



Summary Annual Report

April 2012 - March 2013

32 High Street

Northallerton

DL7 8EE

www.hrcarers.org.uk



H&R Carers Centre is a registered charity number 1092023

Company Ltd by Guarantee in England number 4316120

Trustees

Ruth Garrett (Chair)
Paul Lightfoot (stepped down Jan 2013)
Malcolm Ashman (stepped down Jan 2013)
Christopher Marlowe (stepped down April 2013)
Paul Fisher
Maureen Maltby
Yvonne Pottinger (Treasurer: co-opted March 2013)
Dave Wells (co-opted March 2013)

The Chief Executive is the Company Secretary for the Board.

Since the end of March Ruth Garrett has stepped down and Paul Fisher has become the Chair of the organisation. The Board has been joined by Chris Riley as a newly co-opted Trustee.

Staff team

Lynn Webb-Thorius (Chief Executive until October 2012)
Andrea Hobbs (Chief Executive from October 2012)
Penny Ham (Administrator and Finance Officer)
Audrey Wilson (Administration Assistant)
Chris Clarke (Adult Carers Support Worker & IT and Information Support)
Betty Mattison (Adult Carers Support Worker)
Victoria Stapylton (Young Carers Support Worker)
Graham Pentelow (Young Carers Support Worker)
Lucy Borthwick (Young Carers Group and Activities Worker)
Debbie Horsfield (Office Cleaner)

The Independent Examiner for 2012-2013 has been Ian Crisop of Chipchase Manners, Richmond.

If you would like a copy of this report in a larger print, please contact the office.

The following information gives a summary of the formal Annual Report which goes to the Charity Commission with our end of year accounts each year. It also provides up to date information about recent news and events up to the date of the Annual General Meeting. If you would like a copy of our full Annual Report and account, you can ask us for a copy either by email or in print.

Structure, governance and management

All Trustees of the organisation are volunteers and give their time to the organisation for free; their role is to decide the strategic direction of the charity and to oversee the financial business, ensuring that all legal and statutory obligations for charities are met. The Board meets six times a year.

The Board of Trustees undertook a skills audit during November and December 2012 to identify any gaps in skills that we had and new skills that we needed to take us forward into the future. A Trustee recruitment drive was begun and two new Trustees were successfully recruited during the timescale of this annual report, with other potential Trustees following quickly in the pipeline.

As part of the process, we have reviewed and improved all of our trustee recruitment policies and procedures so that new Trustees have a clear path to follow when they show they are interested in joining the Board.

By March, three Trustees had stepped down and two had been newly co-opted. Ruth Garrett stepped down as Chair after March and Paul Fisher has become our Chair. Chris Riley is a recent edition to the Board and we have two new potential Trustees currently.

The Board is very keen to encourage carers to get involved in the running of the charity and becoming a volunteer trustee is one way of doing this.

During the year, the Finance Committee was re-formed and a Treasurer, Yvonne Pottinger, was appointed.

Lynn Webb-Thorius sadly resigned mid-way through 2012 and we successfully recruited Andrea Hobbs to the role of Chief Executive. Andrea brings experience in change management and charity development having previously managed charities in Scotland and the Ryedale and Scarborough areas.

The Board delegates responsibility for the day to day operational functions to their Chief Executive and financial management within the approved budget for each financial year.

The staff team is currently the equivalent of just over five full time members of staff with only two members of staff having full-time hours.

The charity is guided by local and national policies for carers and keeps abreast of changes to legislation for carers. We work in partnership with our statutory funders, North Yorkshire County Council Health & Adult Service and Children and Young People's Service, and the Clinical Commissioning Groups for our area (NHS locality commissioning bodies). We also work closely with other local agencies that support carers or who provide services from which carers may benefit.

H&R Carers Centre is a Network Partner of Carers Trust.

Objectives

The charitable objects of the charity remain unchanged – 'to support people (carers) who are caring for someone at home who is elderly, infirm or chronically sick, or with a disability, learning disability or mental health problem by providing information, support, training and advice and to advance the education concerning caring amongst carers and the public'.

Our principle aim is to support carers of all ages in a way that is centred on the individual carers needs and supports their general health and well-being, and to improve things for them when we can. To do this we:

- Provide advice and information to carers and their families
- Provide a listening ear and emotional support when needed
- Work in partnership with carers to raise awareness of their issues
- Provide social groups and activities to reduce isolation and build confidence
- Signpost and refer carers to other support agencies
- Undertake Carers Assessments
- Work in partnership and collaborate where appropriate to strengthen local and sub-regional services for carers

Achievements for the year 2012-13

Information

Giving free telephone, email and face to face information and advice is core work for the H&R Carers Centre and is delivered from both the Northallerton and the Richmond offices.

We issued four Carers Link newsletters to adult carers by email and post and we use social media such as Facebook to communicate our news and keep carers up to date with what is happening in our area and at the Carers Centre. Our website gives a comprehensive overview of what we do and helps direct carers to information that they can access themselves on line.

In 2013 we are reviewing our website and giving it a facelift which we hope will improve how people use it and provide new carers with an easier route to find out about what we offer and where to get further information.

We are also planning a new specific website for young carers which will be more suited to their needs. We will be applying for Big Lottery funding to make this happen.

During the year, information was sent to the 22 GP practices within our area to help raise awareness of carers and provide information locally for carers.

Support to carers

During the year, we supported 477 adult carers and 145 young carers.

Of these totals, 133 were new referrals from adult carers with 23 new referrals from young carers. The majority of adult carers are self-referred and young carers are often referred by their school or family.

328 adult carers received face to face support during the year, with all 145 young carers receiving face to face support.

Working with carers

During Carers Week June 2012, a Carers Meal was organised and included participation from other local agencies. The young carers service hosted a Family Hog Roast. In November 2012 on Carers Rights Day we had information points at local supermarkets and libraries.

Social groups and activities

Adult carers benefit from having regular support group meetings, held at venues suitable for the group and area. The attendance at a group can be between 6 and 12 carers for each session. During the year our Stokesley group folded due to carers in that area no longer requiring group support. Groups currently continue to meet in Northallerton, Thirsk and Richmond.

We also work in partnership with the Workers Educational Association (WEA) to run a computer skills group for carers in Northallerton with up to 12 carers attending each session for a term.

Young carers were supported through a wide range of monthly term time evening groups and holiday session activity days out and residential breaks. An average of 8 young carers attended each session and during the summer of 2012, 62 activity places were provided with 10 young people taking part in a residential break at a local centre.

Signposting and referrals

Over 100 adult carers were signposted to other sources of information and 10 formal referrals were made on their behalf to enable them to access a higher level of support.

Carers Assessments

The H&R Carers Centre is contracted to offer a statutory Carers Assessment to all carers where they do not have or want statutory social care involvement. We completed 133 adult Assessments and 5 young carers Assessments during the year.

Local partnership working

The H&R Carers Centre strives to make sure that carers stay at the top of everyone's agenda in health and social care circles and in order to do this we work locally with a huge variety of other charitable organisations and in multi-agency settings. This year we have been actively involved in:

- ❖ Shaping the North Yorkshire Carers Strategy and the Implementation Plan
- ❖ H&R Adult Safeguarding Group
- ❖ H&R Mental Health Forum
- ❖ Carers Trust Regional Network
- ❖ Catterick Garrison Community Meeting
- ❖ North Yorkshire Carers Forum
- ❖ H&R Health & Social Care Forum

We have also worked with Tees, Esk and Wear Valley NHS Trust, South Tees NHS Trust, HR&W Clinical Commissioning Group, Vale of York Clinical Commissioning Group, the School Health & Well-being Network, the SENCo Network (Education), Carers Resource Harrogate/Craven, Scarborough Ryedale Carers Resource, Selby Carers Centre and Action for Children.

We are hoping that through this work we will develop opportunities to work more closely and collaboratively with partners to improve and increase identification of carers and services that support them.

Funding

Our funding continues to be provided through our two main contracts: Adult Carers Service and Young Carers Service. Both contracts are jointly funded by the Local Authority and the Clinical Commissioning Groups (formerly the Primary Care Trust, NHS NY&Y). These contracts are collaborative and H&R Carers Centre takes responsibility for collating information from the other Carers Centres to produce joint reports at half year and year end periods.

We also have Children In Need grant funding this year which is due to finish October 2013. This has funded young carer activity costs.

We have also been very grateful for donations large and small from many people who have raised money on our behalf.

Trustees decided that they were required to review their reserves policy in order to improve the future financial stability for the charity in terms of management of unrestricted and restricted reserved funds. Following a full appraisal, unrestricted reserves have been improved, which ensures that Trustees are in a better position to manage funds according to their policy. This includes meeting pension payment requirements for previous and current staff, ensuring sufficient funds are available in the event of charity wind-up and having sufficient flexibility to manage temporary short falls in funding or changes to current contract funding.

Current contract funding is assured until June 2014. A Funding Strategy has been developed to identify new funding opportunities and this has already begun to be implemented with a small funding success to provide funds in 2014 for the young carer activity programme.

Future Planning

A new Strategic Plan is being developed and will be launched early in 2014. As part of our on-going aim to be a quality organisation for carers locally, we are aiming to achieve a quality assurance award in 2014. This award will be externally accredited by the Charities Evaluation Service and by the Carers Trust, ensuring that H&R Carers Centre is recognised as providing services for carers at a high performance level.

We are also launching formal Membership of the charity at our AGM and hope that many carers and young carer's parents will be interested in supporting us in this simple way.

As part of the process towards improvement, we have been recruiting volunteers who are supporting the staff team in a variety of ways.

We have welcomed to our team this year so far,

- ❖ Catherine Dickinson - Young Carers Support Volunteer
- ❖ Kelly Ford - Young Carers Support Volunteer
- ❖ Tricia Davis - Carer Feedback Volunteer
- ❖ Liz Smith - Policy and Quality Development Volunteer
- ❖ Alyson Tonge - Finance Management Volunteer

A big thank you to all of our new volunteers, who are helping us in 2013.



Thank you to all of our funders, large and small, statutory partners and local people who donate small but significant amounts.

If you are interested in getting involved in helping us with our fund-raising, we have a volunteer opportunity available to help get things really moving locally. Please just ask us for more information about this and other volunteer opportunities we have as a way of supporting us and getting involved in your local Carers Centre.

Without local volunteers, donations and funding, we are unable to develop our services and improve and grow as a charity.

Having carers involved in our charity helps to make sure we stay on track, keeps carers needs and wishes at the heart of what we do, and it can provide opportunities for carers to learn new skills and explore new avenues.

For more information on how to get involved, or on how to become a formal Member of our charity, contact the office on 01609 780872 or email to info@hrcarers.org.uk



You can donate to us on line at our Localgiving page – making one off donations or even setting up a regular direct debit couldn't be easier. Just visit us at www.localgiving.com/hrcarers