



SUFFOLK FAMILY CARERS

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Claydon, Ipswich IP6 OAJ

Visit our website www.suffolkfamilycarers.org

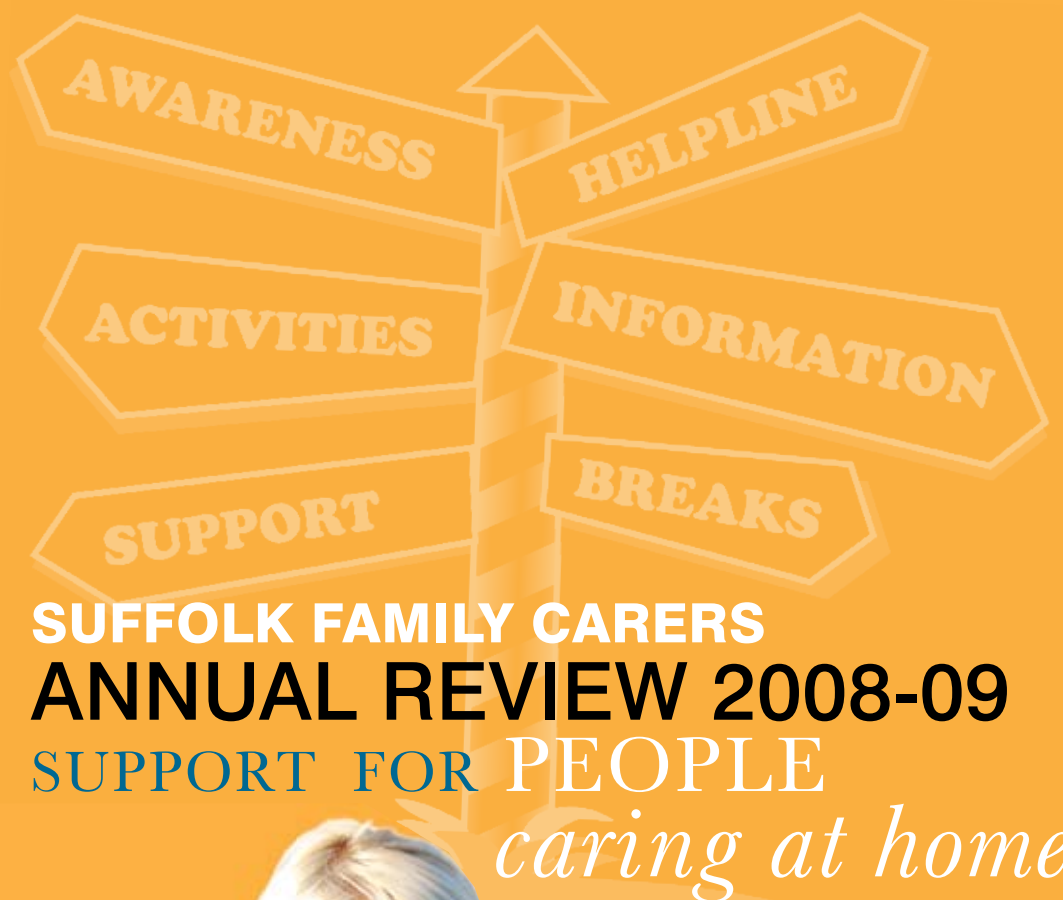
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CARERS UK
the voice of carers



SUFFOLK FAMILY CARERS ANNUAL REVIEW 2008-09 SUPPORT FOR PEOPLE *caring at home*

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Our new Patron



A very warm welcome to Ruthie Henshall, our new Patron. Ruthie came along to our annual Family Carers' party in June and as well as meeting

Family Carers and coping with a mini tornado she agreed to support us. We are so thrilled, Ruthie is musical royalty and we are delighted to have her as our Patron in this our 21st Anniversary Year.

Ruthie will be joining us for fundraising events again including at the Suffolk Food Hall/Bourne Garden Centre Christmas Festive Evening.

Ruthie says: "I am happy to support Family Carers as these are people who put their own needs on hold and give selflessly for the benefit of those they love and care for."



Message from Chair of Trustees – Brian Parrott



It could have been predicted that after the celebratory year for Suffolk Family Carers in 2008 the current year would be more difficult and challenging. So it has proved.

With the increased constraints on expenditure and flexibility for our main statutory funders, the tight financial disciplines we operate have needed to be even tighter. These have combined with not just growing, but 'booming', demands for our services from family carers with age, disability and illness related caring roles. As ever, this includes examples of huge stress, burden, frustration and sometimes anger.

Nevertheless, also as ever, our response has been as positive, engaging and helpful as it can be to the people and organisations that look to us. I hope these features are captured in this Annual Review. I am enormously appreciative, most of all, to all the staff who we employ for all their efforts throughout the year.

I want to express my thanks, and those of all the Board of Trustees, for everyone who has supported us during the year – from Suffolk County Council, NHS, Lottery and Ruthie Henshall to individuals, volunteers and contributors in so many different ways.



Caroline Spelman MP Shadow Secretary of State for Communities and Local Government visited Suffolk Family Carers in May to gain insight into how Family Carers are currently being supported and what their needs are. Ms Spelman was accompanied by Suffolk County Councillors Colin Noble and Graham Newman. Commenting Brian Parrott says: "We must make sure that the needs and concerns of Family Carers in Suffolk remain a top political priority and stay very much on the front page - whichever political party is in government."

Welcome to New Trustees Mark Wilson, Patricia Leigh and Ann Lewington and thank you to Trustees Christopher Lee and Helen Peace who are moving on.

Every day another 6,000 people take on a caring responsibility

Chief Executive's Report

What a tremendous team we have here at Suffolk Family Carers, often stretched in so many ways. Another year passes and they have continued to meet the challenges we face: the ever escalating referrals, many extremely complex, restrictions in some funding streams and the urgent need to raise money from other sources.

The pressure on families to care is greater than ever as some services that once took on this role change direction. Whilst I fully support the agenda "Care Closer to Home", I would call for a couple of key additions to that statement: "Care closer to home with support and choice."



Family Carers have to be able to have time out and therefore we aim to increase the support, respite, leisure and employment opportunities for them whatever their age.

Many Family Carers tell me that when they have done something outside of their routine caring role they are then able to continue to care in a different and a more positive way. They also experience a real uplift in their own health and wellbeing.

Based on Carers UK figures the "social capital" Family Carers of all ages contribute to Suffolk

economy exceeds a massive £707 million pounds a year. That is a huge contribution and therefore we believe they should be properly valued and supported in a way that recognises that very significant contribution.

There is no doubt that it will be an even more challenging year for us ahead, but we are committed to supporting Family Carers in a variety of ways; we are continually listening to their views and it is this dialogue that shapes our services. So to all the Family Carers who we are in contact with here in Suffolk – and now in Essex and Norfolk – I say a big thank you.

Lastly, I remain proud to lead, with the Board of Trustees, such a dedicated staff and volunteer team – and to be able to work in partnership with so many organisations which value and support our work.

Jacqui Martin, CHIEF EXECUTIVE

National Carers Week 2009



Ruthie Henshall opened Suffolk Family Carers' annual party in June, providing a wonderful start to an afternoon of fun and entertainment for Family Carers and their families with a funfair, bouncy castle, salsa, yoga, pilates, tai chi, arts and crafts, shopping, steel bands, food from around the world and a special performance from Young Carers.

Ministerial Visit during Carers Week

The Minister for the East of England, Barbara Follett, met and listened to Family Carers during a visit in June. She talked with staff and those accessing support to hear about their work and experiences and she also listened to some of the barriers facing Family Carers and how the centre has helped them.



Barbara Follett supporting the official signing of the Suffolk Family Carers' Skills Pledge

"Carers are society's unsung heroes and I am honoured to take part in this week's events to celebrate the huge contribution they make to communities across the country." Barbara Follett, MP

New Education Grants

To coincide with the ministerial visit, a grant scheme called '**Family Carers Into Education**' was launched. The new scheme is open to registered Family Carers who want to go back to work or improve their skills to be 'job ready'. The grant pays for a course and respite care to enable the Family Carers to complete the course.

Working in partnership with Suffolk County Council

Over more than two decades Suffolk County Council has been a firm supporter of Suffolk Family Carers allowing for considerable growth and development; and recognising the vital need to support and cherish Family Carers. With this support the charity is each year able to provide even more help. This year the number of Family Carers helped jumped to 9794 – with nearly 1700 approaching the charity for support for the very first time.



Universally the charity's managers report very positive working arrangements with Suffolk County Council – referring to it as a 'true partner' underpinning core services and always offering a sympathetic ear. Core support has enabled Suffolk Family Carers to develop new strands of specialist Family Carers work, such as those caring for someone with a learning disability or mental illness.

Over 94% of all charity income – from Suffolk County Council, NHS and many others – goes towards direct services to Family Carers. The Flexible Respite and Community Support Teams are entirely funded by Suffolk County Council. This year a total of 3755 grants were made for Family Carers to have respite breaks which amounts to 65,000 hours of care.

"Respite care allows the Family Carer some time out for themselves, take part in simple everyday activities and re-charge their batteries". Hayley Hancock, Flexible Respite Manager.

The Flexible Respite Team of three part-time staff works closely with Suffolk County Council to assess Family Carers on their caring roles and then determining levels of care.

Community Support Teams operate right across the county helping and supporting adult carers, as Team manager Clem Le May reports: "Suffolk County Council is our bedrock from which we can serve the needs of Family Carers. I have a part-time team of seven based in Claydon, Lowestoft and Bury St Edmunds and they are providing Family Carers with front-line support services".

Furthermore, Suffolk County Council now leads the way with its support for the Young Carers project. The charity does much to enable children and young people with care-giving responsibilities to fulfill their potential; achieving this by working in partnership with young people, their families and other agencies to provide information, support and training, and promote informed choice.

"Without our core funding support from Suffolk County Council we would have not been able to develop our innovative, and nationally well respected, young carers work. It has allowed us to pull in new resources from other funding partners like the Lottery's Young People's Fund and the private grant makers Henry Smith Trust." Andrew Bass, Young Carers Manager

Suffolk Family Carers recognises that the funding position looks bleak with public spending being squeezed over the next few years; and is responding with focused programmes to drive down costs; developing lean management practices; securing new external funding sources – Caring with Confidence provides for new Health Department funding – and harnessing savings from partnership working with other third sector organisations and Suffolk County Council.

9,794 the
number
of Family
Carers helped
this year

Colin Noble, Suffolk County Councillor Portfolio Holder for Adult & Community Services, attaches great priority to the needs of Family Carers in the county. Here he comments on the work of Suffolk Family Carers.



'For over two decades now, the Suffolk Family Carers organisation has been providing a valuable and much needed service in raising awareness of the situation faced by family carers, offering vital support and helping them to find time for themselves.

Caring for another person is one of the most important selfless things you can do, whether out of love or a sense of duty, but for all the best of intentions the sheer responsibility of it can be overwhelming and in many cases gives a sense of isolation.

I have in my own family seen how hard it is for one person to care for their loved one and the detrimental effect it can have on the health and well being of the carer.

We all owe a huge debt to the many unsung heroes in our county who spend their time caring for others. Such work frequently goes unrecognised and can be made all the more difficult when Family Carers are left to cope without help and advice or someone to talk to about their concerns.

As we look ahead to the crisis in public sector funding, Suffolk County Council recognises that services provided by organisations such as Suffolk Family Carers will play an ever more crucial part in building social capital.

By responding to the needs of people and helping them to access all the help they need for themselves and those they care for, we will make sure this vital role continues within our communities.

Suffolk Family Carers and the way in which through the help, advice and services they provide, give a real sense that as a carer you are not alone, and are an important part of our community; it's not so much that they provide a light at the end of a tunnel, but more that they help light the tunnel that is the journey a Family Carer takes.'

Over 94% of all
charity income –
from Suffolk County
Council, NHS and
many others – goes
towards direct services
to Family Carers.

Lottery Funding

Since Suffolk Family Carers secured its first Lottery grant just over a decade ago – the Big Lottery Fund has made a big difference to the lives of 21,346 Family Carers who have received help and wide ranging support services. The charity has received £1,507,921 in grants from National Lottery distributors.

Jacqui Martin, Chief Executive of Suffolk Family Carers, reflects on the vital importance of consistent Lottery support in recent years.

“Having been a part in setting up the charity in the late 1980s I sincerely believe that without Lottery help and partnership with Suffolk County Council, Suffolk Family Carers would not have had the stability to grow from

that small acorn to the well respected oak tree it is today – and we are still branching out.”

Lottery grants have helped us to promote innovation, partnership working and an independence to follow our true charitable objectives with Family Carers of all ages. As funders they have shown an understanding that

when working with people who are in need it is not an exact science, and sometimes the initial path is not always the best but with discussion and joint working that path can be changed to really have an positive impact, there is no such thing as failure just of learning.

We've been awarded
£1,507,921 in
Grants from
National Lottery
Distributors



The stamp of approval that is given by allocating Lottery monies to an organisation cannot be underestimated, it shows that as a charity we have been scrutinised in a way that assists our development – and very importantly shows other funders that internal processes and systems are robust. This then has enabled us to draw in other funding to make best use and maximise the impact of Lottery grants made to us.

Peter Wanless, CEO from The Big Lottery Fund visited Suffolk Family Carers during Carers' Week



Lottery Projects in 2008/09

Carers Cafe – So many of you supported us via The People's Millions ITV competition that we secured £50,000 in funding to open a new Family Carers' 'Cafe and Drop In' in premises next door to our Centre in Claydon. We are working hard to have this open by the end of 2009.

**BOOST
GROUPS
4 YOUNG
CARERS**

The Young People's Fund has given us a much needed £194,962 to extend our work with Young Carers, many of whom are as young as 12 when they take on their caring role. The new monies will enable us to work with young carers aged between 10 and 17 years, extending the existing BOOST groups which provide an opportunity to get together with other young people, to share experiences, have some fun and a well earned break.



Caring with Confidence

Suffolk Family Carers are one of the first organisations in the UK to provide the new Caring with Confidence programmes – seven group sessions that are designed to help and inform Family Carers about a variety of issues that they face in their caring role.

The programme is part of the Government's New Deal for Carers and the National Carers Strategy.

The project is supported by Mike Tomlinson, husband of the hugely inspirational athlete and fundraiser Jane Tomlinson CBE, who passed away in September 2007 after a long battle with cancer.

He said: "I have personal experience of caring for a loved one and it can often be an isolated and difficult experience as you struggle to balance the needs of the person you care for with your own and those of the wider family.

Support was available but not in such a way that it could be accessed easily.

The flexibility Caring with Confidence offers means that people across England will be able to access these vital support services and meet with other people in similar situations to exchange information and share knowledge."



Did you know?

We are signed up to the Outcomes identified in Suffolk County Council Adults Plan namely:

- Family Carers experience Improved Health and Emotional Well-being'
- Family Carers experience an Improved Quality of Life
- Family Carers are enabled to Make a Positive contribution
- Family Carers are enabled to Exercise Choice and Control
- Family Carers have Freedom from Discrimination and Harassment
- Family Carers achieve Economic Well-being
- Family Carers have Personal Dignity and Respect

*We helped
170 Family
Carers from
minority Ethnic
Communities*

Groups & Activities

The Carers Centre is well established and has just successfully negotiated a second funding term with the Big Lottery to promote outreach activities and a befriending project. The Centre programme of training days, information days and regular therapy sessions have been very well attended and have enabled Family Carers to be better supported and informed.



Outreach sessions in rural parts of the County have been set up and relationships with other services such as the Libraries have proved very successful and sessions were well attended by Family Carers who would otherwise have been very isolated.

A full list of activities on offer appears in our 'What's On' booklet and on the website: www.suffolkfamilycarers.org

Talk & Support

Our befriending project, 'Talk and Support' has been awarded a national standard and will now be used as an example for future training around the country. Talk and Support is only the second project in Suffolk of its type to get the Approved Provider Standard (APS) and the ninth in the UK within an organisation involving Family Carers. The project was set up eighteen months ago with money from the Big Lottery Fund and is staffed by trained volunteers who have an understanding of life as a Family Carer and who want to offer support to other families by giving them the chance to talk on a regular basis.

0844 225 3099

New Helpline Number & Helpline Staff

Suffolk Family Carers has a new helpline number **0844 225 3099** Calls cost 2p per minute. The helpline is for Family Carers and professionals working with them. It is open Mon – Thurs 9am to 4pm and Friday 9am to 3pm and is staffed by trained advisors who listen and give personalised information to callers. We have two new part time helpline coordinators.



Young Carers News

Many of you who attended last years AGM will remember the moving drama presentation that was created and performed by some of the Young Carers that we support as a team. Following on from this we were offered some funding from Children & Young People's Carers Grant to produce the drama into a DVD format for use as awareness raising and in training we deliver. This will be launched very soon.



Our partnership work with Middle and High Schools in Suffolk has been on-going with Support Workers involved in the delivery of Personal, Social and Health Education

lessons and assemblies as well as drop-in sessions to enable Young Carers to talk confidentially about their concerns and caring role. We have also helped create support documents for the delivery of PSHE lessons to enable wider discussions around the role of Young Carers.

The Young Carers helpline is still extremely busy and with many professionals contacting us to see if we can offer support to Young Carers under the age of nine. Unfortunately at present our minimum age is still nine and we have to signpost those under that age to other relevant agencies.

We were grateful to private company DHL for funding a Young Carers Fun Day during the summer holidays of 2008 when over 70 Young Carers attended and enjoyed a fun filled day organised and facilitated by DHL.

We also took 54 Young Carers away on two BOOST residential trips early in the year, giving them not only a break from their caring role, but also an opportunity to mix with others in a similar situation, undertake self esteem and confidence building sessions as well as some tailored training and discussion groups about their caring role.

In December we hosted a Christmas Party complete with disco and chocolate fountain.

Although we are now a team of 10, the number of new referrals and the complexity of the work we undertake with the Young Carers ensures we are constantly struggling to meet the demand.



During the year we made 1658 new first contacts with Family Carers of which 109 were Young Carers

“ I loved the **chocolate fountain.** ” “ It was great to see *friends from the other social clubs.* ”

“ **The pizzas were great.** ”

“ I loved the **‘goodie’ bags** that we were given. ” “ The team work games were **GREAT FUN.** ” “ I tried a number of **NEW THINGS** today. ”

“ This was my first time away from home – **IT WAS GREAT FUN.** ”



Some of the Young Carers Team

“ I got over my fear of **heights.** ” “ The night-time walk was so scary – **but such fun!** ”

“ I loved having all my **food cooked for me.** ”

In our consultations with Young Carers they repeatedly reiterated that they want a life, to study, to have time with friends and the opportunities to progress as others do.

Flexible Respite

The Flexible Respite project supports Family Carers of somebody 65 or over to have a break from their caring role by arranging and paying for care. This year the Flexible Respite Project helped over 570 family carers across Suffolk have a flexible break from their caring role.

One of our Family Carers who used the project this year said:



“I cannot thank your staff enough for the help they give us, my husband and I didn’t go out together since mother came to live with us but now we know about your service it has given us back some quality time together, thank you.”

The project has provided **FREE** respite breaks which amounts to over **65,000** hours of care!

The project organises care for the person being looked after to enable the Family Carer to take some time out for themselves. Some of our Family Carers were able to take part in an activity such as swimming or painting or were able to take a long awaited holiday abroad. One of our Family Carers was able to travel to meet their newly born grandson.

Younger People with Dementia

This year we were able to support Family Carers looking after younger people with dementia enabling them to have a break with their caring role.

A total of 3755 grants were made for Family Carers to have respite breaks

Our new ground-breaking Transitions project – funded by the Henry Smith Charity – is now working with a variety of young adult Family Carers aged 18 to 25. We plan to report back on progress in next year’s annual review.

From the Mental Health Team

The Mental Health Project exists to support and empower Family Carers of people with mental health difficulties aged over 18. In last year’s review we reflected upon the new developments of inpatient services. Our work with the Trust has continued and partnerships in key areas grow stronger, leading to improved communication and understanding for Family Carers, Service Users and Professionals alike. In particular we have achieved success in working with and supporting families of people staying on hospital wards.



At an event to celebrate the start of the new build work for mental health wards at St Clements Hospital in Ipswich, one of our Family Carers, Bev Mimms, was asked to ‘knock down a brick’.

A group of Family Carers meets once a month with staff from the Easton Ward, St Clements Hospital and from the Suffolk Family Carers Mental Health Project. The group allows

Family Carers to share their experiences, and also to find out about new initiatives on the wards. It gives them a chance to feedback, whilst maintaining confidentiality at all times.

50% of Family Carers suffer from stress and 70% are on anti-depressants

Number of 1:1 visits with family carers 476

One of the wards now has a Family Carers’ Notice board and a regular newsletter. Last Christmas the wards and the Mental Health Project worked together on a ward Christmas Party, and this Summer we were invited to take part in a tournament run by the ward and Ipswich Town Football Club. The event was a great day out and many teams entered a football knockout. We hope that this event will become an annual event.

Number of 1:1 telephone calls to Family Carers 2291

Thank you

A big thank you to all our sporting fundraisers this year, including London Marathon Runners, Matthew Rice and Emma Barter.

Thanks to James Hogg for completing the Three Peaks Challenge and to Claire Fraser-Lim for doing the Orwell Walk. Some of our Young Carers Team also completed the Orwell walk to raise funds for the Young Carers' Day in August – thanks Team!



Media

A very big thank you to all of the local media who continue to support us and raise awareness of the work of Family Carers. Over the last year we have had radio interviews on BBC Suffolk, on Ipswich Community Radio and on Town 102FM; a television appeal with ITV; articles in the East Anglian Daily Times, ealife magazine and the Ipswich Evening Star. And thank you to all of the Family Carers who so willingly share their stories that help us spread the word.

**BBC
SUFFOLK**

**TOWN
102**

ICR
Ipswich Community Radio 106.7FM

itv Local

Thank you to our Volunteers

A big thank you to the 50 or so volunteers who support Suffolk Family Carers in everything we do. Volunteers help with befriending via the Talk and Support project, offering information or just making a friendly phone call on a regular basis. Others come in to the office regularly to do administration or help at our Outreach groups. Some of our volunteers just make themselves available to help with a range of one-off tasks, such as sending out mailings, painting the walls of the Carers Centre, assisting at or running the events we put on, fundraising etc. Our volunteers have a wide range of skills and we don't have trouble finding a use for them! Every bit of help is greatly appreciated – by the Trustees, staff and Family Carers alike. **If anyone is interested in volunteering with Suffolk Family Carers give us a call on 01473 835409 or 835450, email volunteer@suffolkfamilycarers.org or visit the website at www.suffolkfamilycarers.org and click on the "get involved" section of the left hand panel.**

Above: Matthew Rice
running the London
Marathon

We would like
to express our
gratitude and
thanks to all
our funders and
supporters

Our thanks go to Bourne Garden Centre & Suffolk Food Hall for their continued support of Suffolk Family Carers. We have enjoyed many successful fundraising events at their wonderful venue.



In December 2010 we will be hosting a theatrical event with Ruthie Henshall, celebrity friends and Family Carers.

The Website

We have a new website – it's full of useful information, help and advice:
www.suffolkfamilycarers.org



Thank you -
there are so many
of them! Quills,
Rotary Club,
Holbrook Flower
Club...and so many
more...



Our thanks go to Joanna Lumley for her continued support.



Alison nee Copping and Michael Howes met at a support group in Claydon six years ago. Alison cares for her daughter and Michael cared for his mother, who has sadly now died. They became engaged on Christmas Day 2008 and married on 29th August 2009 at Rushmere Church, Ipswich. We wish them every happiness together.

Financial Report

SUFFOLK CARERS LIMITED – ACCOUNTS FOR THE YEAR ENDED 31ST MARCH 2009 STATEMENT OF FINANCIAL ACTIVITIES

| | NOTE | UNRESTRICTED £ | RESTRICTED £ | TOTAL 2008/09 £ | TOTAL 2007/08 £ |
|--|----------|-------------------|------------------|--------------------|--------------------|
| INCOMING RESOURCES | | | | | |
| INCOMING RESOURCES FROM GENERATED FUNDS: | | | | | |
| Voluntary income | 2 | 199,524 | 1,658,120 | 1,857,644 | 1,700,948 |
| Activities for generating funds | 3 | 3,918 | 43,321 | 47,239 | 70,481 |
| Investment income | | 49,218 | - | 49,218 | 66,460 |
| TOTAL INCOMING RESOURCES | | 252,660 | 1,701,441 | 1,954,101 | 1,837,889 |
| RESOURCES EXPENDED: | | | | | |
| Cost of generating voluntary income | | 28,107 | 45,459 | 73,566 | 79,802 |
| Charitable activities | | 411,962 | 1,400,493 | 1,812,455 | 1,558,733 |
| Governance costs | | 31,517 | 9,707 | 41,224 | 31,910 |
| TOTAL RESOURCES EXPENDED | 4 | 471,586 | 1,455,659 | 1,927,245 | 1,670,445 |
| NET (OUTGOING)/INCOMING RESOURCES BEFORE TRANSFERS: | | | | | |
| | | (218,926) | 245,782 | 26,856 | 167,444 |
| Transfers between funds | | 195,959 | (195,959) | - | - |
| NET MOVEMENTS IN FUNDS | | (22,967) | 49,823 | 26,856 | 167,444 |
| FUND BALANCES AT 1 APRIL 2008 | | 200,461 | 670,852 | 871,313 | 703,869 |
| FUND BALANCES AT 31 MARCH 2009 | | 177,494 | 720,675 | 898,169 | 871,313 |

All the above results are derived from continuing activities

PLEASE NOTE

Statement by Trustees – This information gives a summary of the income and expenditure arising during the year. It is reproduced from the full audited financial statements; a copy of which is available from our Finance Team.

SORP COST ALLOCATION

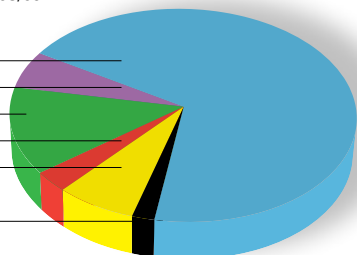
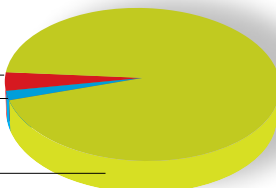
Cost of Generating Voluntary Income 4% (£73,566)
Governance Costs 2% (£41,224)

Direct Charitable Activities 94% (£1,812,455)

As required by SORP we break down our accounts into the above three main headings. 94% of all expenditure is on direct charitable activities to help Family Carers in their caring role in Suffolk.

WHERE OUR MONEY CAME FROM IN 2008/09

Suffolk County Council 69%
Lottery Funds 6%
NHS Suffolk 13%
Grants 3%
Fundraising & Donations 7%
Interest 2%



We now support
9,794 Family
Carers



Thank you to
all the Suffolk
Family Carers
staff, volunteers
& supporters

Visit our website
to learn more
about our learning
disabilities,
diversity and
hospital discharge
project work