



Registered Charity No. 1039508

KINGSTON CARERS' NETWORK

Annual Report & Accounts 2010-2011



KINGSTON CARERS' NETWORK

Registered Charity No. 1039508

Kingston Carers' Network is a registered charity, providing independent information, support and advocacy to people who care for someone living in the Royal Borough of Kingston upon Thames.

A carer is someone who looks after a family member, partner or friend in need of help because they are ill, frail, have a disability, mental health problem or are dependent on drugs or alcohol.

The care they provide is unpaid.

At Kingston Carers' Network, we aim to:

- ❑ Provide independent information to carers, whether they chose to continue to care, or to give up their caring role.
- ❑ Provide advice and support to individual carers.
- ❑ Ensure that the role and expertise of carers is understood and valued locally.
- ❑ Provide input into service planning, and to ensure that appropriate services are available to carers locally.
- ❑ Promote carer involvement in service planning.
- ❑ Ensure that carers are aware of their rights and entitlements.
- ❑ Reduce social isolation and exclusion of carers living in the Royal Borough of Kingston-upon-Thames.

ANNUAL REPORT 2010 - 2011

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KINGSTON CARERS' NETWORK

Registered Charity No. 1039508

20th Annual General Meeting – Wednesday 19th October 2011
12.30 – 2.00pm

AGENDA

1. Welcome – John Mays, Chair
2. Guest Speaker – Dr. Naz Jivani – Update on GP Pathfinder Commissioning
3. Apologies for absence
4. Minutes of the 2010 AGM
5. Presentation & Adoption of the Annual Accounts for Financial Year 2010-2011
6. Appointment of Auditor
7. Election of Members of The Management Committee 2011/2012
8. Re-election of Existing Members of the Management Committee 2011/2012
9. Election of Officers of the Management Committee 2011/2012
10. Report by the Chair – John Mays
11. Presentation by the Director – Kate Dudley
12. Project Report – Young Carers Development Workers
13. Guest Speaker Jane Burt – Merger of The Princess Royal Trust for Carers and Crossroads Care
14. Any Other Business.

ADVISORS TO THE COMMITTEE - 2009 - 2010

Advisors to the Committee were:

Kirstie Cochrane
Moira Wilkinson

Kingston Community Care Services
Princess Royal Trust for Carers

Director's Report - Kate Dudley

Kingston Carers' Network has undergone significant change and development during the past year.

- NHS Kingston commissioned a range of new services for adult carers with £80K of new funding from April 2010.
- Royal Borough of Kingston also funded KCN to provide a new mental health/substance misuse family, friends and carers' service.
- NHS Kingston and Royal Borough of Kingston also provide funding towards our core costs including the admin support and the director's post.

We are very grateful for the support from all of our project funders including: NHS Kingston, Royal Borough of Kingston and Children in Need. We are also grateful to all the donations and grants received from the Rotary Clubs, Waitrose Stores, Skipton Building Society, Menzies LLP, Surbiton Farm Produce, Tesco, Lankelly Chase Foundation, Inner Wheel Club, St Paul's Players and Help a London Child.

I am proud that we have developed a wide range of services for adult carers which not only provides the support, advice and information carers need but also helps carers to have a life outside of caring. We hope that the funding will be available to maintain the services long term.

We have also seen a rapid growth in the Young Carers' Support project with more referrals over the year and an increased demand for the services offered by the project.

Each year we carry out a survey with KCN carers to find out what we are doing well and what we need to improve on, as well as what services are still missing for carers. This year 86% of respondents were satisfied or very satisfied (68%) with the overall service received from KCN, with the remainder stating that they were neither satisfied nor dissatisfied with the service. Unsurprisingly, many of those carers responding say that they would like more help with their caring role and 80% said that they didn't receive any respite from caring. Services that carers would like KCN to offer that we currently do not provide include IT training and health advice. We will look at how we could develop these opportunities in the year ahead.

In addition to our projects, we have been able to offer other services provided by volunteers. These include:

- Carers' Book Club
- Counselling
- Monthly Hairdressing service
- Complementary therapies
- Reiki training
- Training in Indian Head Massage

The reports on the following pages detail all of the current projects.

Staffing

We welcomed several new staff during the year.

- Carol Harvey – Generic Carers' Support Worker
- Pat Stanley – Volunteering Coordinator
- Adelaide Boakye-Yiadom – Wellbeing and Inclusion Worker

- David Still – Out-of-hours advisor
- Aidan Hazard – Young Carers’ Worker
- Liz Grimwood – Young Carers’ Worker

Veronica transferred to the new Mental Health and Substance Misuse project, having been previously employed as the Mental Health/BME worker.

In December, we sadly said goodbye to Monika Michaliszyn who relocated to Norwich. Monika had been working with the Young Carers’ Project since January 2009. In August 2011 we said another sad farewell to our admin worker, Maria Kitto who has retired and is now planning to move to Devon. Maria had been working with us since April 2009. Jo Hobbs joined the team at the end of August 2011 as the new Admin Officer and we are looking forward to working with her.

Looking ahead

It is our priority to secure more funding for our young carers’ services, to ensure that we can continue the outstanding work that the project has achieved. Featured on BBC Breakfast and the BBC Lifeline programme, we can feel proud that our work has had national coverage. Sadly, the battle for more funding continues as the Children in Need grant comes to an end in December 2011.

With an increase in referrals and demand for services, we will also be looking to expand our core adult support. We have developed a wide range of services and it is great to see so many carers getting involved in many different activities.

I would like to say a big thank you to the staff, trustees and our team of fantastic volunteers for all their hard work and commitment to the organisation and lastly, a special thanks to Kirstie Cochrane for her continued support to KCN.

GP Link Project – Kate Dudley

KCN received £8,000 Improving Outcomes for Carers funding from the Department of Health to run a 6 month project from October 2010 to March 2011. The aims of the project were to link with GPs and other primary care health professionals, to raise awareness of carers’ needs and the support available to carers in Kingston. Adelaide Boakye-Yiadom coordinated this project, working alongside volunteers to set up support groups within 3 practices in New Malden, Kingston and Chessington and to provide information resources to health professionals. We are committed to continuing to run the support groups and developing these links further.

Generic Carers’ Support Worker’s Report – Carol Harvey

This report covers the period 21st June 2010 (my start date) to 31st March 2011 during which time I have had individual contact with over 140 carers registered with Kingston Carers’ Network. Two of the carers have gone on to volunteer for KCN.

During my first three months I concentrated on arranging induction visits to RBK Health & Social Care Teams and making contact with other organisations in the borough providing services to carers such as Age Concern and MENCAP. I also distributed KCN promotional materials to all of the larger GP surgeries in the borough. I continued promoting KCN

throughout the rest of the year by attending various team meetings (including Tolworth & Kingston Hospital social work teams and Kingston & New Malden Teams for Older People), attending public events (such as Cambridge Road Estates Fun Day and Kingston Carnival), attending flu clinics at several GP surgeries and participating in special events such as a Refugee Health Awareness Event at Piper Hall, Cambridge Road Estate.

Referrals have steadily increased from an average of 7 per month when I first joined KCN to an average of 14 per month by the end of the year.

During the course of my one-to-one work with carers I have provided information and advice and signposted/referred carers to other KCN services including counselling, the legal advice service, the young carers project and the well-being and inclusion project as well as other appropriate organisations such as RBK Adult Health & Social Care, Age Concern and RBK Learning & Children's Services through ASKK.

Individual outcomes for carers have been varied but include several carers who have successfully claimed disability living allowance or attendance allowance and another carer who was helped to successfully appeal to have her Carers Allowance payments reinstated and backdated after I liaised with DWP and arranged for her to meet our Legal Adviser. I also assisted one carer to successfully apply for a lasting power of attorney and another carer to obtain incontinence pads for her mother after her supply was stopped following a change in GP.

In addition to individual support to carers I facilitated two carer support groups:

Support group for carers of adults with Asperger Syndrome

Responsibility for facilitating this support group was transferred from the RBK Asperger Syndrome Service to Kingston Carers' Network at the end of 2010/2011. Seven carers attended the first support group which I facilitated in March 2011 at the Noble Centre.

Support group for parents/carers of children/young people with ADHD

After identifying a gap in services I developed this support group in partnership with staff at Kingston Council (Norbiton Children's Centre, Family Support Worker and Parenting Co-ordinator) with resources kindly provided by Kingston CAMHS (FACT). The first group in March 2011 was attended by three parent carers and numbers attending have steadily increased.

Comments from carers receiving individual support

"It feels so good to have some support and not stumbling around in a fog as I have been over the last few years. I feel progress is being made and it feels good ;)"

"I would like to say that reaching out to you (not on this occasion only but, all the other times I have done so...) is such a relief. I have finally found someone, in fact an organisation of people, that I can really turn to for matters that would otherwise become too overwhelming."

"Once again I thank you for being so easy to approach."

Some comments from carers attending support groups

"Listening to others reminds us we are not alone."

"Obtained help and information from others."

"Thanks for all your hard work and everything that you do for all of us :-)"

Mental Health and Substance Misuse Project - Veronica Attah

In June 2010, I was appointed as the new project coordinator having previously worked as the Mental Health/BME Carers' Support Worker. Kim Willson was seconded to the project for one day a week from Richmond Borough Mind and her support has been invaluable.

The project aims to identify new carers and to work with local organisations providing services to carers to make them aware of the need for good quality carers' assessments so that the range of available support services to carers can be increased, to develop and maintain carer support groups and to develop an education programme: carers, family and friends can feel helpless, angry and confused and access to information and training can help, e.g. learning about mental health conditions, services, rights and how best to support loved ones.

The support worker regularly promoted Carers' Assessments to carers as part of one-to-one working. A range of five drop-in skills workshops for carers supporting someone with schizophrenia/psychosis were developed and facilitated by Kim. Only three of these ran initially, but by the end of Year one a total of eight workshops were held. These eight taster-sessions were followed by a more intensive ten week evening course in family skills and communication, running from November 2010 through to February 2011, attended by five mental health carers from Kingston. A range of 15 carer information sheets were produced and made available to mental health carers.

The South Place mental health carers' support group continued to meet each month and six new carers attended it during the year. A monthly out-of-hours drop-in service was established at the Noble Centre to enable working carers to access support, although this did not attract as many people as expected.

Mental health carers were well represented in the numbers who accessed specialist advice sessions with KCN's new legal adviser and were happy to take up the respite opportunities afforded by the outings and activities offered by KCN's Wellbeing & Inclusion service as well as the range of complementary therapies provided on a voluntary basis and as a paid service. One carer accessed a respite break through the Rotary Club's annual 'Mary Preston Holidays' and reported back on what a great service this had provided.

Mental health carers continued to have their say and were represented on the Trust's new Carers', Family & Friends Reference Group, the Mental Health Local Implementation Team (LIT) and the Carers Board.

In Year one, the project welcomed 61 new carers, including 19 carers from black and minority ethnic communities.

Comments from carers

"I very much appreciated all your help & suggestions ... I am very pleased that I found you "

"Thank you so much for seeing me last week, you were hugely helpful and I felt so much better after meeting with you."

"I have felt better since our meeting. More accepting of what is happening ... I hope it continues. I shall look forward to the newsletter from you and would definitely still come on courses that are relevant and to see you again."

"Thank you for organising the follow-up meeting with the Community Mental Health Team ... and for your contribution to the meeting. I appreciated your support. It was an informative meeting."

"I want to tell you that you are the only person I trust and can say everything to without any problem."

Wellbeing and Inclusion Coordinator's Report – Adelaide Boakye-Yiadom

The Wellbeing & Inclusion Project has been a great success since its inception in September 2010. The project offers monthly trips, workshops and courses with the aim of supporting carers to have a life outside of caring, meet other carers and improve their physical and emotional wellbeing. Over 160 carers and the people they care for have participated in the trips and activities

There have been six trips from September 2010 up until March 2011 ranging from visiting local sites including Kew Gardens and the Royal Ballet School located in Richmond Park and further afield to Brighton, Grayshott Pottery in Hindhead and Bluewater Shopping Centre. There has also been a programme of activities including meditation, belly-dancing and pilates. The meditation sessions were so popular that one 4-week course was run at the beginning of the year with a further 4-week course starting in September 2011.

Feedback

The feedback from carers on the trips and activities has shown that carers really value the opportunity to have time out, meet other carers and do something new.

Evaluation of the feedback has shown that the trips and activities have helped to:

- Improve the quality of life for carers who feel isolated within the community and who are on a low income.
- Provide a community structure which allows carers to improve their own circumstances by supporting them to remain more active and independent, therefore combating ill health and social isolation.
- Bring about change in carers lives by offering them services which they need, and on which they have been consulted.



Belly-dancing Workshop



Christmas Lights and Fish and Chips

Inclusion

There have been a steady number of carers who have accessed personal one-to-one appointments over the last 10 months, and over 20 people have been seen.

The nature of the enquires has been quite varied, and has included carers wanting help and information about getting back to work, accessing local job opportunities, changing careers and improving English skills. Several carers have been able to vastly improve their circumstances.

Volunteer Coordinator's Report – Pat Stanley

The aim of the volunteering project is to increase the capacity at KCN to develop and deliver more services to support and help carers. The project started in October 2010, and whilst still in its infancy has started to reap rewards both for volunteers and Carers.

Volunteers are the lifeblood of many voluntary organisations. Without volunteers KCN would not be able to deliver the wide range of services it currently offers.

Volunteer statistics - October 2010 – March 2011

Number of volunteering enquiries	54
Number of new volunteers	17

Number of new volunteers supporting KCN projects

GP Project	6	Young Carers	5
Wellbeing	1	Counselling/Therapies	3
Carers Support (MH)	1	Office	1

Volunteer hours Jan 2011 – March 2011

GP Project	20
Young Carers	64
Wellbeing	16
Counselling/Therapies	49
Carers Support	16
Total volunteer hours = 174 hours	174

GP Link Project

Volunteers have supported the development of this work by visiting surgeries with information resources and liaising with practice staff. Volunteers also assist in the running of the groups. More volunteer involvement is being developed in the current financial year.

Young Carers Project

Volunteers are providing much needed support to the young carers at the after school drop-ins and all the activities and events during the school holidays. Without this support many of these activities could not take place.

Well Being Project

A volunteer has been providing support to the carers on the trips.

Counselling

KCN are now able to offer a much needed one-to-one counselling service to carers through three trainee counsellors.

Therapies

One volunteer has been providing monthly Reiki and Indian Head Massage sessions. Another volunteer is also offering aromatherapy massage from April 2011.

Hairdressing

One volunteer provides a monthly hairdressing service to adult carers and the people they are caring for.

Carers' Support

One volunteer is providing a listening ear to carers who come along to the support groups and drop-ins.

Thank you to all our volunteers who have given their free time to support carers this year:

Celia Windsor	Kirandeep Kaur	Dina Belemlih
Gina Selby-Stocker	Emily Sargent	Livvy Bridge,
Saskia Bridge,	Garry Ko,	Sheila Leatherdale,
Caroline Duane,	Claire Higgins,	Leo Liccini,
Laurence Suckling	Amy Sule,	Jane Scott
Stella Saiz	Nita Patel	Sheila Bhatti
Mary O'Bryne	Tatty Bowman	Mollie Watkins
Margaret Whittle	Meera Sivapiran	Alexandra Wakefield
Frankie Hooper	Chris Stables	Martin Faiers
Nanette Gray	Lenny Cheng	Pam Taylor
Ashok Kapoor	Deborah Mukirae	

Future Developments

In the next year the aim will be to sustain and develop the project to ensure that there is a range of volunteering opportunities available for volunteers and to ensure that these will enable KCN to meet its aims and objectives.

A Volunteer's Experience

Garry has a background in IT and sales and marketing. He was looking to challenge himself by volunteering in a different environment. He approached us in February and started volunteering with the Young carers in April. He has been involved with some of the after school sessions and supported an IT session for young carers held at Kingston University.

He had some concerns before the project started about how the young people would relate to him, but after his first session he was really enthusiastic and couldn't wait to be more involved.

This is what Garry had to say about his experience so far:

Garry – Young Carers Volunteer

"It is fortunate to be able to help others. One day I thought it was about time to do some volunteer work. I have read about the Kingston Carers' Network therefore I explored their website further. And to my delight, they were looking for volunteers to help with their Young Carer's project, Bingo!



“In the beginning I was a bit nervous and didn’t know what to expect. However after participating in several events with the children, I actually found it quite easy. I talk and listen to the children or join them in a game of football or basketball. I really enjoy this experience, seeing the children having a good time and doing what they like to do. It is absolutely amazing, especially when you hear them laughing!”

Young Carers’ Project – Diane White

This year has been exciting for the Young Carers’ Project. We have seen changes and have offered support to more young carers and their families than ever before.

In December, we were very sad to say goodbye to Monika Michaliszyn who put her heart and soul into our Project and we wish her all the very best for her future. We were delighted that Aidan Hazard joined Diane White in January this year and were just as pleased to welcome Liz Grimwood in March. Our team works extremely well together and going forward we believe the young carers of Kingston are in very good hands.

47 children and young people were referred to us during this period and consequently joined our Project. At the end of March 2011, we had 162 young carers on our data base and engaged with 62 on a regular basis. Our role is to offer “Fun, Friends and Advice” not just to the young carer but to the whole family, as we believe very strongly in a holistic approach. We participate in multi-agency family support meetings as part of an early intervention and prevention strategy for a large number of our families and are an effective part of the support package. We offer individual support to any young carer experiencing particular difficulties and, of course, there is the fun!

It is very important to provide fun activities so that our young carers have the chance of a break from their responsibilities and the opportunity to behave as children. We also ensure that the activities help build the self confidence and esteem of the children and crucially it offers a chance for peer support so they realise they are not alone.

There are far too many activities to mention but our own Christmas Panto and Special effects workshop were two favourites. Please look at the photos and see how they are all enjoying themselves! As always, we are completely indebted to our volunteers. It is only thanks to their enthusiasm, kindness, patience and time that we are able to provide any activities and we are extremely grateful to them.

We continue to raise awareness of the issues surrounding young carers, especially in schools, work with other professionals and are constantly striving to improve the support we offer. The Young Carers’ Project is very much looking forward to 2011.



**Diane White, Aidan Hazard and Liz Grimwood
Young Carers Project Workers**

KINGSTON CARERS' NETWORK

Reference and Administrative Information

Structure: Kingston Carers' Network is a charity registered in England and Wales with the Registered Number 1039508. The charity is not a company, and operates in accordance with its written Constitution. As it has an income of less than £250,000 per annum, its accounts are not subject to an audit, but are independently examined by a firm of Chartered Accountants.

Address of the Kingston Carers' Network is The Noble Centre, 109a Blagdon Road, New Malden. KT3 4BD.

Trustees who served as members of the Management Committee during the year from 1 April 2009 to 31 March 2010, for the full year were:

John Mays	Chair
Heather Blake	Secretary
George Kinnon	Treasurer
Steve Katz	
Jenny Massey	
Shiraz Mirza	Resigned 14 th October 2010
Dr. Zeba Irfanallah	Resigned 4 th November 2010
Henry Suppanee	(Resigned 14 th April 2011)
Daniel Sheridan	(Resigned 21 st July 2011)
Dorian Khoo	(Resigned 21 st July 2011)

Trustees co-opted during the year:

Thom Braun	24 th February 2011
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Trustee co-opted after Financial Year:

Di Childs	19 th May 2011
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Bankers The Royal Bank of Scotland plc, Kingston upon Thames Branch
and Santander Business Banking (formerly Alliance & Leicester Commercial Bank), Bootle, Merseyside

Accountants Nasir Mahmud FCA, New Malden, Surrey

KINGSTON CARERS' NETWORK

TRUSTEES' REPORT FOR THE YEAR TO MARCH 2011

For details of the charity, its trustees and other information, please refer to the separate sheet attached.

Objectives

Our main objective is to support people who, unpaid, care for someone living in the Royal Borough of Kingston upon Thames. Kingston Carers' Network (KCN) is committed to helping Carers access services and information, promoting Carers' well-being, facilitating recognition of their skills, needs and contribution, and enabling their views to be put forward.

Trustees

The Management Committee currently comprises ten trustees, three of whom are themselves carers, which ensures the Committee hears the views of and has an understanding of both carers and professional workers.

We continue to seek additional trustees, especially those who have experience of caring or have other knowledge and skills that can benefit us. We look to recruit new trustees from introductions, from self-referral or from advertising. Potential trustees are interviewed by the Director and the Chair of the Trustees following which, they attend a Management Committee meeting where a decision is made as to co-option to the Committee. If co-opted, they are put up for election as trustees at the next Annual General Meeting.

Because KCN works with vulnerable people, both adults and children, our policy is to carry out a Criminal Records Bureau (Enhanced) check for all trustees, staff and volunteers. In addition all new trustees are taken through an induction procedure to ensure they understand our policies and procedures.

Activities and Achievements during the year

During 2010/11 Kingston Carers' Network had contact with 865 carers, of these 164 being young carers and 701 adult carers.

The Young Carers service has continued to grow thanks to the hard work of Diane White, Aidan Hazard, Liz Grimwood and Monika Michaliszyn who contributed enormously to the success of the project until she left in December 2010. The number of new referrals to the project during the year has grown with more and varied activities enjoyed by many of the young carers.

The Royal visit highlighted the contribution that Kingston's 12,000 carers make, enabling many loved ones to live independently and part of the community. The financial benefits nationally and locally are phenomenal. It is estimated that carers in Kingston save the local economy £149 million each year, equivalent to £408,000 every day. (See also below)

During Carers Week, KCN with other partners, participated in a range of activities including a mental health carers' barbecue, a parent-carer picnic, an information and pamper day, a Thames boat trip and a young carers party. The theme this year was 'A life of my own' to highlight that over three quarters of carers looking after an ill, frail or disabled loved one do not have a life outside of their caring role. Our Wellbeing and Inclusion project will carry this theme forward by supporting carers to develop a life outside of caring.

As a member of the Princess Royal Trust for Carers, KCN benefits from the support and national influence that the Trust provides. It is likely that current talks between the Boards of the Princess Royal Trust for Carers and Crossroads Care will lead to a merger of the two organisations during the current financial year.

KCN works closely with the statutory and voluntary sector organisations to promote the best interests of carers. We are represented on the Mental Health LIT, the Mental Health/Substance Misuse Carers' Development Group, the Choosing Health Partnership Board, the Strategic Community Development Group, Dementia Advisors Board and the Kingston Carers Board.

In November 2009 we moved from Siddeley House to The Noble Centre. This move has been very successful. It has provided the charity with excellent accommodation and we are grateful to The Royal Borough of Kingston for all the help in providing and modifying the premises.

Plans for the Future

We mentioned last year the way carers are looked after will change and it seems that this change will continue in the future.

We also mentioned last year, the squeeze on government expenditure and unfortunately our predictions were only too accurate. The argument for continued and increased funding for organisations like ours is even greater than it was. Carers UK and the University of Leeds have calculated the annual savings made by carers to the exchequer as a whopping £119 billion, a rise from £87 billion in 2007. This is equivalent to over £200 million per year saved by carers in Kingston or over half a million pounds each day.

The government has decided that the Carers' Grant given to councils will no longer be an identifiable amount and funding will be through something called the local government Revenue Support Grant. The Carers' Breaks money, part of the PCT funding has never been ringfenced and that remains the position today.

The argument remains as unanswerable today as last year.

The Trustees are pleased with the continuing progress made as reflected in the Director's report. Nonetheless we will have to fight our corner and this we are determined to do.

The move to GP commissioning has gained pace during the year. We need to show these new commissioners that carers' needs are continually increasing. Indeed, all of us must reinforce our efforts to ease their burden.

As always, our future depends on the availability of funds and all of us will be bending our backs to ensure we have sufficient to continue our work.

Financial Review

For many years we have been very grateful to Kingston Primary Care Trust (PCT) and to the Royal Borough of Kingston upon Thames (RBK) for their financial support in the form of grants which have helped us pay our Core costs such as the salaries of our Director and Administration Assistant, office rent and other expenditure. These grants are classified as Voluntary Income in the Unrestricted Funds column of the Statement of Financial Affairs.

In the year from April 2010 to March 2011, Kingston PCT, now called NHS Kingston, increased their financial support from around £25,000 to £105,000 per annum. The extra £80,000 is funding for specified projects and purposes, so appears as Charitable Activities income in the Restricted Funds column.

We also received increased funding of about £45,000 from RBK, again for specific purposes, so this is also shown as Restricted Funds income.

These very welcome increases in funding have allowed us to employ new members of staff and embark on new areas of work to help carers. The process of recruiting these new members of staff took time, so inevitably the salaries and other project costs did not start being paid out for some time after 1 April 2010. The result has been that while we have received the funds for the full year, there had not been 12 months expenditure by 31 March 2011

The result is that for Restricted Funds there was an apparent surplus of income over expenditure during the year and the Balance Sheet shows a substantial increase in the bank balance compared to the previous year. In the Balance Sheet this year-end we are showing an amount owing to Creditors of over £5,000, most of which is described in the Notes to the Accounts as Payroll Liabilities. This amount relates to the PAYE tax and National Insurance contributions which we now pay to HMRC after the end of each month in order to avoid penalties for paying too early.

The situation with Restricted Funds continues to be of concern, with income not being sufficient to cover expenditure. This has been a persistent problem and has been exacerbated by the loss of investment income because the interest rates paid to us on our bank balances is now extremely low. There is an ongoing need to raise more funds for KCN from such sources as Donations, and the Trustees are actively considering methods of attracting more financial support.

Our accounts have been examined by the independent firm of accountants, Nasir Mahmud of New Malden, and at the Annual General Meeting we will propose their reappointment to carry out the examination of next year's accounts.

John Mays

Trustee and Chair

6 October 2011

Independent examiner's report to the Trustees of Kingston Carers' Network on the unaudited financial statements

I report on the accounts of the Trust for the year ended 31 March 2011, which are set out on pages 17 to 24.

Respective responsibilities of trustees and examiner

The charity's trustees are responsible for the preparation of the accounts. The charity's trustees consider that an audit is not required for this year under section 43(2) of the Charities Act 1993 (the 1993 Act) and that an independent examination is needed.

It is my responsibility:

- to examine the accounts under section 43(3)(a) of the 1993 Act;
- to follow the procedures laid down in the General Directions given by the Charity Commission under section 43(7)(b) of the 1993 Act; and
- to state whether particular matters have come to my attention.

Basis of independent examiner's report

My examination was carried out in accordance with the General Directions given by the Charity Commission. An examination includes a review of the accounting records kept by the charity and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or disclosures in the accounts, and the seeking of explanations from you as trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit and, consequently I do not express an opinion on the view given by the accounts.

Independent examiner's statement

In connection with my examination, no matter has come to my attention:

(1) which gives me reasonable cause to believe that, in any material respect, the requirements:

- to keep accounting records in accordance with section 41 of the Act; and
- to prepare accounts which accord with the accounting records and to comply with the accounting requirements of the Act

have not been met; or

(2) to which, in my opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached.

Nasir Mahmud FCA
Chartered Accountant
Falcon House, 257 Burlington Road New Malden Surrey KT3 4NE
Date: 06 October 2011

KINGSTON CARERS' NETWORK

STATEMENT OF FINANCIAL ACTIVITIES

for the

YEAR TO 31 MARCH 2011

	Notes	2011		2011	2010
		Unrestricted	Restricted	Total	Total
		Funds	Funds	Funds	Funds
		£	£	£	£
Incoming Resources					
Voluntary Income	3	61,007	0	61,007	61,858
Investment Income	3	21	0	21	71
Charitable Activities	3	0	195,132	195,132	69,405
Total Incoming Resources		<u>61,028</u>	<u>195,132</u>	<u>256,160</u>	<u>131,334</u>
Resources Expended					
Charitable Activities	4	71,151	155,045	226,196	170,072
Governance Costs	4	1,165	0	1,165	911
Total resources Expended		<u>72,316</u>	<u>155,045</u>	<u>227,361</u>	<u>170,983</u>
Net Resources before transfers		(11,288)	40,087	28,798	(39,649)
Transfers between Funds		8,153	(8,153)	0	0
Net before other gains/losses		<u>(3,135)</u>	<u>31,934</u>	<u>28,798</u>	<u>(39,649)</u>
Other gains/losses		0	0	0	0
Net movement in funds		<u>(3,135)</u>	<u>31,934</u>	<u>28,798</u>	<u>(39,649)</u>
Total Funds Brought Forward		19,001	16,754	35,755	75,404
Total Funds Carried Forward		<u>15,866</u>	<u>48,688</u>	<u>64,553</u>	<u>35,755</u>

Notes 1 to 12 on the following pages form part of these accounts
KINGSTON CARERS' NETWORK

BALANCE SHEET		31 MARCH 2011			
	Notes	£	2011 £	£	2010 £
Current Assets					
Debtors	5	767		11,084	
Cash at Bank and in Hand		69,757		25,171	
		<hr/>		<hr/>	
			70,524		36,255
Liabilities					
Creditors: amounts due within one year	6		5,971		500
			<hr/>		<hr/>
Net Current Assets			<u>64,553</u>		<u>35,755</u>
Funds of the Charity					
Unrestricted Income Funds		5,866		9,001	
Designated Reserves	11	10,000		10,000	
		<hr/>		<hr/>	
			15,866		19,001
Restricted Income Funds	12		48,688		16,754
			<hr/>		<hr/>
Total Funds			<u>64,553</u>		<u>35,755</u>

On Behalf of the Management Committee

Signed George A Kinnon (Treasurer)

Dated 6 October 2011

Notes 1 to 12 on the following pages form part of these accounts

KINGSTON CARERS' NETWORK

NOTES TO THE ACCOUNTS FOR THE YEAR TO 31 MARCH 2011

1 Basis of Preparation

These accounts have been prepared on the basis of historical cost in accordance with the Charity Commission's Statement of Recommended Practice (SORP 2005), the Charities Act 1993 and with Accounting Standards.

2 Accounting Policies

- a) Incoming resources are only included when the charity is entitled to them and is sure they have been or will be received
- b) Liabilities are included once there is an obligation to pay out resources
- c) Expenditure of a capital nature of less than £1,000 is not capitalised but treated as expended in the year
- d) The value of any help received from volunteers, including trustees, is not included in the accounts
- e) The charity is exempt for tax purposes

KINGSTON CARERS' NETWORK

Notes to the Accounts Continued

3 Analysis of Incoming Resources	2011	2010
	£	£
Voluntary Income		
Royal Borough of Kingston upon Thames	25,984	25,986
NHS Kingston	25,000	25,343
Donations	8,174	8,328
Subscriptions	79	242
Other	1,770	1,959
	<u>61,007</u>	<u>61,858</u>
Investment Income		
Bank Interest	21	71
	<u>21</u>	<u>71</u>
Incoming Resources re Charitable Activities		
Big Lottery Fund	-	4,993
R.B. Kingston - Early Intervention Fund	19,800	19,100
R.B. Kingston - Improving Outcomes	8,000	-
BBC Children in Need	36,546	34,352
Help a London Child	1,840	-
NHS Kingston		
- Volunteer Coordinator	17,678	-
- Generic Carers	35,822	-
- Wellbeing & Inclusion	12,984	-
- Database	6,500	-
- Out of hours service	5,016	-
Rotary Clubs	900	-
Waitrose Surbiton collection	-	372
Menzies LLP	1,925	-
Surbiton Farm Produce	370	-
Kingston University collections	-	548
R.B. Kingston Mental Health Support	35,400	10,000
Skipton Building Society	1,800	-
Summer Ball profits	7,529	-
Other Restricted Donations	3,022	41
	<u>195,132</u>	<u>69,405</u>

KINGSTON CARERS' NETWORK

Notes to the Accounts Continued

4 Analysis of Resources Expended	2011	2010
	£	£
Charitable Activities - Unrestricted Funds		
Salaries including NI contributions	53,198	50,779
Recruitment, Training & Expenses	4,045	5,783
Premises Costs	6,974	9,591
Office Running Costs	5,959	9,737
Events & Activities	221	303
Accountancy	754	-
	<u>71,151</u>	<u>76,193</u>
Charitable Activities - Restricted Funds		
Supporting Young Carers	22,029	19,368
Supporting Carers with Mental Health or Substance Misuse Problems	35,725	34,004
Supporting Children in Need	39,336	40,507
Supporting Volunteer Coordinator	8,404	-
Supporting Generic Carers	27,417	-
Supporting Wellbeing & Inclusion	7,565	-
Supporting Database	5,072	-
Supporting Out of Hours Service	2,650	-
Supporting Improving Outcomes	5,042	-
Supporting Other Carers	1,805	-
	<u>155,045</u>	<u>93,879</u>
Governance Costs		
Independent Examiner's Fee	699	512
AGM Costs	359	98
Data Protection Registration	35	-
CRB checks	72	71
Legal advice re premises licence	-	230
	<u>1,165</u>	<u>911</u>
5 Debtors & Prepayments		
Amounts falling due within one year	£	£
Sundry Debtors - Grant receivable in arrears	-	9,081
- Other	767	278
Prepayments & Accrued Income	-	1,725
	<u>767</u>	<u>11,084</u>

KINGSTON CARERS' NETWORK

Notes to the Accounts Continued

6	Creditors & Accruals	2011	2010
	Amounts falling due within one year	£	£
	Deferred Income	-	-
	Payroll liabilities	4,749	-
	Accrued Expenditure	<u>1,222</u>	<u>500</u>
		<u>5,971</u>	<u>500</u>
7	Fee for Independent Examination of the Accounts	2011	2010
		£	£
	Nasir Mahmud	<u>699</u>	<u>512</u>
8	Staff Costs	2011	2010
		£	£
	Gross Salaries	148,250	102,146
	Employer's NI contributions	13,467	7,818
	Pension contributions	<u>1,503</u>	<u>-</u>
		<u>163,220</u>	<u>109,964</u>
	Average number of employees (full time equivalent)		
	Charitable Activities	5	3
9	Trustee Expenses reimbursed	2011	2010
		£	£
		<u>-</u>	<u>-</u>
	Number of trustees reimbursed	-	-

KINGSTON CARERS' NETWORK

Notes to the Accounts Continued

10 Trustees and Related Parties

No remuneration or fees were paid to any trustee nor were there any loans made to or received from any trustee. There have been no transactions with trustees or related parties.

11 Designated Reserves	2011 £	2010 £
Brought forward	10,000	10,000
Transfer to Unrestricted Funds	-	-
Transfer from Unrestricted Funds	<u>-</u>	<u>-</u>
Carried Forward	<u>10,000</u>	<u>10,000</u>

The trustees have decided that it is not possible this year to increase the General Reserve of £10,000.

KINGSTON CARERS' NETWORK

Notes to the Accounts continued

12	Restricted Funds Held	Grants to support:
a	NHS Kingston	Volunteer Coordinator
b	NHS Kingston	Generic Carers
c	NHS Kingston	Wellbeing & Inclusion
d	NHS Kingston	Database
e	NHS Kingston	Out of hours service
f	Royal Borough of Kingston upon Thames	Improving outcomes
g	Royal Borough of Kingston upon Thames	Early Intervention (previously called Childrens Fund) young carers aged 5 to 18
h	BBC	Children in Need young carers aged 5 to 18
i	Royal Borough of Kingston upon Thames	Carers of people with mental health problems

Restricted Fund Values and Movements

	Balance brought forward £	Incoming Resources £	Transfers £	Outgoing Resources £	Balance carried forward £
a NHS Kingston	0	17,678	(933)	(8,404)	8,341
b NHS Kingston	0	35,822	(2,000)	(27,417)	6,405
c NHS Kingston	0	12,984	1,000	(7,565)	6,419
d NHS Kingston	0	6,500		(5,072)	1,428
e NHS Kingston	0	5,016		(2,650)	2,366
f Royal Borough of Kingston upon Thames	0	8,000	(420)	(5,042)	2,538
g Royal Borough of Kingston upon Thames	0	19,800	4,040	(22,029)	1,811
h BBC Children in Need Royal Borough of Kingston upon Thames	0	36,546	5,681	(39,336)	2,891
i Kingston upon Thames	7,579	35,400	(2,400)	(35,725)	4,854
Other small funds	9,175	17,386	(13,121)	(1,805)	11,635
	16,754	195,132	(8,153)	(155,045)	48,688

As from April 2010, NHS Kingston (formerly Kingston Primary Care Trust) has provided funding for the employment of support workers for various roles and for the improvement of our database. The grants received during the year were to pay twelve months salaries, but as staff were not recruited until after April, less than twelve months salaries were actually paid. Approximately £14,000 of the funds held at 31 March will be used in the next financial year for salaries of staff employed on a twelve month contract.

Kingston Carers' Network

Policy on Reserves

Our policy on Reserves is to build up and maintain, out of Unrestricted Funds, a sufficient value of money that would cover the day to day expenditure of the charity's core functions for a period of six months.

Approved by the Management Committee
24 February 2011

The thinking behind this Policy is that should we experience a time when funding of our core functions is withdrawn, then we would have sufficient money in the bank to pay such expenses as the salary costs (including any redundancy payments) of the Director and administration staff, rent and other unavoidable costs. The period of six months is to allow time to obtain alternative funding or to wind up the charity.

The value of the Reserves needed will need to be assessed by the Trustees and reviewed to ensure that it remains sufficient to meet the purpose. It may be that there are not sufficient funds available to immediately set aside the full sum required, in which case the charity would build it up over a period of time whenever funds can be set aside to increase the Reserve.

The Charity Commission in its guidance on reserves specifies that these may only be created from Unrestricted Funds.

The funds in the charity which are Restricted Funds would continue to be available to meet the designated projects' work and expenses, and are not available to meet any shortfall in Unrestricted Funds.

KINGSTON CARERS' NETWORK

Minutes of the AGM of KCN held 27th October 2010 at Christ Church Centre, Coombe Road, New Malden at 12.30pm

Present : Her Worshipful the Mayor Mary Hitchcock, Carol Stratford, Sue Irving, Phil Kenyon, Ann Copp, Ishverlal Modi, Dorothy Moore, Penny Sheldon, Irita Kutchny, Kirstie Cochran, Diana Lock, Marilyn Fry, Rose Piercy, Theo Harris, Bruce Stuart, Christine Hagon, Jenny Massey, Diane White, Monika Michaliszyn, Fiona Mays, Chris Stables, Carol Harvey, Maria Kitto, John May, Henry Suppanee, Pat Stanley, Adelaide Boakye-Yiadom, George Kinnon, Simon Taylor, Edyfa Marczyk, Cyril Bebe, Dorian Khoo, Steve Katz , Sophie Ugle, Shane Brenan, Jenny Evans.

Welcome

John Mays, Chair of KCN welcomed everyone to the AGM, especially the Mayor (Councillor Chrissie Hitchcock) and others from Royal Borough of Kingston.

Apologies: Angela & Charles Yule, Mr & Mrs Brill, Janet Fevri, Tony Dale, Jacky Chevallier, Cllr Marc Woodall, Mrs. J Dorsett, Mrs Hema Vadgama, Mr J McCullagn, Keith Neale, Jean Harle, June Bright, Jenny Hitchcock, Cllr David Fraser, Heather Notermans, Mrs. R Ng, Ines White, Lynne Jeffrey, Irene East, Cllr Mike Burden, Charmaine Johnson, Nancy McKinley, Gemma Gallucci,

Guest Speaker

Dr Naz Jivani, a GP in New Malden for the last 12 years and a member of NHS Kingston, spoke about his role in leading the changes outlined in the recent Government White paper. There will be a transformation process involving RBK and NHS Kingston to find out the changes which will happen in the next 2 to 3 years and to ensure smooth running in the meantime. Kingston has an advantage in that RBK and NHS Kingston have worked together for years.

1 In due course, there will be a new Health and Wellbeing Board (different to now) to look at service design with patient and local organisation involvement. A shadow board is to take this on with representatives from all concerned with the aim that the local healthcare economy will benefit the community.

2 A GP consortium (involving all GP practices) will look at ways of developing services in health and social care. Dr Jivani hopes that changes can be driven through quickly, to take over local budgets and change service design to benefit patients, while protecting the health economy in these tough times.

In answer to questions:- Dr Jivani said that Kingston Link will be the body where individuals can input ideas etc: it will oversee the process as a Health Watch Feed to the National Health Watch. There are on going talks with other boroughs in the area. If Kingston is an 'Early Implementer' and with support from Kingston Link, there could be shadow arrangements in place by the first quarter of 2011 with the shadow Health and Wellbeing Board in place by Nov 2011 and NHS Kingston dissolved in 2013. All GP practices will be involved even if a practice has to be allocated to another consortium.

Minutes of the 2009 AGM

The minutes of the 2009 AGM were agreed as a true record.

Presentation and Adoption of the Annual Accounts

George Kinnon, Treasurer, spoke of the difficulties of the last year of transition especially with a change of Director and new office premises; these led to additional expenses. KCN operated with a deficit in the year. There was a large fall in the bank balance; this was partly due to low interest rates and partly because at the start of the year there were funds remaining from the previous 3 year funding of the BME/Mental Health Project. These funds have now been spent. Although funding from the Royal Borough of Kingston (RBK) and NHS Kingston is appreciated, it does not cover core costs. KCN will be making applications to the Big Lottery and other bodies for different projects. George said that although KCN needs to do more, it is good that the work KCN does is recognised.

The adoption of the accounts was proposed by George, seconded by John Mays and agreed by members present.

Appointment of Auditor

George proposed that KCN reappoint Nasir Mahmud as the independent examiner for the coming year. This was seconded by Steve Katz and agreed by all members.

Election of members of the Management Committee for 2010/2011

Dorian Khoo, Daniel Sheridan and Zeba Irfarnallah had all been co-opted to the Committee during the year. Henry Suppatee proposed that they be formally elected as members of the Committee. This was seconded by George and agreed by members.

Jenny Massey was proposed for re-election by John and seconded by Steve. This was agreed by members. Other members of the Committee did not need to seek re-election this year.

Election of Officers of the Management Committee for 2010/2011

John Mays proposed that George Kinnon be re-elected as Treasurer although he may need to stand down due to domestic responsibilities. This was seconded by Dorian Khoo.

Daniel Sheridan proposed that Heather Blake be re-elected as Secretary and this was seconded by Phil Kenyon.

Jenny Massey proposed that John Mays be re-elected as Chair and this was seconded by George.

The members agreed these appointments.

Report by the Chair – John Mays

John referred to his report set out in the AGM papers. He mentioned the difficulty of operating for some months without a permanent Director until Kate Dudley joined on 4th January 2010.

There was a much appreciated visit by HRH The Princess Royal in March 2010.

There are tough times ahead in light of the Spending review and big cuts in budgets. Kate has been successful so far in getting new grants but this has to continue and indeed grow. The Trustees must help with this. There has been a considerable growth in the numbers of projects run by KCN.

John said that Carers annually save the Exchequer £87billion nationally and save £149million in Kingston; would our funders please note!

Report by the Director – Kate Dudley

Kate said that the estimated 12,000 Carers in Kingston save £408,000 per day if the services they provide had to be bought. At the beginning of the year there was no support for adult Carers; KCN now has a dedicated Generic Carers' Support Worker.

New staff joined the BME/Mental Health Project and the Young Carers Project. Recent developments include a new 3year project for Mental Health/ Substance Misuse in conjunction with Richmond Mind funded by RBK.

Although the position is much better in the current year, the main problem is lack of funding – for example, the work load of the Young Carers Project has increased as they continue to help increasing numbers of Carers and more funds are needed to build capacity. We should hear soon what the Government will allocate to the National Carers Strategy.

Kate referred to the move to The Noble Centre which provides improved offices and a meeting room and therapy room.

The visit by HRH The Princess Royal was a success, albeit a stressful day to arrange so soon after Kate joined KCN; many Carers including youngsters met the Princess and this gave them a real boost. The visit served to highlight Carers in Kingston.

Kate referred to a chart showing 'The Carers Wheel' and outlined the areas in her report showing what KCN is now providing to make Carers lives better. KCN does a considerable amount for the funding received and can show how much demand there is.

Kate closed by thanking the Trustees, Kirstie Cochrane (RBK), all staff and all volunteers for their help.

Project Report -Young Carers Project

Diane White advised that there were 53 new referrals in the year, making a total of 131 Young Carers currently supported. Of the 31 activities held, highlights were the visit of Princess Anne and a visit to 10 Downing Street.

A film made with BBC1 was shown, highlighting the caring role played by Chelsea for her mother and by Jamie and his family.

Monika Michaliszyn acknowledged the support given to Young Carers and their families by the Project; she mentioned drop in groups held every two weeks for the under 12s and the over 12s. She thanked all those who gave money to the Project and the 12 volunteers. Planning is already underway for 2011, including fund raising. Monica said that she will be sorry to leave at the year end due to a move to Norwich.

Any Other Business

The Mayor thanked KCN for her invitation to the AGM and also all KCN's staff and volunteers for their hard work – and all the Carers. She said that RBK has to look at the bigger picture regarding funding, not just their favourite charities. However we are heading for uncertain times, and she reminded the meeting that change can be for the better and that everyone should grasp the opportunity of the current Government and trust things will come out better in the long run. The Borough is good at partnership working, and it is known what value KCN gives.

Sophie Ugle said that KCN should talk about the coming cuts. If these cuts cause the closure of day centres etc then Carers cannot enjoy life outside the caring role. John said that KCN was aware of the needs of Carers and that we have to decide not whether but how to stand up and be counted.

Steve Katz commented that Kate had managed to expand the services KCN offers in a time of cutbacks.

John said he was grateful to the staff of KCN for their good work, also our volunteers, plus Kirstie Cochrane of RBK, and Moira Wilkinson of the Princess Royal Trust for Carers, and for the support of his fellow trustees.

**KINGSTON CARERS' NETWORK
THE NOBLE CENTRE
109a BLAGDON ROAD
NEW MALDEN
KT3 4BD**



PROJECTS AT KCN

Enquiries 020 3031 2757

Admin 020 3031 2751

Director 020 3031 2752

Generic Carer Support Coordinator 020 3031 2753

**Mental Health/Substance Misuse Carers' Support Coordinator
020 3031 2755**

Volunteer Coordinator 020 3375 8226

Wellbeing and Inclusion Coordinator 020 3375 8227

**Young Carers' Workers
020 3031 2756
020 3031 2754**

24 HOUR ANSWERPHONE ON ALL LINES

Registered Charity No. 1039508