye-catching posters for their Young Carers information boards.
- An extension of our **Supported Transition programme** for young adult carers in partnership with Harrow Carers. Many of our 16-25 year olds cross the borough border for college, work or recreation so we have joined forces with colleagues in Harrow to improve our collective support.
- A new programme of **Wellbeing workshops** called 'What about me?', offering carers a whole range of support and new skills to cope with their caring role.

# YOUNG CARERS GOING FOR GOALS!



1064 young and young adult carers supported in 2021/22

1622 individual breaks from caring

193 new young carers registered

£8955 raised for extra events and activities

39 online training or wellbeing workshops delivered

19 whole family trips and activities provided



58 activities and 43 club sessions provided

## **Young Carers - our 2021-22 highlights**

Despite the ongoing challenges of Covid-19 we were excited to be able to resume many of our young carer club sessions, trips, activities and workshops. We were so pleased to see everyone in person again and were amazed at just how much the young carers had grown!

Here are just some of our fantastic highlights from the year:

### **Back with a BANG!**

We were successful in securing a grant from the ASDA Foundation to enable us to host two 'Welcome Back' parties in October 2021. We were delighted to resume our young carers Saturday club in Harlington and celebrated with a bouncy castle, party food and entertainment. In addition, we held a joint young adult carers Christmas Party with Harrow Carers where everyone enjoyed party food, a prize raffle, DJ, mocktails and a Christmas-themed quiz!

### **Gaining those grants**

Our grant achievements continued throughout the year and we secured £8,955 of additional funding to enhance our activity and support offer. The grants were used to provide a residential weekend away for 14 young carers, seven wellbeing workshops for our young adult carers, plus laptops and interview clothes for three young adult carers seeking employment. We are pleased to report that all three were successful and are now working full time.

### **Proudly in print**

Eight young carers had the amazing opportunity to create a landscape masterpiece to be featured in a published book. The book has been created by Baj Mathur, former Chair and Trustee of Hillingdon Carers (1996-2007), and contains a variety of his own landscape artworks. The pieces created by our young carers were beautiful and certainly showcased their artistic talents.

### **Success in Schools**

In November 2021, we were successful in securing two-year funding for a dedicated Young Carers Schools Outreach Officer and have already made significant progress. We have worked with seven schools in the borough to improve their identification of, and support to young carers and as a result have received 51 new referrals to the service. We will be supporting these schools to achieve national accreditation through the Young Carers in Schools award.





## Young carers

**September 2021**

### Bi-borough young adult carer service launched

We joined forces with Harrow Carers to deliver supported transition for young adult carers across Harrow and Hillingdon

**December 2021**

### Back with a bang!!

After a challenging two years we were finally able to celebrate Christmas in style with two Christmas parties, pantomime trips and donated gift deliveries

**January 2022**

### New Schools programme launched

We have developed a new programme of support for young carers in schools, helping them to catch up with missed education

**July 2021**

### Family Support service expanded

In direct response to the pandemic, we invested more resource in this service to improve outcomes for young carers living in complex families







## Adult carers

**April 2021**

### Services return face-to-face

After 18 months of restrictions we welcomed carers back to carer cafes, groups and activities

**June - August 2022**

### Extensive post-pandemic review

We consulted hundreds of carers to better understand new needs and to re-design services accordingly

**November 2021**

### Impact Framework launched

Thanks to our national body, Carers Trust, we have significantly improved our ability to evaluate the impact of our services using their national Impact and Evaluation Framework

**February 2022**

### Wellbeing team expanded

We invested reserves to expand the capacity of the Health and Wellbeing team to support carers, with a particular focus on new need





## From strength to strength in 2021-22

H4All continues to play a substantial role in improving population health and supporting Hillingdon residents to tackle the social issues that affect their health and wellbeing.

In our last annual report we flagged that our High Intensity User (HIU) service was shortlisted for a prestigious Health Service Journal Award. We are delighted to report that the team managed to beat off competition from a strong range of large NHS Trusts to win the Urgent and Emergency Care category. The team lifted the crown at a glittering event at Manchester Central in September 2021.

**Our huge congratulations to the team!**



**Urgent and Emergency Care  
Initiative of the Year**



## Introducing 3ST NW London

Carers Trust Hillingdon, as part of H4All, is delighted to be making a significant contribution to the development of 3ST in North West London. Operating across the eight boroughs of Harrow, Brent, Ealing, Hounslow, Hammersmith & Fulham, Westminster, Kensington & Chelsea and Hillingdon, 3ST is a unique and growing third sector collaborative that will:

- Improve collaboration across the whole northwest London third sector
- Ensure that the sector is recognised for the role it plays in supporting the health and wellbeing of the region's 2.4 million residents
- Engage with the new Integrated Care System and promote the role we know the sector can play in transforming health and care services
- Secure financial investment in the sector that reflects and enhances the contribution we do – and can further – make to improving population health
- Reduce competition and promote shared learning, collaboration and mutually-beneficial partnerships, replicating what has been so successful with H4All
- Innovate, reflect and use our creativity and understanding of what improves life to collectively develop alternative models of care and support that are a credible alternative to clinical referral.

There is more information available on the 3ST website: [www.3stnwl.org.uk](http://www.3stnwl.org.uk)

## **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 2022 have been audited and were approved by the Board on 5 August 2022.
- 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 2022

		Unrestricted Funds	Restricted Funds	Total Funds 2022	Total Funds 2021
		£	£	£	£
<b>INCOME:</b>	Note				
Incoming resources from generating funds:					
Donations	<b>2</b>	34,777	31,296	66,073	18,118
Income from charitable activities	<b>3</b>	764,636	584,259	1,348,895	1,360,092
Interest receivable		1,393	-	1,393	1,908
Other income		50	-	50	209
<b>TOTAL</b>		<b>800,856</b>	<b>615,555</b>	<b>1,416,411</b>	<b>1,380,327</b>
<b>EXPENDITURE ON:</b>					
Expenditure on raising funds	<b>4</b>	(23,292)	(3,105)	(26,397)	(18,197)
Expenditure on charitable activities	<b>5</b>	(761,265)	(607,748)	(1,369,013)	(1,322,452)
<b>TOTAL EXPENDITURE</b>		<b>(784,557)</b>	<b>(610,853)</b>	<b>(1,395,410)</b>	<b>(1,340,649)</b>
<b>NET INCOME</b>		<b>16,299</b>	<b>4,702</b>	<b>21,001</b>	<b>39,678</b>
<b>TRANSFERS BETWEEN FUNDS</b>		<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>
<b>NET MOVEMENT IN FUNDS</b>		<b>16,299</b>	<b>4,702</b>	<b>21,001</b>	<b>39,678</b>
<b>RECONCILIATION OF FUNDS</b>					
Total funds brought forward		287,816	23,279	311,095	271,417
<b>TOTAL FUNDS CARRIED FORWARD</b>	<b>19</b>	<b>304,115</b>	<b>27,981</b>	<b>332,096</b>	<b>311,095</b>

**Carers Trust Hillingdon**  
 Company Limited by Guarantee  
**Statement of Financial Position**  
 Year ended 31 March 2021-22

		2022	2022	2021	2021
		£	£	£	£
	Note				
Current Assets					
Debtors and Prepayments	10	37,406		69,258	
Cash at bank and in hand	11	475,754		402,844	
		<u>513,160</u>		<u>472,102</u>	
<b>CREDITORS:</b>					
Amounts falling due within one year	12	<u>(181,064)</u>		<u>(161,007)</u>	
<b>NET CURRENT ASSETS</b>			<b>332,096</b>		311,095
<b>TOTAL ASSETS LESS CURRENT LIABILITIES</b>			<u><b>332,096</b></u>		<u>311,095</u>
<b>NET ASSETS</b>			<u><b>332,096</b></u>		<u>311,095</u>
<b>FUNDS</b>					
<b>THE FUNDS OF THE CHARITY:</b>					
Unrestricted funds	19		304,115		287,816
Restricted funds	19		<u>27,981</u>		<u>23,279</u>
<b>TOTAL FUNDS</b>			<u><b>332,096</b></u>		<u>311,095</u>

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 5 August 2022, 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; Executive Committee; Quality Committee
Aegon Welsh	Vice Chair; Executive Committee
Hardeep Jhutti	Trustee, elected H4All representative
Elizabeth Harris	Elected lead for Hillingdon Carers Partnership (HCP)
Gavin Shand	Trustee (resigned October 2021)
Nancy Rawlings	Trustee
Jacqueline Hole	Trustee (elected October 2021)
Graham Hawkes	Trustee (elected October 2021)

### 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 North West London CCG
- 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

### **Private sector sponsors and supporters**

- PricewaterhouseCoopers LLP
- CNOOC Petroleum
- Lidl, Uxbridge
- Asda, Hayes
- Tesco
- Mecca Bingo, Hayes
- Arnold Clark Foundation
- IHG Hotels and Resorts
- Sheridan Ward

### **Fundraisers, donors and supporters**

- Create Arts
- Northwood Lions
- Ruislip Combined Charity
- Fassnidge Trust
- Ceramic Fusion
- Cobden Close Social Group
- Ruislip Lions
- United Reform Church, Eastcote and Northwood Hills
- Rotary Club, Elthorne
- Ruislip Tangent Club
- Ruislip Methodist Church
- Parent Carers Group
- Middlesex Masons

**Our huge thanks also go to Hillingdon resident, Armelle Thomas, for her extremely generous donation this year. It is making a huge difference to so many lives, we are truly grateful.**

**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@carerstrusthillington.org](mailto:office@carerstrusthillington.org)

Web: [www.carerstrusthillington.org](http://www.carerstrusthillington.org)

Charity no: 1082297