



“Day in, day out and mostly with little complaint or help, thousands of people on your doorstep are dedicating their lives to providing care – that would otherwise have to be paid for by the public purse – to their nearest and dearest.”

Editorial Comment, Ham & High News March 2010

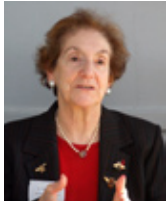
Registered Charity no: 1105567

Photo credit: Polly Hancock, Ham & High News

## A MESSAGE FROM THE CHAIR OF TRUSTEES

Haringey Carers Centre was established to help adult unpaid carers in our Borough. As a local charity we believe that:

- Caring is hard work.
- It is frequently associated with poverty and isolation.
- If you care for somebody it is difficult to hold down a job or study.



**“Haringey Carers’ vision is that all services complement and work together so that as many carers as possible get the very best support and help that they need.”**

— Dr Vivienne Manheim.

Our aim is to improve their life quality and chances with:

- Advice
- Befriending
- Caring
- Defending
- Educating

Our Board of Trustees has a strong skill mix. As well as unpaid carers, we have professional experience in Administration, Finance, Social Services & Housing, General Practice, Nursing, Local Government, Law, Voluntary Sector & Journalism. Most Trustees have been carers at some time. They bring their wealth of skills and expertise to the Governance of the Centre.

## REFLECTIONS OF A CENTRE DIRECTOR

As we are affiliated to the Princess Royal Trust for Carers (PRTC) we were honoured to have the PRTC President the Princess Royal visit us in March. The Princess Royal was very receptive and warm to the needs of Haringey Carers and she made every one feel special with her well rounded knowledge of carer issues.

Haringey Carers Centre delivers services with value for money very much in mind but the next year will be crucial in securing new funds in order to continue and expand upon delivering high calibre service to carers. To that end we have commissioned a fundraising and marketing expert whose aim is to build the capacity of the centre – including space, work force, finances and the numbers of ‘hidden carers’ who benefit from our service.

Personalisation is a way of delivering public services in a way that gives people using that service more choice, responsibility and control in relation to the

service they receive. As a result of personalisation there will have to be a change in the service that Haringey Carers Centre will be delivering to the unpaid caring community and a support brokerage service is one possibility or an additional advocacy/ advice service, which will include supporting and empowering the individual to arrange their own care provision.

Thank you to our trustees for the time that they have given voluntarily to support the carers in Haringey, and a huge thanks to all of our volunteers who help with sending out the newsletter support



**“We have provided support, help and services to over 700 carers. Our services are delivered with value for money in mind, and we are user led – we respond to the needs of carers through constant feedback and consultation.”**

— Coleen Fiffee.

**Working for a healthy, caring Haringey.**

# WHO WE ARE AND WHAT WE DO

Haringey Carers is a small charity with four staff members (three full-time and one part-time) and a Board of Trustees. We are committed to supporting adult carers who are involved in all aspects of the services we provide. Set up six years ago in 2004 we currently receive funding from Haringey Council, the Big Lottery Fund and NHS Haringey.

## We offer carers:

- Information, support and advice – making sure that they receive the financial support and access to all services to which they are entitled
- Breaks for carers so that they can have a life of their own
- Well-being sessions – including training, yoga classes and 'pampering' sessions
- A Voice with policy and decision-makers - so that services are developed which improve carers' quality of life in the borough
- Carers support groups, coffee mornings, social activities and events and each registered carer receives a quarterly newsletter.



## TRUSTEES:

Vivienne Manheim, Freda Wilson, Christine McConnachie, Verlyn Cowell, Jean McKoy, Jose Luis Camara, Gordon Synn, Catherine Harris and Nisha Mansoor.

## STAFF:

Colleen Fiffie (Centre Director), Denham Grant (Carers Information & Advice Worker), Pauline Jones (Carers Support Worker) and Richard Maguire (Administration & Finance Worker)

## VOLUNTEERS:

Henry Webb, Marilyn Duncan, Gloria Gonzalez, Julia Desouza, Chand Matabdin, Linda Dawson, Marie Lee, Pam Duprez and Jill Darnborough

Working for a healthy, caring Haringey.



## GIVING CARERS THE INFORMATION AND ADVICE THEY NEED TO SUPPORT THEM IN THEIR CARING ROLE

Giving carers the right information and advice they need is key work activity at the Haringey Carers Centre. To meet the needs of the most disadvantaged carers may require a home visit – but mainly we try to provide a thorough service over the telephone.

**“ Thank you for all your help in filling in forms which we didn’t like doing! ”**

— Carer looking after her mother who had suffered a stroke, Tottenham.

We provide carer assessments as that vital first step towards supporting them in their caring role. 137 carer assessments were carried this year. Many carers in Haringey suffer from severe financial hardship, and this year we secured them over £150,000 in extra welfare benefits to which they were entitled. Just over 500 carers received specific benefits advice.

**“ I have been awarded DLA (Disability Living Allowance) –  
thank you very much for your help and support”.**

— Carer, Wood Green.

The charity offers a highly personalised service – addressing carers’ often complex range of welfare benefit, and other overlapping, needs. A focused outreach approach is offered by the Carers Advice & Information Worker, Denham Grant, seeking out those carers in the most financial hardship.

## GIVING CARERS ‘A LIFE OF THEIR OWN’ ALONGSIDE THEIR CARING ROLE

This year Carers Support Worker Pauline Jones has supported 300 carers by organising respite activities, events and social outings - all designed to provide the carer with some time of their own, a much needed break from their caring responsibilities. Addressing carers’ mental and health needs are also key charity objectives – yoga classes and activities to combat social isolation.

**“It is a joy to be able to help so many carers here in Haringey.”**

— Pauline Jones, Carers Support Worker.

Carers also receive help with computer training, advice on returning to work or pursuing learning opportunities. Others have improved their skills in first aid and vital Manual Handling techniques.



**Working for a healthy, caring Haringey.**

# CARERS PROVIDE CARE TO PEOPLE WHO ARE ILL, FRAIL OR LIVING WITH A DISABILITY AND WHO CANNOT MANAGE WITHOUT THEM. CARERS LOOK AFTER PARTNERS, SPOUSES, FAMILY MEMBERS, FRIENDS OR NEIGHBOURS



Thames sponsored walk - raising funds for Haringey Carers.

## Carers Support Group – Learning Disabilities

This group has been set up by a group of carers who look after children and adults with learning disabilities. They come together at Noel Park Bowling Club once a month to discuss common problems and provide mutual support to each other and their families.



“Thank you for organizing the respite break. I was exhausted and it gave me a breather, good company, friends and fun. It meant so much to me.”

— Carer, Stroud Green.

## Mature Active Carers Support Group

Haringey Carers run a long established carers group for those aged over 60 which has proved very popular and invaluable to older carers. It meets regularly and is based on a self-help model whereby carers decide themselves what activities are undertaken. Group members provide support to each other, have a break from caring, reduce their stress levels and improve their physical and mental health.



“Carers in Haringey are adults - and often children - who take care of adults or of disabled children. They are unpaid. Caring roles can be stressful, often 24/7, and can be isolating.

— Verlyn Cowell, Trustee & Carer

## Breaks from caring - events, activities and social outings

Haringey Carers organize a wide range of events, social outings and activities in consultation with carers, resulting in the provision of over 2,000 breaks for carers from their caring roles. Activities include dancing, bowls, yoga, trips out to art galleries and museums and social gathering, a barge trip or the Christmas Party.



Volunteer, Alex and Trustee, Nisha celebrating the end of their sponsored Thames Walk - raising much needed funds for Haringey Carers



## WHAT WE WANT TO ACHIEVE NEXT YEAR

Haringey Carers is committed to the borough's vision of local carers being empowered to care and live a better life and we ambitious to do more and help to support more carers in their caring roles. We wish to contribute further to the Adult Carers Strategy 2009-14 so our plans for the future include:

- Diversifying our income base so we can develop new services for carers, extending our work with carers looking after someone with learning disabilities and those carers coping with bereavement.
- More services for carers' to address their health and wellbeing needs.
- Expanding our accommodation – four staff members are crammed into a very small office space and the charity desperately needs more space.



## CARERS IN HARINGEY - FACTFILE

- There are 16,000 unpaid carers (2001 Census)
- Two-thirds of carers provide up to 19 hours each week of unpaid care
- 20% (3,232) of carers provide more than 50 hours of care weekly
- 58% of carers are female & the peak age for caring is 50-59
- 61% of carers receiving support from Haringey Carers are from black and minority ethnic communities

It is estimated that 280,000 people live in the borough. Nearly half of the borough's population is from an ethnic minority background. Haringey is the 13th most deprived area in England, and ninth poorest in London. The borough has a west/east divide - Highgate is an area of great wealth (amongst the country's richest 10%) alongside areas which are in the poorest 10%, centred around Tottenham.



"The Haringey Carers' Centre provides invaluable support, information and advice to unpaid carers in Haringey, and is highly thought of by carers who use their services and by the Council. We know that carers value the activities and events on offer, with over 500 registered to receive their regular newsletter. The Council also recognises the important role of the Centre in representing the views of carers in their work with us, with the Centre playing an active role in the planning of services and reaching out to people who haven't previously accessed Council and voluntary sector services for carers."

— Councillor Claire Kober, Leader of Haringey Council



# FINANCIAL INFORMATION 2009/10

In the year ended 31 March 2010, Haringey Carers Centre had an income of £130,160 and expenditure of £174,135. The resulting deficit in income over expenditure was met by a carry forward of £40,000 resulting from unexpected payment arrears from current funders.

INCOME	2009/10	2008/09
Donations & fundraising	£545	£1,994
Investment Income	£133	£444
Grant-making authorities	£129,482	£150,764
TOTAL INCOMING	£130,160	£153,202

EXPENDITURE	2009/10	2008/09
Charitable Activities, Salaries, Office Expenses and Activities	£167,570	£128,855
Governance Costs – Management & Administration	£6,565	£5,397
TOTAL EXPENDED	£174,135	£134,252

This financial information represents a brief summary of income and expenditure during the year as of 1/07/10. It is based on what is likely to be reproduced from the full audited financial statements by the Trustees in Autumn 2010 at the AGM.

These can be made available from the charity’s office.



David Lammy MP (Tottenham) on a recent visit to Haringey Carers Centre – meeting with carers, staff and Trustee.



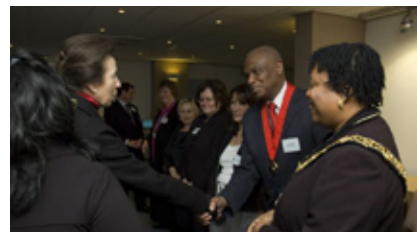
## A ROYAL VISIT

Her Royal Highness Princess Anne the President of the Princess Royal Trust for Carers (PRTC) visited in March, and met with some of Haringey's unpaid carers and dignitaries such as the Mayor Bernice Vanier, Lynne Featherstone MP and local councillors.

The visit took place at the Haynes Centre because the Carers centre unfortunately does not have capacity to accommodate such a major event. This is an issue that the Princess Royal picked up during her visit and she left us with her wishes that we would secure appropriate accommodation in the near future with the help of Haringey Council or the NHS.

Writing following her visit:

*'HRH The Princess Royal was impressed by the dedication of those she talked to and was pleased to have the opportunity to hear about some of the problems that the carers have.'*



**"Thousands of residents in Haringey care for a loved one who is ill, frail or disabled. For the many who do such a tremendously hard job, services provided by Haringey Carers is invaluable. Without the love, support, advice and commitment of the wonderful staff at Haringey Carers, life for many of Haringey's carers would be much harder. They do a fantastic job and should have that recognised."**

— Lynne Featherstone MP for Hornsey and Wood Green.

*"The advice and support was such a help. I know it is your job, but you do it in such a sincere, real and caring way."*

*The carers in Haringey really do appreciate all you do for us".*

*Carer, Tottenham Hale.*



**Haringey Carers Centre**

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Haringey Carers is a member of the  
Princess Royal Trust for Carers which is  
a national network of carers' organization.

**Working for a healthy, caring Haringey.**

**CARERS UK**  
the voice of carers

  
The Princess Royal Trust  
for Carers  
Network Member