



# KINGSTON CARERS' NETWORK Annual Report & Accounts 2012-2013



Supported by...



**NHS** Royal Kingston  
**Children in Need Kingston**



Lloyds TSB | Foundation for England and Wales



# **KINGSTON CARERS' NETWORK**

**Registered Charity No. 1151456**

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 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 supporting someone living in the Royal Borough of Kingston upon Thames.

## **ANNUAL REPORT 2012-2013**

### **CONTENTS**

Page:

4	AGM 2013 Agenda
4	Advisers to the Management Committee
4	Staff
5	Some of the Highlights of 2012-2013
6	Chief Executive's Report
8	Generic Carers Support and Out-of-Hours Advice
8	Mental Health and Substance Misuse Project
9	Wellbeing and Inclusion
10	Young Carers
12	Family Support Project
12	KCN Volunteers
14	Reference and Administrative Information
15	Trustees' Report for 2012-2013
18	Independent Examiners Report
19	Financial Accounts
27	Minutes of AGM 2012

# **KINGSTON CARERS' NETWORK**

Registered Charity No. 1151456

**22nd Annual General Meeting – Wednesday 9<sup>th</sup> October 2013: 11am – 1pm**

## **AGENDA**

1. Welcome – John Mays, Chair.
2. Apologies for absence.
3. Minutes of the 2012 AGM.
4. Presentation & Adoption of the Annual Accounts for Financial Year 2012-2013.
5. Appointment of the Independent Examiner.
6. Election of New Members of The Management Committee 2013-2014.
7. Re-election of Existing Members of the Management Committee 2013-2014.
8. Election of Officers of the Management Committee 2013-2014.
9. Report by the Chair – John Mays.
10. Presentation by the Chief Executive – Kate Dudley.
11. Project Report – Young Carers Project.
12. Guest Speaker – Dr Naz Jivani, Kingston Clinical Commissioning Group and GP.
13. Guest Speaker – Emma Smale, Carers Trust.
14. Guest Speaker – Gill Valenti, KCN Corporate Fundraiser.
15. Any Other Business.

## **ADVISERS TO THE COMMITTEE 2012-2013**

During the year 2012-2013 Kingston Carers' Network was managed by a Board of Trustees, who form the Management Committee of the organisation.

Advisers to the Committee were:

Kirstie Cochrane  
Moira Wilkinson

Kingston Community Care Services  
Carers Trust

## **STAFF**

- Kate Dudley – Chief Executive Officer
- Jo Hobbs – Administrative Officer
- Carol Harvey – Family Support Coordinator
- Veronica Attah – Mental Health and Substance Misuse Support Coordinator
- Adelaide Boakye-Yiadom – Wellbeing and Inclusion Coordinator
- Pat Stanley – Volunteering Coordinator and Outreach Worker
- David Still – Generic Carers Support Worker
- Diane White – Young Carers Project Coordinator
- Aidan Hazard – Young Carers Worker
- Liz Grimwood – Young Carers Worker
- Lizzie Kelly – Young Carers Worker

## SOME OF THE HIGHLIGHTS OF 2012-2013

### Reducing Financial Hardship



**Through** KCN's advice and advocacy service, we have helped carers and their families gain over £200,000 of additional benefits.

### Emotional Support and Wellbeing

**One-to-one** counselling is provided by trainee counsellors. Over 300 sessions were provided during the year.



**Therapists** have provided around 400 massages, haircuts, facials, reflexology and Reiki sessions.



### Carers having a life outside of caring



**The** Wellbeing project ran a total of 9 trips and 14 wellbeing activities for adult carers throughout the year. Partnership work included an Iris Murdoch project for carers run by Kingston University and the Carers Creative Writing Course delivered by Kingston Adult Education. Superhighways also developed a much needed IT training programme for carers with a total of 49 carers participating in this training. The Carers Book Club continued to meet monthly throughout the year and this has been supported by the Kingston Library Service.

### Young Carers



**One** of our most valuable activities was the targeted weekly youth group for young carers aged 12 and over. This was set up in partnership with RBK's Youth Service. We so enjoy seeing our carers building relationships, benefiting from peer support, improving their emotional resilience and having fun each week.

**Volunteers** – contributed over 1,500 hours of time to KCN across a range of different services and activities. This equates to at least £21,740 in economic terms!

## CHIEF EXECUTIVE'S REPORT

Kingston Carers' Network has continued to develop its services, reaching many more young and adult carers. The 2011 Census identified 13,288 carers in the borough. Of these, 2,346 carers were providing over 50 hours of care each week. A calculation based on the council's hourly care worker rate estimates that the financial value of unpaid care provided by Kingston's carers is at least £124 million and is likely to be far higher.

We have seen a few staff changes over the year. In May, Carol Harvey moved from her role as Generic Carers Worker to take up a new post as the Family Support Coordinator. This has been an exciting development for the organisation and we hope to continue running this project beyond the life of its current funding. David Still took over the post of Generic Carers Support Worker in September 2012 but also continues to work as our Out-of-hours Adviser. David brings with him a wealth of community care experience, having previously worked as a solicitor and manager of various advice services. We welcomed Lizzie Kelly to our Young Carers project in November 2012 but sadly said goodbye to her in July 2013. We also said goodbye to Aidan Hazard who had been with the Young Carers Project since January 2011. We wish them lots of success in their future careers.

### Key Achievements

During 2012-13 KCN supported a total of 1,201 carers, of these, 928 were adult carers and 273 young carers. We received 318 new referrals over the year. KCN is well aware that this represents just a small proportion of Kingston's carer population and we have continued to raise awareness of hidden carers across the borough by delivering presentations, information and training sessions to health, education and social care professionals.

We were extremely grateful to be chosen as one of the Mayor's beneficiary charities by Councillor Mary Heathcote OBE. It was a privilege to be part of the fundraising committee and involved in many of the activities. I believe this has helped raise the profile of the organisation among many of Kingston's residents. We were delighted to be presented with a cheque for £14,046.66 which will support the many activities and outings to provide a much needed break to adult and young carers in Kingston.

As we approached the end of 2012, we began the process of changing our status from an unincorporated association to a company limited by guarantee. This was effective as from 1<sup>st</sup> April 2013. We are grateful to Clyde and Co for the pro-bono work donated to the organisation to make this important change. As a company limited by guarantee, we will be better positioned to tender for carers' services.

Over the past year KCN has provided the following services:

- Independent information, advice and advocacy.
- Specialist mental health and substance misuse carers service.
- Young Carers Project.
- Whole family support project.
- Out-of-hours advice service.
- Signposting and referral to other services.
- Emotional support.
- Counselling.
- Outings and social activities.
- Programme of health and wellbeing activities.

- Complementary therapies.
- Support groups.
- Training and information sessions.

## **Looking Ahead**

During the early part of this year, we were fortunate to receive an Investment Fund grant of £31,612 from Kingston Voluntary Action. This will help KCN to prepare for the new commissioning opportunities in the borough. Pat Stanley has taken on the role of Development Worker for 6 months to focus on developing a strong outcomes framework and improve external communications. The grant has also funded a new server and IT upgrade to ensure the organisation has the technical capacity for our future development.

Funding, as always continues to be a priority. We have spent a significant amount of time trying to increase our income, in order to sustain and develop our capacity.

In the past two months, we have received some very exciting funding news which will certainly help us to increase the support we can provide.

Firstly, KCN has been successful in a bid to the Big Lottery 'Reaching Communities' fund, being awarded £490,902 over a period of five years. This will mean we can expand our team to recruit a full-time adult carers' manager and a part-time outreach worker. We will also develop a new programme of carers' training and run an annual carers' conference.

Secondly, we have been awarded £75,000 over three years by Comic Relief and Carers Trust to run a whole-family project for young carers. Alongside this targeted support, we will be setting up a new volunteer mentoring service.

However, securing additional funding for our core young carers' work is still a priority and we will continue to focus on this over the coming year.

Finally, thanks to all the trustees, staff and wonderful volunteers for all their hard work over the year. Thanks also to Kirstie Cochrane for her advice and support to KCN.

**Kate Dudley**

Chief Executive

## **GENERIC CARERS' SUPPORT AND OUT-OF-HOURS ADVICE**

Over the year there were 127 new referrals to this project. There are presently 578 generic carers receiving support. The referrals have come from diverse sources including the local council, community groups and the health authority.

Carol Harvey previously provided the service until taking up the role of supporting families. David Still has provided the service since September 2012. The service is provided through face-to-face appointments, email and telephone contact. Home visits are also often carried out and there are evening appointments for working carers.

A carer is seen, on average, between three and four times, at face-to-face appointments and will often be advised on several different issues. The issues include welfare benefits, community care, housing, debt, employment and miscellaneous legal matters. Carers often require assistance with claiming their welfare benefit entitlements which are closely entwined with the benefits of the person they are caring for. David will carry out benefit checks, complete claim forms and provide advocacy at appeals including appeals on points of law to the Upper Tribunal. The annual gain for carers from welfare benefits claims and appeals was £219,072. David also advises on community care matters including obtaining care and carers assessments, NHS continuing care, care homes and financial contributions. Carers are also helped by David with housing-related matters such as transfers, disabled facilities grants and dealing with arrears. Carers are also often financially disadvantaged because of their caring responsibilities and need debt advice. David also advises working carers on employment matters such as flexible working, disability/carers discrimination and 'better off' working benefit calculations. Miscellaneous matters include relationship breakdown, education, mental capacity, deputyship and making lasting powers of attorney.

David has also recently provided talks to carers and written an article for the newsletter on recent and forthcoming changes to welfare benefits, which include cuts to disability and carers' benefits. David will continue to strive to advise and assist carers in all relevant matters in these times of austerity and radical changes in welfare and community care.

## **MENTAL HEALTH AND SUBSTANCE MISUSE PROJECT**

The coordinator for the Mental Health and Substance Misuse Project is Veronica Attah.

Monthly out-of-hours drop-ins continued on Lilacs ward, Tolworth Hospital's acute in-patient ward. Despite low uptake, there was evidence of the need for a continued KCN presence on the ward: for example, a carer who had previously taken KCN information but had not wanted to access support at the time was later able to contact the project worker when circumstances changed and support became very much needed.

Carer support offered on the ward by KCN and Kingston Mental Health Carers' Forum (KMHCF) was highlighted via the Triangle of Care Self Assessment Tool (using a red, amber, green system to assess the current status of each criterion). The Triangle of Care aims to promote safety and recovery for people with mental health issues and to encourage their wellbeing by including and supporting their carers based on six principles that mental health trusts can use to include and support carers: the sometimes contrasting views of ward staff

and external carer support in the audit highlighted the genuine challenges of engaging carers in an acute ward setting.

Sadly, the project said goodbye to Kim Willson of Richmond Borough Mind when her much-valued one-day-a-week development work ended. Other commitments meant that Kim did not have the capacity to continue facilitating the previously successful introductory family skills workshops locally, although these continued in Richmond, with the possibility of the Recovery College affording help in this area as an idea for investigation.

One carer enjoyed a week's rest and pampering courtesy, once again, of the Inner Wheel's annual Mary Preston Holiday and, from the second of its three-year funding, Richmond & Kingston upon Thames Crossroads Care continued to offer two additional hours of respite to older carers of people with dementia, free of charge.

In the year ahead, there continues to be a need to increase the numbers of substance misuse carers (out of 104 referrals for the project during 2012-2013, only 10 were for substance misuse carers), and to improve the support the project is able to offer them.

## WELLBEING AND INCLUSION

With Adelaide Boakye-Yiadom as coordinator, the Wellbeing project has continued to grow and has proved very popular with carers.

There were more than nine trips and fourteen activity sessions between 1<sup>st</sup> April 2012 and 31<sup>st</sup> March 2013. More than 300 carers accessed these services which included trips to places of interest like the Poppy Factory in Richmond, a visit to Harry Edwards Healing Centre in Shere, and a day at the seaside. There has also been a series of courses in tai chi, meditation and yoga.



Afternoon tea at the *Maids of Honour* in Kew



A trip to Brighton



Wimbledon Theatre trip to see *Dancing Queen*

Feedback from a questionnaire sent to carers has been very positive. Of the 60 questionnaires sent, 22 were returned – and 100% of those who responded enjoyed the activities and trips.

Carers report that they have benefited from the emotional support they have received and that there has been an improvement in many areas of their lives. This has included carers being able to enjoy a life outside caring, feeling less depressed, more relaxed and less isolated, as well as sleeping better, lower anxiety, reduced stress and also being better able to cope with caring.

In terms of inclusion, there has been a steady number of carers who have requested one-to-one help in relation to going back to work or gaining information on training and educational courses.

The types of enquiry have included:

- Providing information on back-to-work training
- CV preparation
- Interview preparation
- Job hunting
- Distance learning
- Volunteering.

## **YOUNG CARERS**

The Young Carers' Project has continued to grow during the last year. The Project received 90 referrals in this period and at the end of the financial year was offering support to 273 young carers. A young carer is a child or young person aged between 5 and 18 who has inappropriate caring responsibility for a family member.

The support offered by the Project is holistic, encompassing all members of the family, providing advocacy, advice, information, one-to-one sessions and peer support activities which are hugely valuable in building relationships amongst the young carers, teaching them new skills, giving them a break from their caring responsibility and very importantly are fun!



The Project arranged 106 peer support activities in this period, including regular drop-ins, residential trips, family activities and a variety of workshops and trips.

The Project was delighted to welcome two new workers this year. Carol Harvey is the Family Support Coordinator, working intensively for periods of 6 months with ten families and young carers by coordinating the care and support necessary to address the needs of the whole family. This has been a hugely valuable addition to the Young Carers' Project. Lizzie Kelly also joined the team as a worker, alongside Diane White, Liz Grimwood and Aidan Hazard. All are part-time and funding is from both statutory and community sources.

The Project continues to rely very heavily on its volunteers who provide so much energy, patience and time, and without whom we could not function. We are equally grateful to those who provide donations towards or undertake activities for the benefit of the young carers. These include The Tiffin School, Create, New Malden Fire Station, Kingston University and Carers' Trust.

The Young Carers' Project is in a strong position going forward, putting energy and enthusiasm into improving the wellbeing of the young carers in the Royal Borough of Kingston, by focusing on bespoke individual support packages, peer support, family support and continuing to raise awareness of the needs of young carers and their identification.



## **FAMILY SUPPORT PROJECT**

This project, which is funded by the Department of Education's Integrated Interventions Fund via the Carers Trust, started at the beginning of May 2012 and supports ten young carers and their families for 6 months at a time using a whole family approach.

The project targets young carers who are undertaking, or are at risk of undertaking, inappropriate and/or excessive levels of caring. Information on the amount and type of caring tasks being undertaken, and the impact of this, is collected from young carers aged 8 or over at the beginning and end of the 6 month period, so that any improvement in the caring situation can be measured and evidenced.

Some very successful results were achieved for the first set of ten families supported from May to October 2012, with 7 out of the 8 young carers who provided information on caring, reporting a reduction in the level of caring tasks being undertaken.

Parents involved with the project gave very positive feedback with all ten agreeing that they would recommend the Family Support Project to other young carers and their families. 8 out of 10 parents reported that their health (mental or physical) had improved as a result of the project and 6 out of 10 reported that the project had helped their financial situation.

Carol Harvey, the Family Support Coordinator, was also successful in applying for various grants including funding for two washing machines, a cooker, a laptop, tennis lessons for a young carer and two holidays (one of these was for a 12-year old young carer who had never previously been on a holiday).

## **KCN VOLUNTEERS**

Pat Stanley coordinated the volunteer project which continued to grow over the last 12 months both in numbers of volunteers and hours given.

The value of our volunteering programme can be measured in different ways. For KCN it helps us meet our aims and objectives and adds value to our core work. For Carers it enables them to access services that would otherwise be unavailable, and for our volunteers it meets their own individual motivations for being involved.

Volunteers have allowed us to expand the range of counselling support available, introduce new services such as reflexology and Sophrology, and increase the number of wellbeing activities.

The number of volunteers involved in supporting the Young Carers Project has increased from 18 to 30 and has allowed us to run a new focus group and increase the range of peer support activities.

The breakdown of volunteer support by project is summarised in the following table:

	<b>Number of volunteers</b>	<b>Volunteer hours</b>
Counselling	3	333
Office support	4	54
Therapies/hairdressing	3	109
Wellbeing	4	98
Young Carers	30	970
		<b>TOTAL 1,564</b>

Our amazing team of volunteers gave us **1,564** hours of their valuable time to help us support carers in 2012-2013 – an increase of **30%** over the previous year. The phrase “we couldn’t do it without you” has never been truer – so thank you to everyone.

Andrea Boohig  
Barbara Loftin  
Celia Windsor  
Daniel McGlade  
Dina Belemlih  
Emily Sargent  
Fatoum Cocking  
Garry Ko  
Livvy Bridge  
Nadia Nejand  
Nanette Gray  
Sophie Phillips

Di Childs  
Aryn Sule  
Leo Luccini  
Anita Shaw  
Saskia Bridge  
Mitsuko Yorikawa  
Claire Higgins  
Gina Selby-Stocker  
Caroline Duane  
Mollie Watkins  
Shelia Leatherdale  
Uthesa Sujandran

Geeta Amin  
Meera Sivapiran  
Susan Bradford  
Viviana Cruz  
Roisin Miller  
Anthony Williams  
Nita Patel  
Martin Weighill  
Jade Wadham-Powell  
Alexandra Wakefield  
Tim Vinney  
Carine Duneau

What some of our volunteers said about their volunteering experience:

*“I enjoy volunteering with Young Carers because you see the difference the activities make to the children. It is great fun and I would urge lots of people to get involved!”*

*“Volunteering for Young Carers has really improved many aspects of my personality – patience, caring and selflessness. Just seeing the children smile, makes me smile too.”*

*“Hairdressing for carers allows me to give back to the people who really need help. When I was in need KCN were there to pick me up and help, so that is what I would like to do now.”*

## REFERENCE AND ADMINISTRATIVE INFORMATION

### Structure:

During the financial year 2012-2013 Kingston Carers' Network was a charity registered in England and Wales with the Registered Number 1039508. The charity was incorporated as a company limited by guarantee as of 1<sup>st</sup> April 2013. To reflect this change of status we registered with the Charity Commission as a new charity, Registered Number 1151456. It has an income of less than £500,000 per annum and the trustees have elected to continue to have an independent examination of its accounts by a qualified Chartered Accountant, rather than a formal audit.

### Address:

The Noble Centre, 109a Blagdon Road, New Malden. KT3 4BD.

### Trustees:

Trustees who served as members of the Management Committee during the year from 1<sup>st</sup> April 2012 to 31<sup>st</sup> March 2013, for the full year (unless stated otherwise) were:

John Mays	Chair
Heather Blake	Secretary
George Kinnon	Treasurer (to 17 <sup>th</sup> October 2012)
Steve Katz	
Thom Braun	
Henry Suppanee	(resigned 31 <sup>st</sup> March 2013)

Trustees co-opted during the year:

Stephen Puckett	(co-opted 28 <sup>th</sup> June 2012)
Maureen Brader	(co-opted 13 <sup>th</sup> September 2012, resigned 13 <sup>th</sup> December 2012)
Stephanie Limond	(co-opted 13 <sup>th</sup> December 2013)

Trustees co-opted after Financial Year:

Alison Carnie	(co-opted 18 <sup>th</sup> July 2013)
---------------	---------------------------------------

### Bankers:

The Royal Bank of Scotland plc, Kingston upon Thames branch, Santander Business Banking, Bootle, Merseyside and Scottish Widows Bank, Edinburgh.

### Accountants:

Nasir Mahmud FCA, New Malden, Surrey.

## **TRUSTEES' REPORT FOR 2012-2013**

### **Incorporation**

We noted in our 2011-12 report that for a number of reasons it was no longer satisfactory to continue to operate as an unincorporated body, partly because it precludes us from a number of fundraising opportunities and partly because our governance needed modernising.

A new company limited by guarantee was incorporated on 25 January 2013. The assets and liabilities of Kingston Carers' Network unincorporated trust were transferred to the new Kingston Carers' Network for nil consideration under a transfer agreement dated 24 March 2013.

### **Trustees/Directors**

Prior to incorporation persons on The Management Committee were trustees. Following incorporation persons on The Management Committee are Directors. The Management Committee currently comprises seven trustees, three of whom are themselves carers or former carers, which ensures the Committee has carers at the centre of its focus. We continue to seek additional trustees, especially those who have relevant experience and skills that would benefit the organisation.

All new trustees are taken through an induction procedure to ensure they understand our policies and procedures.

### **Activities and Achievements**

During 2012-2013 Kingston Carers' Network had contact with 1,201 carers – an increase of 18% on the previous year.

The Young Carers service has continued to grow thanks to the hard work of Diane White, Aidan Hazard, Liz Grimwood, Carol Harvey and Lizzie Kelly. The number of new referrals to the project during the year was 90, and the number is still increasing.

During Carers Week, KCN with other partners participated in a range of activities including a carers' barbecue, a carers' walk, a trip on the London Eye, a Thames boat trip and a young carers party. The theme was 'Prepared to Care'.

KCN works closely with statutory and voluntary sector organisations to promote the best interests of carers. We are represented on the Mental Health LIT; the Acute Care Forum; the Choosing Health Partnership Board; the Children, Young People and Families Consortium Steering Group; and the Kingston Carers Board.

As mentioned last year, KCN is now a member of Carers Trust. We undertook to become members for this initial transitional year and the Board will decide on continued membership when developments and cost implications become apparent.

This change was foreshadowed in the last two year's Annual Reports.

## **Plans for the Future**

The last two annual reports have mentioned the squeeze on government expenditure – and this continues in the current financial year. These cuts should be seen in the context of the enormous savings made by carers for the benefit of the community – the point made in Kate Dudley's report.

Like most charities, KCN lacks long-term funding and clearly this inhibits our ability to plan for the future. Nonetheless, within the constraints imposed on us we have succeeded in expanding our services through fundraising. The appointment of Gill Valenti as KCN Fundraiser will prove significant in this context.

I would like to take this opportunity of congratulating and thanking our Chief Executive and the staff and volunteers who have worked so hard and efficiently during the year. I would also like to thank the trustees for their help and support.

As mentioned elsewhere in this report we have incorporated this organisation to become a company limited by guarantee.

## **Financial Review**

Despite the difficult economic climate, NHS Kingston (formerly Kingston Primary Care Trust) and the Royal Borough of Kingston upon Thames have continued their invaluable financial support in the form of grants to KCN. These are our primary source of Unrestricted Funds, which are used to pay most of the costs of employing our Chief Executive and Administrative Assistant and paying our office running costs and other necessary expenditure.

We have also continued to receive financial support from these two bodies to enable us to employ staff to carry out particular projects, which has provided more support to carers, as described elsewhere in this report. This funding is a substantial part of the value of Restricted Funds received during the year. We are also very grateful to all the other funders of projects which help various groups of carers.

This ongoing funding has enabled us to continue to employ the excellent members of staff that we had recruited. As reported last year, there was a time lag in finding some of these project workers, so our expenditure on salaries started after the beginning of the period for which we received funding. The outcome is that at the end of March 2013 we had received funds which we would be spending in the next financial year, so approximately £12,500 that was held in the bank was earmarked for future salary payments.

We were successful in a number of our bids for funding and in the case of grants from BBC Children in Need, RBK and KVA we received money before the year-end which will be spent after the year-end. Combined these amounted to £61,276 and we have excluded that amount from Income in the year and shown it as Deferred Income in Note 6. The large increase in deferred income when compared to the position at 31 March 2012 is due to only one grant being received in advance in the previous financial year.

Having been successful with some of our grant bids and receiving funds before expenditure has been incurred the charity maintained a healthy bank account balance throughout the year. We continue to maximise the interest on these balance but with bank interest rates remaining low, total interest received was still a modest £1,329.

As there was a small surplus in Unrestricted Funds this year the trustees were not able to increase Reserves.

Regarding our accounts, the rule is that if the charity's income is between £250,000 and £500,000 (and we do not have a large value of assets) the trustees may choose whether to have an independent examination or an audit of the accounts. We have elected to avoid a larger audit fee and to continue to have an independent examination, which, as last year, has been done by the Accountant, Nasir Mahmud of New Malden. We will propose his reappointment to carry out the examination of next year's accounts.

**John Mays**

Trustee and Chair

**INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF  
Kingston Carers' Network (SORP 2005)**

**Year Ended 31 March 2013**

I report on the accounts of the charity for the year ended 31 March 2013 set out on pages 19 to 26.

**RESPECTIVE RESPONSIBILITIES OF TRUSTEES AND INDEPENDENT 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 144(2) of the Charities Act 2011 (the 2011 Act), and that an independent examination is needed.

It is my responsibility to:

- examine the accounts (under section 145(1)(a) of the 2011 Act);
- to follow the procedures laid down in the General Directions given by the Charity Commission (under section 145(5) of the 2011 Act); and
- to state whether particular matters have come to my attention.

**BASIS OF INDEPENDENT EXAMINER'S STATEMENT**

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 seeking 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 audit opinion on whether the accounts present a 'true and fair view'.

**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 trustees have not met the requirements to ensure that:

- proper accounting records are kept (in accordance with sections 130 and 131 of the Act); and
- accounts are prepared which agree with the accounting records and comply with the accounting requirements of the Act; 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  
Independent Examiner  
Chartered Accountant  
Falcon House  
257 Burlington Road  
New Malden  
Surrey KT3 4NE

Date 28<sup>th</sup> September 2013

# KINGSTON CARERS' NETWORK

## STATEMENT OF FINANCIAL ACTIVITIES

for the YEAR TO 31 MARCH 2013

	Notes	2013		2013	2012
		Unrestricted	Restricted	Total	Total
		Funds	Funds	Funds	Funds
		£	£	£	£
Incoming Resources					
Voluntary Income	3	59,537	0	59,537	62,323
Investment Income	3	1,329	0	1,329	224
Charitable Activities	3	0	241,004	241,004	193,272
Total Incoming Resources		<u>60,866</u>	<u>241,004</u>	<u>301,870</u>	<u>255,819</u>
Resources Expended					
Charitable Activities	4	71,027	227,505	298,532	226,268
Governance Costs	4	1,422	0	1,422	1,128
Total resources Expended		<u>72,449</u>	<u>227,505</u>	<u>299,954</u>	<u>227,396</u>
Net Resources before transfers		(11,583)	13,499	1,916	28,423
Transfers between Funds		12,100	(12,100)	0	0
Net before other gains/losses		<u>517</u>	<u>1,399</u>	<u>1,916</u>	<u>28,423</u>
Other gains/losses		0	0	0	0
Net movement in funds		<u>517</u>	<u>1,399</u>	<u>1,916</u>	<u>28,423</u>
Total Funds Brought Forward		<u>26,524</u>	<u>66,452</u>	<u>92,976</u>	<u>64,553</u>
Total Funds Carried Forward		<u>27,041</u>	<u>67,851</u>	<u>94,892</u>	<u>92,976</u>

Notes 1 to 11 on the following pages form part of these accounts

# KINGSTON CARERS' NETWORK

## BALANCE SHEET

31 MARCH 2013

	Notes	£	2013 £	£	2012 £	
Current Assets						
Debtors	5	4,005		1,228		
Cash at Bank and in Hand		171,721		128,910		
		<hr/>	175,725	<hr/>	130,138	
Liabilities						
Creditors: amounts due within one year	6		80,833		37,162	
Net Current Assets			<hr/>	94,892	<hr/>	92,976

### Funds of the Charity

Unrestricted Income Funds		12,041		11,524		
Designated Reserves	10	15,000		15,000		
		<hr/>	27,041	<hr/>	26,524	
Restricted Income Funds	11		67,851		66,452	
Total Funds			<hr/>	94,892	<hr/>	92,976

On Behalf of the Board

Signed Stephen Puckett (Treasurer)

Dated

Notes 1 to 11 on the following pages form part of these accounts

# KINGSTON CARERS' NETWORK

## NOTES TO THE ACCOUNTS FOR THE YEAR TO 31 MARCH 2013

### 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

On 25 January 2013, Kingston Carers' Network was incorporated as a company limited by guarantee. On 31 March 2013 the company took over the activities of the unincorporated Kingston Carers' Network, a registered charity. The assets and liabilities were transferred to the new company for nil consideration. The trustee body remains the same and the company's activities remain the same. In all respects other than legal form, the new company is the same as the unincorporated entity. Therefore when preparing these financial statements it was considered appropriate to apply the merger accounting rules as applicable to group reconstructions as set out in Financial Reporting Standard No 6 Mergers and Acquisitions. The financial information is presented as if the new company has always carried out the activities of the unincorporated company.

### 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

<b>3 Analysis of Incoming Resources</b>	<b>2013</b>	<b>2012</b>
	<b>£</b>	<b>£</b>
Voluntary Income		
Royal Borough of Kingston upon Thames	25,985	25,985
NHS Kingston	26,127	27,360
Donations	6,322	8,275
Subscriptions	36	63
Other	1,068	640
	<u>59,537</u>	<u>62,323</u>
Investment Income		
Bank Interest	1,329	224
	<u>1,329</u>	<u>224</u>
Incoming Resources re Charitable Activities		
R.B. Kingston - Early Intervention Fund	19,800	19,800
BBC Children in Need	17,622	27,912
Evening Standard Dispossessed Fund	-	9,744
Lloyds TSB – Young Carers	17,500	-
R.B. Kingston - Young Carers	10,000	-
Carers Trust - Intergrated Interventions	43,408	-
Help a London Child	1,765	1,855
NHS Kingston		
- Volunteer Coordinator	17,164	19,585
- Generic Carers	42,972	39,260
- Wellbeing & Inclusion	14,138	14,196
- Database	-	-
- Out of hours service	4,600	4,600
Rotary Clubs	-	2,000
R.B. Kingston - Mental Health Support	35,400	35,400
Kingston Voluntary Action	2,697	-
St Pauls Players	-	3,000
The Goldsmiths Company	-	2,000
(Emergency Exit Arts Donation)		
Kingston Magistrates	-	8,000
Carers Trust - Carers Activities	4,778	-
R.B. Kingston - Carers Activities	3,238	-
Other Restricted Donations	5,922	5,920
	<u>241,004</u>	<u>193,272</u>

# KINGSTON CARERS' NETWORK

Notes to the Accounts Continued

<b>4</b>	<b>Analysis of Resources Expended</b>	<b>2013</b>	<b>2012</b>
		£	£
	Charitable Activities - Unrestricted Funds		
	Salaries including NI contributions & pensions	56,432	47,632
	Recruitment, Training & Expenses	1,375	2,011
	Premises Costs	1,718	2,382
	Office Running Costs	8,771	5,977
	Events & Activities	670	493
	Accountancy	2,060	1,465
		<u>71,027</u>	<u>59,960</u>
	Charitable Activities - Restricted Funds		
	Supporting Young Carers	23,448	21,283
	Supporting Carers with Mental Health or Substance Misuse Problems	34,423	33,708
	Supporting Children in Need	19,338	30,360
	Supporting Evening Standard Dispossessed Fund	-	9,744
	Supporting Volunteer Coordinator	14,420	14,237
	Supporting Generic Carers	30,989	36,859
	Supporting Wellbeing & Inclusion	13,259	13,126
	Supporting Database	964	1,244
	Supporting Out of Hours Service	5,152	4,213
	Supporting Improving Outcomes	295	135
	Supporting Help a London Child	1,595	1,387
	Supporting Emergency Exit Arts Donation	2,179	12
	Supporting Lloyds TSB	20,194	-
	Supporting Intergrated Interventions	51,915	-
	Supporting Development	2,697	-
	Supporting Kingston Magistrates	305	-
	Supporting RBK Carers' Activities	2,715	-
	Supporting Carers Trust Carers' Activities	3,617	-
		<u>227,505</u>	<u>166,308</u>
	Governance Costs		
	Independent Examiner's Fee	912	939
	AGM Costs	431	154
	Data Protection Registration	35	35
	CRB checks	44	-
		<u>1,422</u>	<u>1,128</u>
<b>5</b>	<b>Debtors &amp; Prepayments</b>	<b>2013</b>	<b>2012</b>
	Amounts falling due within one year	£	£
	Sundry Debtors	511	1,228
	Accrued income	2,611	-
	Prepayments	882	-
		<u>4,005</u>	<u>1,228</u>

# KINGSTON CARERS' NETWORK

## Notes to the Accounts Continued

<b>6</b>	<b>Creditors &amp; Accruals</b>	<b>2013</b>	<b>2012</b>
	Amounts falling due within one year	£	£
	Deferred Income	61,276	27,500
	Sundry creditors	1,271	-
	Payroll liabilities	7,592	4,352
	Accrued Expenditure	10,694	5,310
		<u>80,833</u>	<u>37,162</u>
<b>7</b>	<b>Fee for Independent Examination of the Accounts</b>	<b>2013</b>	<b>2012</b>
		£	£
	Nasir Mahmud	912	939
<b>8</b>	<b>Staff Costs</b>	<b>2013</b>	<b>2012</b>
		£	£
	Gross Salaries	206,101	162,666
	Employer's NI contributions	17,681	12,787
	Pension contributions	1,964	1,465
		<u>225,747</u>	<u>176,918</u>
	<b>Average number of employees (full time equivalent)</b>		
	Charitable Activities	7	6
<b>9</b>	<b>Trustees and Related Parties</b>		
	No remuneration or fees were paid to any trustee nor were there any loans made to or received from any trustee. No trustees' expenses were reimbursed. There have been no transactions with trustees or related parties.		
<b>10</b>	<b>Designated Reserves</b>	<b>2013</b>	<b>2012</b>
		£	£
	Brought forward	15,000	10,000
	Transfer to Unrestricted Funds	-	-
	Transfer from Unrestricted Funds	-	5,000
	Carried Forward	<u>15,000</u>	<u>15,000</u>

The trustees have decided that it is not necessary this year to increase the General Reserve of £15,000.

# KINGSTON CARERS' NETWORK

Notes to the Accounts continued

## 11 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	young carers aged 5 to 13
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
j	Kingston Magistrates	Poor Box	
k	The Goldsmiths Company	Emergency Exit Arts	
l	Carers Trust	Intergrated Intervention	
m	Lloyds TSB	Young Carers	
n	Royal Borough of Kingston upon Thames	Young Carers	
o	Carers Trust	Carers activities	
p	Royal Borough of Kingston upon Thames	Carers activities	
q	Kingston Voluntary Action	Development	

## Restricted Fund Values and Movements

	Balance brought forward	Incoming Resources	Transfers	Outgoing Resources	Balance carried forward
	£	£	£	£	£
a NHS Kingston	12,089	17,164	(1,600)	(14,420)	13,233
b NHS Kingston	6,406	42,972	(2,400)	(30,989)	15,989
c NHS Kingston	6,289	14,138	(1,200)	(13,259)	5,968
d NHS Kingston	184	-	780	(964)	-
e NHS Kingston	2,753	4,600	-	(5,152)	2,201
f Royal Borough of Kingston upon Thames	2,403	-	-	(295)	2,108
g Royal Borough of Kingston upon Thames	-	19,800	3,648	(23,448)	-
h BBC Children in Need	-	17,622	1,716	(19,338)	-
i Royal Borough of Kingston upon Thames	4,146	35,400	(2,400)	(34,423)	2,723
j Kingston Magistrates	8,000	-	(7,695)	(305)	-
k The Goldsmiths Company	1,988	-	191	(2,179)	-
l Carers Trust	-	43,408	1,100	(44,508)	-
m Lloyds TSB	-	17,500	101	(17,601)	-
n Royal Borough of Kingston upon Thames	-	10,000	-	(10,000)	-
o Carers Trust	-	4,778	-	(3,617)	1,161
p Royal Borough of Kingston upon Thames	-	3,238	-	(2,715)	523
q Kingston Voluntary Action	-	2,697	-	(2,697)	-
Other small funds	22,194	7,687	(4,341)	(1,595)	23,945
	66,452	241,004	(12,100)	(227,505)	67,851

# KINGSTON CARERS' NETWORK

## Notes to the Accounts continued

- 11** Some of the grants received during the year were to pay for salaries, but as it took a little time to  
**cont'd** recruit the staff, the salary paid was less than the grant in the period. Approximately £12,500 of the funds held at 31 March 2013 will be used in the next financial year for salaries of staff employed on these specific projects.

## KINGSTON CARERS' NETWORK

### Minutes of the 21<sup>st</sup> Annual General Meeting held at 11.00am on Wednesday 17 October 2012 at the Christ Church Centre, New Malden

#### Present

Amtul-Aziz Ahmed	Liz Grimwood	John Mays	Cllr Penny Shelton
Veronica Attah	Carol Harvey	Valerie Mentiplay	Pat Stanley
Heather Blake	Aidan Hazard	Dorothy Moore	Sabine Staton
Adelaide Boake-Yiadom	Jo Hobbs	Alan Moss	Maira Stiles
Maureen Brader	Sonia Jay	Julie Pickering	Carol Stratford
Thom Braun	Steve Katz	Steve Puckett	Henry Suppatee
Di Childs	George Kinnon	Lesley Read	Margaret Thompson
Victor Cuthbert	Diana Lock	John Read	Diane White
Kate Dudley	Cllr Barry Mahoney	Julia Ruddy	Andriane Wilkes
Jenny Evans	Fiona Mays	Nasreen Shah	

#### Welcome

John Mays, Chair of Kingston Carers' Network, welcomed everyone to the AGM which he was chairing. He welcomed Councillor Barry O'Mahoney, the Deputy Mayor who was attending on behalf of the Mayor, and Daniel Phelps representing Carers Trust.

#### Apologies

A number of apologies had been received and are listed separately.

#### Minutes of the 2011 AGM

The minutes of the 2011 AGM were agreed as a true record. Acceptance of the minutes was proposed by Henry Suppatee and seconded by Thom Braun.

#### Tribute to George Kinnon

Before the presentation of the Annual Accounts, the Chair paid tribute to George Kinnon who had been on the Management Committee for the last 7 years and Treasurer for most of that time, continuing in spite of his very challenging caring responsibilities. George was relinquishing the role of Treasurer but will remain as a Trustee. The Chair thanked George for all his hard work in the role.

#### Presentation and Adoption of the Annual Accounts for 2011/12

George Kinnon, Treasurer, presented the annual accounts which have been audited. KCN has continued to receive grants from the Royal Borough of Kingston and NHS Kingston despite their significant financial constraints, for which we are very grateful. We are also very grateful to other funders.

KCN's level of income and expenditure is very similar for 2011/12 to the previous year and we have been able to build up a small surplus in our unrestricted funds which has been used to increase our reserves from £5,000 to £15,000.

George mentioned his personal experience this year as a carer of the importance of KCN. He paid tribute to Jo Hobbs and Katie Butcher for their help in enabling him to perform the Treasurer role.

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

### **Appointment of Independent Examiner**

George proposed reappointment of Nasir Mahmud for the coming year. This was seconded by John Mays and agreed by all members.

### **Election of Members of the Management Committee 2012/13**

Two new members of the Management Committee, Stephen Puckett and Maureen Brader, were proposed by John Mays and seconded by Thom Braun.

Existing members John Mays, Heather Blake, George Kinnon, Steve Katz, Henry Suppatee and Thom Braun were proposed for re-election to the Management committee by Diana Lock and seconded by Carol Stratford.

The members agreed these appointments.

### **Election of Officers of the Management Committee 2012/13**

The following candidates were listed for election as Officers.

<b>Officers</b>	<b>Proposed by</b>	<b>Seconded by</b>
John Mays to continue as Chair	George Kinnon	Steve Katz
Stephen Puckett to become Treasurer	George Kinnon	Steve Katz
Heather Blake to continue as Secretary	George Kinnon	Steve Katz

The members agreed these appointments.

### **Report by the Chair – John Mays**

John highlighted the merger of the Princess Royal Trust for Carers (PRTC) and Crossroads which took place on 1 April 2012, creating the Carers Trust of which KCN is now a member. He welcomed this development and thought it would be of great benefit, and hoped for a further merger with Carers UK. The new organisation is going through a process of electing members to a Committee which in turn will elect the new Board.

John pointed out that a rationalisation of fees to Carers Trust was likely over the next few months, particularly as Crossroads organisations currently pay more than local Carers' Centres. Membership agreements were also likely to be reviewed.

He recognised the difficulties that both statutory and private funders are under at present. For now KCN has managed to maintain its income but this will be an issue for the foreseeable future.

John thanked his fellow Trustees for their help and support. He particularly thanked Henry Suppatee who had been a Trustee for over 10 years and had indicated that he would step down in March 2013. He thanked Kate for all her hard work as CEO and said that since she had joined the organisation in 2010 KCN has been transformed. He also thanked all the excellent staff of KCN for their continuing hard work, and the many volunteers who support the work of KCN.

### **Speech by the Deputy Mayor**

The Deputy Mayor, Councillor Barry O'Mahoney, was speaking on behalf of the Mayor who was in Vietnam. KCN was one of the Mayor's chosen charities for the year, and the Deputy Mayor personally recognised the importance of the charity as a member of a large family with a lot of support provided between family members.

The Deputy Mayor put forward new ideas for collaboration with KCN, including the Malden Care Scheme which might have capacity to offer respite care. He also encouraged attendance at the Lunch for Ladies on 13 November and the St Andrew's Dinner, both in support of the Mayor's charities. He recognised how tough it was for small charities at the moment, with larger organisations having much more fundraising and marketing capacity.

### **CEO's Report – Kate Dudley**

Kate gave an overview of activity in 2011/12 and listed the large number of projects being run by KCN. There are around 14,000 carers in Kingston, representing a notional value of care of around £900,000 per day and £300 million over a year. Those providing this care often suffer poor physical and mental health.

Last year KCN supported 1022 carers, including 798 adult carers (271 of them new to KCN) and 224 young carers (76 new). Kate recognised and thanked all of the funders who enabled this support to happen.

The generic carers' project is one of the key activities of KCN, run by Carol Harvey, and includes several support groups. The groups for carers of people with ADHD and Aspergers have been particularly successful this year.

The mental health and substance misuse project, run by Veronica Attah, has seen an increase in referrals and has a successful monthly support group. The project also runs family skills training and an out of hours drop in session.

An out of hours advice service has been run by David Still providing specialist advice on social welfare matters. David has dealt with 235 enquiries and supported carers in obtaining £81,000 of unclaimed benefits.

KCN has a trained Primary Care Expert Practitioner (Pat Stanley), one of only 20 in the country, helping us to develop better links with GP practices. We will now be seeking funding to make this into a larger project.

The wellbeing and inclusion project, run by Adelaide Boakye-Yiadom, has provided 570 activities for 155 carers over the course of the year, with a huge variety, helping to reduce stress and promote relaxation and the ability to cope with caring responsibilities. Adelaide has also provided one to one support to access employment, training and education.

The volunteering project, run by Pat Stanley, has had 12 new volunteers during the year and in total 1208 hours of volunteer time has been provided, giving vital support to a range of KCN activities. Kate thanked all the volunteers for their input.

Looking into 2012/13, Kate mentioned the new Family Support Project, with Department for Education funding, working with a small number of young carers at risk of excessive or harmful caring. Carol Harvey has moved into this role and is working with 14 families. We also have a new Generic Carers Support Worker, David Still, and have achieved further funding for the young carers project from Lloyds TSB and Children in Need, enabling us to expand this work.

Kate outlined KCN's priorities for 2012/13 as:

- Expanding support to adult carers
- Raising awareness to improve support for carers in primary and secondary health care services
- Expanding young carers' services
- Increasing space available to run services, with particular need for a counselling/meeting space

Kate thanked all of her colleagues who have done a fantastic job during the year.

### **Report from the Young Carers Project – Diane White, Liz Grimwood, Aidan Hazard**

Diane firstly thanked Kate for her support in achieving funding to allow the service to continue and expand.

She set out the outcomes of the young carers' projects for the year – providing advocacy for the whole family to improve outcomes for young carers, raising awareness in schools and amongst other professionals, providing 1:1 support for children, and providing activities which promote fun and peer support, and reduce isolation.

Diane thanked the volunteers whose support is absolutely crucial to the project's activities, with 640 hours of support provided last year. She was looking forward to another exciting year, with Carol Harvey joining the team to run the Family Support Project, Liz Grimwood now working full time and another team member joining in a few weeks' time.

The team presented a DVD of the young carers' activities throughout the year.

### **Guest Speaker – Daniel Phelps, Carers Trust**

Daniel outlined the role of the Carers Trust which was now the largest provider of comprehensive carers' support services in the UK, with 76 schemes and 142 Carers' Centres. The Carers Trust website had resources to promote and showcase good practice amongst the schemes.

The focus for this year is ensuring that the Carers Trust brand is understood and influential. He pointed out that a lot of progress has been made - 10 years ago the existence of young carers was not generally understood and is now recognised, and the general role of unpaid carers has a much higher profile.

Schemes are now sharing much more information about young carers in relation to outcomes and developing an evidence base of what works. Daniel's own background includes managing young carers' services and he is convinced about the value and positive outcomes. Individual stories are also important, and he mentioned one case of a young carer who started from a position of depression and being bullied, but was supported to become an ambassador for young carers in her school.

Daniel's role at Carers Trust is to speed up change by showcasing good practice. He mentioned in particular the Integrated Interventions project (also known as Family Support, already mentioned above) which was a partnership between the statutory and voluntary sectors. The KCN/RBK bid had been very strong, one of 8 successful bids out of 50-60 applications. There is a tool being developed with Nottingham University to measure outcomes but the real change is in the stories of individuals and both aspects will be important.

The draft Care and Support Bill is currently in consultation, and aims to introduce more person-centred care. Carers Trust believes that there are many positive elements to the Bill which should improve carers' rights and access to services, but this needs to be backed up with resources.

### **Any Other Business**

John Mays said that we had slightly changed the format for the AGM, starting earlier and having a shorter meeting with a more summarised presentation of the year's work. He asked if this was an improvement on previous years.

Carol Stratford said that she had attended three AGMs and this had been the best, being not so long. Also 11am was a better time to start as carers often had commitments in the afternoon. There was general agreement from others that 11am was a good starting time. It was also felt that the venue was convenient and the amount of content just right.

The Chair thanked the Deputy Mayor for attending and also Councillors Shelton, Pickering and Thompson who were also in attendance.

Carol Stratford expressed thanks on behalf of carers to Kate Dudley and to all the staff and volunteers of KCN, she felt it was a lifeline for carers and had herself also made very good friends through KCN's activities.

The Chair brought the meeting to a close by thanking everyone for attending.



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

**PROJECTS AT KCN**

**Enquiries 020 3031 2757**

**Chief Executive Officer 020 3031 2752**

**Admin 020 3031 2751**

**Generic Carer Support Coordinator 020 3640 7693**

**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**

**Family Support Worker  
020 3031 2753**

**24 HOUR ANSWERPHONE ON ALL LINES**

Registered Charity No. 1151456  
Company Limited by Guarantee No. 8376060