REPORT OF THE TRUSTEES AND
FINANCIAL STATEMENTS
For the year ended 31st March 2015

Charity no: 1062302
Company no: 3353573
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The Trustees, who also are Directors of the Charity for the purposes of the Companies Act 2006, present their report with the financial statements of the Charity for the year ended 31st March 2015. The Trustees have adopted the provisions of the Statement of Recommended Practice (SORP) 'Accounting and Reporting by Charities' issued in April 2008.

REFERENCE AND ADMINISTRATIVE INFORMATION

Charity Name: Sutton Carers Centre
Charity registration Number: 1062302
Company registration number: 3353573 (England & Wales)
Registered Office and Operational Address: Benhill House 1st Floor
12-14 Benhill Avenue, Sutton, Surrey
SM1 4DA

Trustees:
Dr Elaine Drage C.B.E. Chair
Mr Don Brims Treasurer
Ms Ann Smith
Mrs Sylvia Aslangul
Mrs Anne Dharmpaul (resigned February 2015)
Ms Abigail Lock
Mr Alf Matthews (reappointed October 2014)
Mrs Margaret Hobbs

Advisors:
Ms Brenda Northover
Mr Roger Mills

Company Secretary:
Rachael MacLeod Chief Executive and Company Secretary

Auditors: Myrus Smith, Chartered Accountants,
Norman House, 8 Burnell Road, Sutton, SM1 4BW

Bankers: Barclays Bank Ltd, 43 High St, Sutton SM1 1DR
CCLA Investment Management Ltd, COIF Charity Funds, 80 Cheapside,
London EC2V 6DZ

Independent, Network Partner with Carers Trust (formed by the merger of the legacy organisations Princess Royal Trust for Carers and Crossroads Care), a national charity, being a national network of Carers Centres and organisations. Registered address: Carers Trust, 32-36 Loman Street, London SE1 0EH, Charity No. 1145181 (England & Wales) / SC042870 (Scotland). Registered as a company limited by guarantee in England and Wales No. 7697170.
Structure, Governance and Management

**Governing Document**

The organisation initially was started in 1992 and was one of the first Princess Royal Trust for Carers Centres in the country. Now celebrating more than two decades of service to Carers in the London Borough of Sutton (LBS), Sutton Carers Centre (SCC) is a charitable company limited by guarantee, formed in 1994 and registered as a charity in 1997. The company was established under a Memorandum which established the objects and powers of the charitable company and is governed under its Articles of Association. In the event of the company being wound up, its members are required to contribute an amount not exceeding £1.

**Trustee update**

Current Trustees number seven in total and are supported by two Advisors. During the year a Trustee resigned after 4 years’ service and a former Trustee re-joined the Board. There remains a commitment to have a total of eight Trustees supported by two Advisors. We are finding recruiting trustees increasingly challenging in a relatively restricted local pool, though we continue to believe connections to the local community and if possible caring experience are important. Work continues to fill the current vacancy.

The Management Board continues to reflect the diverse experience of Carers amongst its Trustees as a ‘user-led organisation’ with most being current or former Carers. The current Trustees fulfil a range of key skills required by the Board and a skills register is updated each year to identify needs and ensure relevant training.

All the members of the Management Board are volunteers and, while they may access the services of the Centre because of their Carer status, are given no preferential treatment, give their time voluntarily and receive no remuneration. No expenses were claimed by the Trustees in the year.

The Management Board meets at least five times a year in addition to the AGM. Trustees receive a report from the Chief Executive on strategic and governance issues that require their knowledge or decision, as well as comprehensive financial monitoring from the Finance and Funding Committee. We also consider HR reports, project/service reports from the Service Managers as well as highlights from the Office Manager regarding, for example, other HR issues, Health and Safety, Quality Assurance and infrastructure matters. The Board also receives a Safeguarding report from the CEO at each meeting.

The Board continues to utilise the Finance and Funding sub-committee. This meets between most Management Board meetings. Its remit remains the detailed monitoring of the financial performance of the Centre, as well as exploring and then planning for ways the Board can meet its own target for fundraising included in the annual budget. It seeks to assess forward risk for SCC in order to advise the Board.
Other key areas of activity for the Trustees in the last 12 months have been:

- a review of each of the key services delivered by SCC through presentations to the Board and a dialogue with the staff involved
- tracking the ongoing preparatory work in anticipation of re-tendering for core services
- both an upgrade of IT (due to be implemented shortly after the year-end) and telephony (to follow the IT upgrade) for SCC
- implementing the agreed outcomes of the review of management structure designed to develop senior staff skills and free up more of the CEO's time for the increasing volume of strategic and major tender work. As SCC has doubled in size in the previous 5 years this was an important structural change.
- holding a strategy away day to assess the changing environment for SCC with the Care Act and other legislation now in effect and an ever tightening financial environment to feed into the review of the Strategic Plan.
- continuing training on key changes of funding and implementation as a result of the Care Act and Children and Families Acts 2014 which came into effect at the start of the financial year
- approved a social media policy to underpin the Carers' Week launch of “tweeting” by SCC and a more proactive use of the SCC website
- continuing to raise funds for the Centre in an increasingly challenging economic climate
- continuing review of policies and procedures to prepare for the next quality assurance (PQASSO level 2) assessment and of the Carers Trust Level 2 Quality Marks for Young and Adult Carers, scheduled for 2015
- encouraging more staff to take their pension contributions both for their own long-term benefit and so SCC is well prepared for upcoming pension 'Auto-Enrolment'
- at all meetings, monitoring of risks, both internal and external, that may be encountered both by SCC and Carers.
- representing SCC at various stakeholder and community events and committees throughout the year
- as part of Trustees’ ongoing governance, receiving and reading the monthly policy papers prepared by Carers Trust, the quarterly monitoring documents prepared by SCC for its commissioners and a range of other documents to ensure we are up to date on the wider policy environment and carefully tracking performance in key contracts
Organisational structure

Day-to-day management of the Charitable Company is delegated to the Chief Executive against the Management Board's agreed policies and target outcomes. The paid staff and volunteers are organised into teams including:

- Adult Carers Service
- Mental Health Carers Service
- Young Carers Service
- Central Services which supports the organisational infrastructure, quality assurance and management of resources, including the Centre itself

Each team provides a core service of advice, information and increasingly demanding emotional and practical support to those Sutton Carers who wish it, but also takes a lead to ensure that Carers and their families have access to:

- breaks from their caring roles
- training to support them in their caring roles
- Income Maximisation services, including Benefits Advice, to try to minimize financial disadvantage to Carers because of their caring roles
- Psychological and Complementary Therapies to help support Carer and family health and wellbeing
- the opportunity and ability to offer their expertise regarding policy and service development and maximise the opportunities for Carers to have their voices heard.

Our Aims and Objectives

Purposes, Aims and Values

Our Charity's purpose is defined and based on those set out in the Memorandum and Articles of Association. The Articles of Association were last subject to major updating and re-approved at the AGM in 2010.

Sutton Carers Centre's vision is of communities in which every carer is recognised and respected as an individual and can get the support they need and the assurance that they are not alone.

SCC's mission is to support Carers to improve their health, well-being and quality of life by:

- reaching out to every carer living in the Borough of Sutton
- helping each carer to understand their rights and get their voice heard; and
- working with and for each carer, respecting and responding to their individual skills, experience and choices.
Our values inform our work, to achieve our vision, reflecting not just WHAT we do, but HOW we do it. They are:

- **Respect**: for Carers and their individual views and skills, for staff and volunteers and for those with whom we work in partnership
- **Sensitivity**: valuing difference and contributions from all, working together as a creative, harmonious team
- **Delivery**: committed to quality support and making change happen in a planned, professional and appropriate manner.

We offer support to any Carer who lives or works in the London Borough of Sutton (or where relevant, the surrounding areas if the person for whom they care is receiving services in Sutton) without distinction as to age, gender, disability, sexual orientation, faith or belief, ethnicity or caring responsibilities. We value the increasing diversity of our communities and attempt to remove or overcome barriers to accessing our services.

In line with national policy definitions, we define a 'carer' as someone who, unpaid, cares for and supports a family member or friend on a regular basis, someone who could not manage without this help due to illness, disability, mental health or substance misuse issues.

**Ensuring our work delivers our aims**

Our 5-year Strategic Plan (2010-15) is a living document reflecting the refresh of the National Strategy for Carers and updates to Sutton’s Multi-Agency Strategy on Carers and Delivery Plan which SCC helped develop. The Plan continues to be updated to reflect the radical changes to both legislation and infrastructure for health and social care, as well as Welfare Benefit Reforms.

Following on a series of development workshops in 2013/14 to refresh the Strategic and Business Plans, Trustees held an Away Day in September 2014 to review recent changes to legislation (whose effects in approaching six months had not proved as significant as some feared). But more importantly we looked forward to the challenges of likely future tender patterns for SCC. Staff teams have been similarly thinking ahead. All this has then fed into the necessary review of the Strategic Plan for 2015 onwards.

Our new Strategic Plan for 2015 -17 highlights:

1) Maintaining and developing existing services to meet demand, both known and emerging

2) Developing our lead role within the new 'Sutton Together' Consortium as well as the London Carers Centre Consortium 'Novus', harnessing existing opportunities and seeking out new partnership opportunities to better serve carers and their families

3) Exploring and assessing opportunities for Social Enterprise, to grow services and support

4) Diversifying income streams and alternative opportunities for income generation, including delivery of statutory functions as enabled by new legislation
5) Influencing national and local Carers strategies, commissioning and service delivery, according to amplified Carer 'Voice and Choice'

6) Developing excellence in governance, extending the talents, capabilities and welfare of the Board, Staff and volunteer teams

7) Reviewing our accommodation and strategic commitment to our vision and 'Carers Centre' service model

We estimate that about 25% (some 5,000) of the likely Carers in Sutton (c19,000 in the 2011 census) are known to us and on our books, but work is continual in ensuring our services are publicised and promoted so those in need of support know where to seek it, if they so choose, and that professionals and other partners can refer and encourage Carers to access our services at the most appropriate points in their caring journey. Notably this year we have been working with some of Sutton's secondary schools to develop their awareness of young carers' needs.

How Our Activities Deliver Public Benefit

All our activities focus on supporting Sutton's Carers to achieve the following outcomes:

a) The five outcomes of the National Carers Strategy 2010-Carers are:
   - recognised and supported as expert care partners
   - enjoying a life outside caring
   - not financially disadvantaged
   - mentally and physically well and treated with dignity
   - children will be thriving and protected from inappropriate caring roles

b) Outcome 2 of the Council's Prevention Prospectus:
   Carers can balance their caring roles and maintain their desired quality of life, which may include employment, and the linked aims laid out in the Prevention Prospectus to enable:
   - a citizen to undertake a caring role
   - maintain that role whilst still enjoying good health and well-being and a life of their own, one that is free from financial hardship.
   - access to work, leisure and social activity

c) With the changes in the management of health services locally, which came formally into effect in April 2014, targets have also been set by the Sutton Clinical Commissioning Group, aligned to the Council's Strategic Partner Programme, which we too endorse:
   - to assist Carers to navigate systems and support themselves and the person they care for
   - to provide day-do-day opportunities for Carers of people with a mental health condition to access social, developmental and therapeutic breaks
   - to support SCCG and LBS to engage with Carers on strategic priorities, service provision and future proposals
• to provide strategic infrastructure and partnership input to develop systems for building capacity within outside organisations to identify, recognise and support mental health Carers
• to work collaboratively with other voluntary and community sector organisations at a local, regional and national level
• to support the development and capacity of the voluntary and community sector, particularly smaller mental health and caring organisations in the borough
• to collectively contribute to the positive reputation of the borough

In forming the charity's objectives, the trustees have given due regard to the Charity Commission's guidance on public benefit.

Who used and benefited from our services

Our charitable remit is to assist unpaid family or friend Carers. There are three core groups of Carers around whom our services remain focused:

- Adult Carers
- Young Carers (children, young people, and young adults)
- Carers supporting family or friends with mental health or substance misuse issues (Young and Adult Carers)

Following commissioning of our services, the delivery is changing with SCC working increasingly with families in more complex situations (and their numbers seem to be rising). There remains the initial level of work which is predominantly about advice, information and guidance through information packs and regular newsletters/bulletins, though this information is increasingly being delivered by email and/or social media. Other Carers are in intermittent phone, email or personal contact, while some are referred or supported to receive a formal Carer's Needs Assessment. We continue to provide advice, information and support with claiming eligible benefits and other ways to maximise family income, the opportunity to receive psychological and complementary therapies such as Counselling, Aromatherapy or Reflexology, and the chance to participate in a range of social, learning, creative or training activities, as well as breaks from caring roles.

Particularly at moments of crisis for the Carer, or the person they care for, support can be intensive for a period. But we are finding that increasing numbers of Carers need specialist support, so we have developed training programmes for both our paid staff and volunteers to be able to recognise, assess and respond to more complex presenting and ongoing need. Working with Carers, we assess need, set goals, plan the support that would be most helpful and then measure the impact, ensuring that what we do makes the most positive difference for Carers and their families (i.e. we are outcomes-focused).

The core areas of our work therefore, are: the provision of advice and information; advocacy; and a range of support and therapeutic services. Strategically we continue to work to raise awareness and knowledge of the needs of Carers and their contributions to the wider community. We target key public and voluntary and community sector partners, as well as the public at large, hoping to influence policy, practices and services for Carers and their families, but also to reduce the social exclusion, health inequalities and discrimination Carers sometimes experience. Public benefit flows directly from these activities.
Social Return on Investment research shows that there is long-term benefit from remaining in touch with our Centre, where contact and interventions can and do vary according to need throughout the caring journey. We work in the community across various sites, but find that to access more intensive support, most Carers, once identified, prefer to come to the Centre. They often need that time out away from the home to be able to reflect and focus on their caring role, as well as their own wellbeing; meeting outside the home also helps combat the social isolation they may feel so we aim to ensure that covering care is arranged whenever possible.

A new development this year was the training for some months of a Student Social Worker under the aegis of a skilled staff member (who also lectured on Carers at the South Bank University to social work students). This builds on the training we have done for some years of the London Borough of Sutton’s own social workers as well as medics at St Helier Hospital to improve their awareness and understanding of Carers’ needs. In the coming year, we plan to take on Student Nurses and expand our lecturing engagements with London Universities.

Because we are based in central Sutton with good access to public transport, we remain accessible to many. But we are conscious that some Carers are unable to leave the person for whom they care for sufficient time to come to central Sutton, or they may be balancing busy work or school lives alongside caring. We know from Health and Social Care data (also included in the local Joint Strategic Needs Assessment), that some Carers in Sutton are amongst the most socially isolated in London. Health data also suggests that both in absolute numbers and in intensity of caring, the three Northern wards in Sutton (two are in the lowest 5% in the country in terms of economic and social indicators), contain many Carers. We therefore provide some of our services regularly on an outreach basis at local centres to improve accessibility of our services for Young Carers and increasingly for adults too. We have developed our outreach not only to some existing community events, but also have a regular presence in the local Mental Health Trust hospital ward (where we are finding significant numbers of new Carers in crisis) and in an increasing number of primary care settings.

In the year under review, we increased our reach to approximately 6,100 Carers, with between 1,500 and 1,600 receiving the most intensive support. The Carers we support broadly represent the communities in Sutton in terms of ethnicity, but dementia Carers, male Carers, young adult Carers and members of the LGBTQ+ communities were under-represented, therefore this continued to influence outreach and service development for 2014/15. Notably, with the support of the Council, we introduced a Male Carers Group (now supported by a volunteer peer worker) and continued with the Working Carers Group as well as the new Lone Carers Group. We also utilized translation services, introduced more developmental activities and Peer Support groups for Young Adult Carers, strengthened our working relationships with Alzheimer’s Society Sutton, as well as sat on the Steering Group for the new Admiral Nurse Service, contributions including the recruitment of new staff who also hold a monthly surgery in the Centre.
Staffing

Staffing remained stable with 10 full-time and 12 part-time (including sessional part-time) staff across all services. In particular, we developed the role of the Information Officer to increase outreach in person, online and through social media. Staff also increased support to develop the Sutton Carers Forum, as well as other Carer action and support groups.

In addition to core staff, we continue to host 2 Psychological Therapists from the Mental Health Trust, and maintained the increased hours of the Senior Advisor/Case Worker from Sutton CABx as a result of their successful bid to the Advice Transition Fund (Big Lottery Fund). We continue to outsource our accountancy, payroll and some HR functions, as well as contract sessional workers for clinical supervision, some activities and training.

Most of our workers are also themselves current or former Carers and the majority live within a 5-mile radius of the Centre. The team is still predominantly female, but continues to become on average younger, more diverse in terms of ethnic background and with increasing qualifications and experience.

The Charity remains dependent on volunteers, not just as Trustees, but as unpaid volunteers in almost every area of our activities. These include Therapists and Counsellors, Reception and Admin volunteers, Young and Adult Activity volunteers, Outreach Information, Advice, and Support volunteers, Peer Support Workers and Fundraisers. Nearly 65 volunteers contributed many hours each week, across the year. Volunteers do not replace the need for paid staff, but if their contribution to Sutton Carers Centre was costed, even the most conservative estimates would value this at being worth at least £40,000, some estimates closer to £80,000 given their level of expertise. We continued to actively recruit new volunteers and support both them and more experienced volunteers through our induction and training systems, in line with the standards of the Volunteer Management Quality Mark obtained in spring 2014.

Partners

In so far as it relates to our objectives, we take account both of national policy (the 10-year National Carers Strategy 2008 as revised 2010), the Health and Social Care Act 2012, the Care Act 2014, the Children and Families Act 2014 and local policy, all in a climate of severe austerity locally and nationally with declining funding being required to deliver ever more both in terms of volume and complexity of support. As a Strategic Partner, we supported the London Borough of Sutton in their rapid refreshment of the Sutton Multi-Agency Carers’ Strategy and Delivery Plan which then became the Joint LBS and Sutton Clinical Commissioning Group’s Commissioning Strategy. All these rightly influenced our thinking as we worked towards amending our own strategy and more detailed plans as to how we decide to support Carers.
The Chief Executive is a key member of the Council’s strategic partnership of key voluntary agencies in the borough and works with a range of other third sector organisations, as well as the local authority, advising and assisting with the interpretation of legislation as it relates to Carers and their families. Since changes in legislation, the Chief Executive was elected to help represent the Voluntary and Community Sector (VCS) on Sutton’s multi-agency Health and Wellbeing Board. Senior staff members continue to sit on a variety of partnership boards and working groups across primary and secondary health and social care.

In 2014/15 SCC was a key member in the development of a new Consortium of voluntary sector organisations in Sutton, Sutton Together, ready to take advantage of more complex funding opportunities in an increasingly challenging economic environment for the public sector. This Consortium also is a vehicle to strengthen partnership working in order to extend reach and avoid duplication of services, increasing the opportunities to maximise the well-being – physical, mental, emotional and financial - of Sutton’s Carers and their families. During the Consortium’s first year, for example, we were partners in a bid to Sutton CCG which successfully provided us with a full-time Carer Well-being Navigator, based in the unique Wellbeing Hub which extends the reach to Carers and builds capacity within the partner organisations (Consortium bid led by Imagine, whole bid led by SWLStG) to identify, recognise and support Carers and attend to their wellbeing needs.

Sutton Carers Centre remains an active member of Carers Trust’s national network of Carers Centres (we remain independent but as a ‘Network Partner’). This enables us to work together across the UK, as well as share and influence national policy, best practice, training and conference opportunities. In addition, we are founding members of Novus, the London Consortium of Carers Centres who work together to identify specific projects to support Carers across more than one London Borough. Novus is now the only charitable organisation providing ‘Homeshare’ services in London and is part of a Lloyds Bank Foundation and Big Lottery-funded pilot to extend its reach and become fully self-sustaining.

Sutton Carers Centre additionally belongs to Carers UK (the other national charity for Carers which focuses mainly on policy and influencing issues), as well as the London Voluntary Sector Council (LVSC), the National Council for Voluntary Organisations (NCVO), the Association for Chief Executives of Voluntary Organisations (ACEVO), and Sutton Centre for the Voluntary Sector (SCVS). We gain both best practice advice (an important component of ongoing training for staff and volunteers) and some training opportunities for staff and volunteers from these memberships.
In addition to being commissioned by, and working in partnership with, the London Borough of Sutton and Sutton Clinical Commissioning Group, we also work closely with South West London and St Georges Mental Health NHS Trust, Epsom and St Helier NHS Trust, Sutton, Citizens’ Advice Bureaux, local G.P.s, and specialist charities such as Imagine, Off the Record, Age UK Sutton, Alzheimer’s Society Sutton, Sutton Mental Health Foundation and the 1-in-4 Network, Riverside Community Association, Volunteer Centre Sutton, Sutton Women’s Centre, Sutton Mencap, Sutton Community Transport, as well as e.g. Sutton Parents Forum and Sutton’s Rotary Clubs, amongst others. We also work particularly closely with Carers Support Merton, our neighbouring Carers Centre, in the delivery of specialist Young Carer and Mental Health Carer services – please see next section for details.

The Centre, assuming past duties of the Council, also administers, advises and supports the Sutton Carers Forum, a small group run by and for self-selected and then elected Carers, several times a year to enable them to formally voice their opinions to local decision-makers, discuss issues of mutual concern and take action where indicated. This complements the consultation and related activities of e.g. the Carers Advisory Group for Mental Health Commissioning as well as SCC’s own extensive activity consulting with its Members and the wider Carer community. There is much work planned for the coming years to align this effort to maximise impact and inclusion of all Carers.

Changing demand and Carers’ needs saw the end of a decade long partnership with the Nonsuch Rotary club (and some volunteers from other clubs too) whose volunteers had come to assist Carers in filling in complex forms. We are most grateful to them for all their help and support over the years and hope this partnership may re-ignite in other ways, given anticipated new service developments.

Service Development and Plans for Future Periods

The Trustees/Directors continue to implement an annual Business Planning and Performance Review system, which measures progress against specific outputs and outcomes. Most of these are also reported on quarterly to our various funders as part of the regular performance management systems to provide proper accountability for the use of public funds. The financial management systems support this process. All targets were achieved or exceeded and within budget. This included ambitious ‘stretch’ targets to increase to number of carers support in our Adult Carers Service by another 10%.

Some items of particular note were:

- some of the newest outcome data which showed that 99% of Adult Carers surveyed said that, as a result of our support, they were better able to balance caring with a life of their own; a more detailed and robust outcome measure (academically validated) showed that 87.5% of Carers sampled showed specific and measureable improvements in their health and wellbeing, as well as their ability to care, as a result of our interventions

- virtually all Mental Health Carers responding to our annual survey reporting that they felt that they were treated courteously and with dignity by SCC staff and volunteers
• Young Carers continuing to record the highest satisfaction levels with our services

• receiving national recognition for our work with Mental Health Carers and helping to expand provision in partnership with LBS, SCCG and Dementia UK for dementia Carers by the introduction of an Admiral Nurse in Sutton for 2014/15

• best practice regarding safeguarding Carers and their families was embedded further though regular staff support and review of processes

• again hosting visits from Japanese academics and journalists to showcase our work and help influence the development of policy and practice there

• areas for improvement or change requested by Carers include the need for more support for Young Adult Carers (done); the wish to be able to get straight through to their worker of choice by telephone the first time when in crisis (increased training for call handlers and review of staffing and volunteer availability including monthly Saturday working); and disappointment was expressed by some that our hard-copy, printed newsletters were being published and posted less frequently, due to high costs and cuts in funding (information now mainly being sent electronically but will be provided hard copy in the Centre with hopes to maintain a yearly mail-out, subject to funding).

The last few years have seen a welcome shift in public sector funding of different projects at SCC from an annual grant basis to one of formal tendered contracts on a (usually) 3-5 year basis with more clearly defined outcomes and more regular monitoring meetings between the funder and SCC as the provider of services. We are pleased that Carers, young and adult, remain a strategic priority for both LBS and SCCG.

In 2014/15 we went into the final year of a 3-year+ contract for the provision of advice, information and support for Adult Carers – much of this is important preventative work (funding for which has been rolled forward into 2015/16 when a new format contract tender is expected). 2014/15 was Year 2 of a 3-year+ contract for the provision of support to Young Carers in Sutton, focused more on those in the greatest need. We continue to experience rising demand and complexity in the needs of Young Carers, while our work with increasing awareness in schools develops further. We hope the funding for our Mental Health Carers Service by LBS and SCCG will also shift to a longer-term contractual basis in the next year.

We have also used some time in 2014/15 to prepare for the next year when we expect considerable changes both in the structure of tenders and how services will have to be provided from the London Borough of Sutton and the health services. It seems likely that both the Adult and Mental Health Carer Services may be tendered around the same time, with the Young Carers tender possibly out also by the end of the financial year. Much of the CEO and senior staff energies will therefore have to go into this, while at the same time maintaining high standards of support to Carers in line with the requirements of our current funding streams.
The Young Carers Service expansion, due to the 5-year, £1m partnership award from the Big Lottery Fund, was consolidated, entering Year 3 from 5 of that funding stream (with a specific focus on supporting Young Carers of family members with mental health or substance misuse issues). This is a partnership with Carers Support Merton, Riverside Community Association, South West London St George’s Mental Health NHS Trust and St Mark’s Family Centre. Young Carers in Sutton also benefited from an expanded, specialist MAPS mentoring service via Volunteer Centre Sutton due to funding from Lloyds TSB Foundation.

2014/15 was our final year as an LBS Strategic Partner with funding from across the Council through the Chief Executive’s Department; the programme, which has funded much of the time we put into influencing local policy and developing best practice at the numerous meetings we attended, is being wound up. We intend, but only in so far as our more limited resources allow, to continue to promote the positive reputation of the Borough, influence the development of policy and strategy both locally and nationally, and build capacity within Sutton’s communities. An element of the SCCG Mental Health Carers Service also is to continue our strategic influence, developing responses that enable families to be better supported in the community, and to reduce, limit or prevent hospital stays through the Triangle of Care initiative.

We were pleased and grateful to have been able to access several funding streams for individual Carers in need, from e.g. Carers Trust though the ‘Rank Cares’ programme, as well as local groups such Sutton Nursing Association, who have continued to understand and support Carers’ needs in such a pro-active way.

The consequences of the banking crisis and subsequent recession have meant that public sector finances, and in particular those of local authorities, have been considerably tightened in recent years. While the voluntary and community sector in Sutton has so far been less affected than many in other London Boroughs since Sutton continues to lay stress on community approaches to tackling issues, the end of the Strategic Partnership funding from the LBS at end March 2015 poses a real threat to our finances. This has underpinned the considerable amount of time our Chief Executive has spent contributing to LBS consultations, Committees and now the Health and Well Being Board, as well as providing some core funding for our centrally-located and so convenient for Carers offices. While the Board’s policy to require that all tender bids include a proportionate element for SCC’s core costs, some funders seem reluctant to contribute to these necessary overheads when assessing tender bids.
Risks due to potential reductions in the overall amount of money for services being commissioned from the voluntary sector from 2015 onwards are now clear. To save money, commissioners seem likely to reduce the number of contracts issued and transfer some liabilities to partners. While these changes may bring opportunities for the voluntary sector to develop more innovative and joined-up ways of working, as well as take on health and social care duties devolved from public bodies (all of which could improve outcomes for Carers and their families), there is no doubt that the amount of funding available overall will shrink. Equally an increasing focus (long apparent in the NHS) on crisis or near crisis point interventions only - to the detriment of a proper balance with spending on preventative measures and the longer term gains they can bring - poses a considerable threat to the longer term welfare of the majority of Carers. We hope that work to integrate health and social care, maximising the joint health and social care resources through the Better Care Fund will bring real change for Sutton.

Following work in 2014/15 on refreshing our Strategic Plan, including a review of staffing, we implemented a new plan and organisation designed to better meet our strategic aims as well as the challenges ahead – the need for greater efficiency whilst maintaining service quality, increased reach to more Carers in need, as well as the anticipated extra demand for support from families due to national and local public sector cuts. The new legislation means unprecedented changes for Carers, who now enjoy equal rights to the people they care for, but also potential increases in the amount and complexity of caring undertaken as they negotiate new health and social care systems. To date it has not meant a huge extra stampede of demand on social services despite the local authority’s fear this would be the case.

The pressure of rising carer demands has meant that work towards achieving the next level of PQASSO Quality Assurance, as well as Carers Trust Quality Marks for our Young and Adult Carers Services, aiming to become a Centre of Excellence, has not progressed as fast as we originally intended. However plans are in place for both to be done in the first half of 2015/16. In 2014/15, detailed plans were made transform our ICT system to enable VOIP-based telephony and cloud-based computing which not only will increase efficiency in the short-term but reduce costs in the longer-term. The ICT changeover is due early in 2015/16 followed some months later by that of telephony. We are grateful to London Borough of Sutton for awarding SCC two grants through the Transformation Fund for the above work and to help us prepare better for the future.

Financial review

The Chief Executive and team Managers, under the scrutiny and with the support of the Finance and Funding Committee, have continued to manage resources carefully, but increased demand led to a deficit in the 2014/15 year which had to be met from our reserves. We have continued to grow in terms of service delivery, but our limited reserves give us little room for manoeuvre should the funding landscape suddenly alter in future.
We are conscious that the funding environment in the public sector, hence most of our funding, is very likely to deteriorate further in future years given the economic climate. Consequently we have been seeking to diversify our funding streams for several years now, though with limited success in the case of our fixed costs. However, as families take on more responsibility for their mutual care, we anticipate that the need and this funding for our ‘universal’, preventative as well as specialist, targeted services will remain and indeed increase as national and local policy reviews suggest.

Incoming resources, resources expended and services:

Total incoming resources fell 10% this year in comparison to 2013/14, (£620,858 compared with £689,989), the largest source continuing to be the London Borough of Sutton (although the funding base has diversified). Consequently we cut back slightly on our expenditure on services and support to Carers, though by using Restricted funds carefully, we managed to do so only by 5% (to £658,198 compared with £689,796).

As a result of the small deficit and the planned running down of Restricted Funds, we carried forward only £138,292 at the end of 2014/15, compared with £175,632 the previous year, therefore, setting aside Restricted funds, our reserves at £128,862 are at the lower end of the 3-6 month window of our running costs as recommended by the Charity Commission.

Funds that are ‘Restricted’ are often given by donors to ‘top-up’ core funding for e.g. Carers’ activities and breaks which provide much needed time out for both Young and Adult Carers, but are not deemed appropriate to be funded by public bodies. They are valued greatly by Carers and their families, supporting their health and wellbeing. Therefore the Trustees will focus some of their fundraising efforts in this area. Thankfully, funding these sorts of activities is often a popular choice for donors as they like to see their monies going directly and visibly to benefit Carers.

Reserves Policy

As we do every year, the Finance and Funding Committee examines SCC’s reserves in the light of the risks facing the organisation bearing in mind the Charity Commission’s guidance. We recommended to the Management Board (who agreed) that our reserves policy remains the same.

Some years ago we-affirmed our intention to build up unrestricted and designated fund reserves to at least 3 months’ budgeted total spending for the following financial years, the minimum recommended by the Charity Commission. We have just achieved this level within the 3 years we gave ourselves.

The Unrestricted Funds (Reserves but excluding Restricted Funds) of £128,862 at year end shows a fall on last year’s figure (£143,681), but equates to just over 3 months of our budgeted total spending for the year.

In the short term, the Management Board also considers what might be done in terms of curtailing activities should the circumstances arise.
Investment Policy

Aside from retaining a prudent amount in reserves each year, most of our funds are spent in the short-term on delivering our objectives, so we have little to invest long-term. All fund balances are held in bank current and deposit accounts or as cash so are immediately available. In common with many others in the charity sector, we invest such funds as we do have longer-term in the Charity Office Investment Funds (COIF).

Principal Funding Sources

These have already been identified earlier in this report and are the subject of close and constant monitoring by the Management Board and Finance and Funding Committee. We continue to be grateful for the many private donations made, support from local clubs, groups, churches and businesses, as well as an annual sponsored walk by Carers, staff and volunteers, the support of the Friends of Sutton Carers Centre and an enjoyable venture - a quiz night. A fuller list of these supporters can be found in the Sutton Carers Centre Annual Review 2014/15.

Further details regarding the restricted funds are listed below:

Restricted Funds

Carers Week Project
This funding (£239) was transferred from the General Fund to help run Carers Week.

Circle Club & Kit Kat Club
This fund resulted from a private donation several years ago and £600 monies were paid in from the former Kit Kat Club. The Circle Club provided a social outlet for Carers, those they care for and other family members. In consultation with members of the group, the Club was incorporated into the mainstream activities of the Centre. It is now used to fund or subsidise carers’ social activities, outing and courses.

Carers’ Transport Fund
This fund enabled us to offer and fund transport for those Carers who have difficulty accessing public transport or have emergency transport needs. It enables Carers to attend events organised by the Centre and so be fully included, as well as participate in consultation, engagement and other agencies’ events. It has since been supplemented by a transport fund specifically for Mental Health Carers (pls see below). This year £110 was used.

Carers’ Trust Skills/Learning, Relief/Breaks
Carers Centres can apply on behalf of Carers to access nationally-held funds that help improve carer quality of life. All monies are paid to the Centre and then allocated to Carers. This year, another £5,204 was obtained for Carers, £4,585 was spent, and the remainder is allocated for spend early in the new financial year.

Sutton Green Community
Sutton Carers Centre holds this fund on behalf of Cllr M Heron who accessed funds on behalf of local residents to support community events in and around Sutton Green.
Sutton Carers’ Forum Balance £725
Sutton Carers Centre holds these funds on behalf of the Sutton Carers’ Forum. Membership Fees received this year equated to £76 and total spent this year was £118.

Mental Health Project Balance £0
This money, provided jointly by London Borough of Sutton and NHS Sutton and Merton, now Sutton Clinical Commissioning Group, funded 3 workers (a full-time Manager, a Senior Support and Development Worker and an Advice, Information and Activities Worker) specifically to work with Carers looking after someone with mental health issues, from hospital ward to the community. The funding was fully utilised during the year, and new funding was committed for a further year on a contractual basis (2015/16).

On-line Mental Health Resources Balance £0
These funds were transferred from the Mental Health Project with a view to updating the Mental Health Carers manual, used locally and nationally by mental health professionals as well as Carers, when needed. At the end of this year it was agreed by the Board, with the agreement of London Borough of Sutton, to transfer back to the Mental Health Project to offset the deficit in funding from LBS.

AYCES (Action for Young Carers: Education and Support) Project, Big Lottery, Youth in Action Fund Balance £87
An SCC partnership was awarded nearly £1m over a 5-year period, starting in April 2012, alongside partners Carers Support Merton (lead partner), Riverside Community Association, St. Mark’s Family Centre and South West London & St. George’s Mental Health NHS Trust. This grant funds staff and activities for young mental health Carers as well as builds capacity within other organisations, agencies and community groups to identify young Carers. The slight balance will be carried over to the 4th year of the project.

Carers’ Needs & Breaks Fund NHS S&M/SCCG Balance £0
The Carers Personal Needs/Respite Fund was provided by NHS Sutton & Merton (fund now overseen by the Sutton Clinical Commissioning Group). The money was allocated to support Carers following the closure of Downs Day Hospital. Mental health and dementia Carers were eligible to receive small grants allocated by SCC to help maintain their caring roles as well as improve their wellbeing and quality of life. Total amount for the one-year project was £15,000 and £14,500 was spent in 2013/14. During this year £873 was spent leaving a deficit of £373 which was covered by a transfer from Sutton Carers Centre general reserves.

Development of Carers’ Manual Balance £297
This manual was commissioned by the Primary Care Trust a few years ago and is an information resource specifically for those Carers looking after people with mental health issues. The balance is retained to pay for any future inserts, updates and the expenses involved in storing and distributing the manual.
SW London and St Georges Mental Health NHS Trust (IAPT)  Balance £0
This funding represents a contribution towards costs for the IAPT (Increasing Access to Psychological Therapies) programme running from October to October. SCC has partnered with the Mental Health Trust to deliver IAPT and hosts two therapists in the Centre to enable Carers to have direct access to individual and group self-help, cognitive-behavioural and interpersonal therapies. The £5,000 funding received had all been spent at the end of the year.

Mental Health Carers’ Transport  Balance £851
This is the balance of funding provided by the Primary Care Trust/NHS Sutton and Merton to assist Carers who have difficulty travelling to Springfield Hospital to visit their family member whilst they are an inpatient. It is drawn down as needed. Total spent this year £262.

Carers’ Assessments  Balance £0
This money was received as part of a joint bid between London Borough of Sutton Adult Social Services and Housing department and Sutton Carers Centre to the Department of Health to ‘Improve Outcomes for Carers’ (supplementary partners included Sutton Racial Equality Council and the Alzheimer’s Society Sutton). The largest proportion of the grant was spent on IT development, specifically the development of IT interfaces to make self-directed Carers assessment processes more effective and efficient. The work was ongoing in 2011 – 12 whilst LBS was due to implement its anticipated new IT system (although the LBS new IT system did not materialise until 2012/13). The focus of this second tranche of monies was to test the then new self-directed carers’ assessment process and the better outcomes that may be generated for Carers and their families. The balance b/fwd from 2013/14 £309 was spent mainly on salaries of staff who continued to work on the project, revived due to the changes in legislation.

LBS Transformation Grant VOIP & IT  Balance £0
SCC was awarded £9,900 from the London Borough of Sutton Transformation Fund to cover some of the costs for a new IT & telephone system at SCC. The balance b/fwd from 2013/14, £9,161, was put towards the purchase of new IT & telephone system including a new cloud-based system (cost of £11,486). The balance of £2,325 to cover the total IT costs came from Sutton Carers Centre designated fund ‘Provision for Refurbishment’ and this fund will cover the residual work on the telephony in 2015/16 (the order of completion changed, with the IT needing to pre-date the telephony).

LBS Transformation Grant PQASSO  Balance £1,880
SCC was awarded £5,500 from the London Borough of Sutton Transformation Fund to cover the costs associated with the PQASSO Quality Mark Level 2 certification (running along-side the Carers Trust Adult and Young Carers Quality Mark ‘Centre of Excellence’ assessment). Of the balance b/fwd from 2013/14 of £3,250, a further £1,370 has been spent this year on consultancy fees to work with staff and Trustees to renew the Strategic Plan and related preparations for the Quality Mark Level 2 assessment in 2015/16.

Rank Carers’ Fund (Adult Carers)  Balance £442
The grant received this year was used for Carers needing household equipment which will benefit them in their caring role e.g. a new washing machine.
Develop & Aspire (Flying Start) Balance £1,500
This was a short-term project, funding provided from Carers Trust, and it was part of the funding they received from British Airways (Flying Start Fund). It delivered 6 Peer Support Group sessions to Young Carers who attend 3 local secondary schools. Awareness-raising workshops were also delivered to teachers at all three schools in order for them to be able to identify and better support Young Carers.

Total Restricted Funds Balance £9,430

Designated Funds

Provision for Refurbishments Balance £21,655
This was established by the Management Board to set aside funding on an annual basis for the re-decorating and re-instatement costs required under the terms of the current lease. The Management Board decided last year that the total balance was sufficient to fund the work after the current lease ended and no further funds need to be set aside for the time-being. The lease was renewed in March 2013 for a further term. Some funds were used for redecoration as required by the lease (£2,419), as well as other Centre improvements needed to accommodate the increased numbers of staff i.e. £94 for new lighting and £2,325 towards IT & telephone system including new server (as noted in Restricted fund LBS Transformation Grant VOIP above). Trustees plan to use more of this fund to complete the ICT improvement programme, in particular the telephony, in line with the terms of the LBS Transformation Grant.

Young Carers’ Fund Balance £2,532
This fund is to ensure the availability of funds for counselling for Young Carers in need. None was spent in 2014/15 although it is anticipated that these monies will be re-allocated in 2015/16 to support the Young Carers Service as a whole.

Total Designated Funds Balance £24,187

STATEMENT OF TRUSTEES RESPONSIBILITIES

The Trustees (who are also the directors of Sutton Carers’ Centre for the purpose of company law) are responsible for preparing the Report of the Trustees and the financial statements in accordance with applicable law and United Kingdom Generally Accepted Accounting Practice.
Company law requires the Trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charitable company as at the balance sheet date and of its incoming resources and application of resources, including income and expenditure, for the financial year. In preparing these financial statements, the trustees are required to:

- select suitable accounting policies and apply them consistently;
- observe the methods and principles in the Charity SORP;
- make judgments and estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will not continue on that basis.

The trustees are responsible for keeping adequate accounting records which disclose with reasonable accuracy at any time the financial position of the charitable company and to enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

**STATEMENT AS TO DISCLOSURE OF INFORMATION TO AUDITORS**

So far as the trustees are aware, there is no relevant information (as defined by Section 418 of the Companies Act 2006) of which the charitable company's auditors are unaware, and each trustee has taken all steps that they ought to have taken as trustee in order to make them aware of any audit information and to establish that the charitable company's auditors are aware of that information.

**Auditors**

Myrus Smith Chartered Accountants have indicated their willingness to accept reappointment as auditors of the charity for a further term and a resolution proposing their reappointment will be put to the members at the Annual General Meeting.

**Exemption Statement**

This report has been prepared in accordance with Statement of Recommended Practice: Accounting and Reporting by Charities (issued in 2008) and in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small companies.

Approved by the Trustees and signed on their behalf:

Chair: Elaine Drage

Date: 15th September 2015
Independent Auditor's Report to the Members of:

SUTTON CARERS CENTRE CHARITY COMPANY
(A Company Limited by Guarantee and Not Having a Share Capital)

We have audited the financial statements of Sutton Carers Centre Charity Company for the year ended 31 March 2015 which comprise the Statement of Financial Activities, the Balance Sheet and the related notes. The financial reporting framework that has been applied in their preparation is applicable law and Financial Reporting Standard for Smaller Entities (effective April 2008) (United Kingdom Generally Accepted Accounting Practice applicable to Smaller Entities).

This report is made solely to the company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in the auditors' report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and its members as a body, for our audit work, for this report, or for the opinions we have formed.

Respective responsibilities of trustees and auditor

As explained more fully in the Trustees' Responsibilities Statement set out on pages 19-20, the trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view.

Our responsibility is to audit and express an opinion on the financial statements in accordance with applicable law and International Standards on Auditing (UK and Ireland). Those standards require us to comply with the Auditing Practices Board's Ethical Standards for Auditors.

Scope of the audit of the financial statements

An audit involves obtaining evidence about the amounts and disclosures in the financial statements sufficient to give reasonable assurance that the financial statements are free from material misstatement, whether caused by fraud or error. This includes an assessment of: whether the accounting policies are appropriate to the charitable company's circumstances and have been consistently applied and adequately disclosed; the reasonableness of significant accounting estimates made by the trustees; and the overall presentation of the financial statements. In addition, we read all the financial and non-financial information in the Trustees' Annual Report to identify material inconsistencies with the audited financial statements and to identify any information that is apparently materially incorrect based on, or materially inconsistent with, the knowledge acquired by us in the course of performing the audit. If we become aware of any apparent material misstatements or inconsistencies we consider the implications for our report.

Opinion on financial statements

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2015 and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;

- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice (applicable to smaller entities); and

- have been prepared in accordance with the requirements of the Companies Act 2006.
Independent Auditor’s Report to the Members of:

SUTTON CARERS CENTRE CHARITY COMPANY
(A Company Limited by Guarantee and Not Having a Share Capital)

Opinion on other matter prescribed by the Companies Act 2006

In our opinion the information given in the Trustees’ Annual Report for the financial year for which the financial statements are prepared is consistent with the financial statements.

Matters on which we are required to report by exception

We have nothing to report in respect of the following matters where the Companies Act 2006 requires us to report to you if, in our opinion:

- adequate accounting records have not been kept or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of trustees’ remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit; or
- the trustees were not entitled to prepare the financial statements in accordance with the small companies regime and take advantage of the small companies exemption from the requirement to prepare a strategic report or in preparing the Directors’ Report.

S.A. Jones (Senior Statutory Auditor)
For and on behalf of Myrus Smith,
Chartered Accountants and Statutory Auditor

Norman House
8 Burnell Road
Sutton, Surrey
SM1 4BW

29th December 2015
SUTTON CARERS CENTRE CHARITY COMPANY
(Registered Charity Number: 1062302)
STATEMENT OF FINANCIAL ACTIVITIES
(Incorporating Income and Expenditure Account)
for the year ended 31st March 2015

![Table](https://via.placeholder.com/150)

Incoming Resources
Incoming Resources from
Voluntary Income
Donations and Grants 2  £259,077 -  £76,255  £335,332  £358,445
Activities for generating funds
Fees Income  £7,840 -  £508  £8,348  £8,260
Charges to Restricted funds  £126,935 -  -  £126,935  £126,288
Investment Income  £371 -  -  £371  453
Incoming Resources from
Charitable Activities 3  £26,718 -  £123,154  £149,872  £188,940
Other Incoming Resources  - -  -  -  7,603
Total Incoming Resources  420,941 -  199,917  £620,858  £689,989

Resources Expended
Costs of Generating Funds:
Fundraising Trading: Cost of goods sold and other costs 4  £26,938 -  £12,059  £38,997  £40,966
Charitable Activities 5  £395,710  2,419  £208,917  £607,046  £635,292
Governance Costs 6  £9,027 -  £3,128  £12,155  £13,538
Total Resources Expended 7  £431,675  2,419  £224,104  £658,198  £689,796

Net Incoming/(Outgoing) resources before transfers 8  (10,734)  (2,419)  (24,187)  (37,340)  193
Gross transfers between funds 9  (1,666) -  1,666 - -
Net Movement in Funds 10  (12,400)  (2,419)  (22,521)  (37,340)  193
Total Funds Brought Forward 11  £117,075  26,606  £31,951  £175,632  £175,439
Total Funds Carried Forward 12  £104,675  £24,187  £9,430  £138,292  £175,632

The notes form part of these financial statements
SUTTON CARERS CENTRE CHARITY COMPANY
(Registered Charity Number: 1062302)

BALANCE SHEET
as at 31st March 2015

<table>
<thead>
<tr>
<th>Notes</th>
<th>2015</th>
<th>2014</th>
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<td>£</td>
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**Current Assets:**

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<tbody>
<tr>
<td></td>
<td>£</td>
<td>£</td>
</tr>
<tr>
<td>Debtors</td>
<td>10</td>
<td>26,242</td>
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<tr>
<td>Cash and Bank:</td>
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<tr>
<td>Current Account</td>
<td>63,742</td>
<td>128,925</td>
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<tr>
<td>COIF Deposit Account</td>
<td>79,533</td>
<td>69,215</td>
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<td>Cash in Hand</td>
<td>100</td>
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<td><strong>Total</strong></td>
<td><strong>169,617</strong></td>
<td><strong>220,817</strong></td>
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**Liabilities:**

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<tr>
<th>Notes</th>
<th>2015</th>
<th>2014</th>
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<tbody>
<tr>
<td></td>
<td>£</td>
<td>£</td>
</tr>
<tr>
<td>Creditors: amounts falling due within one year</td>
<td>11</td>
<td>31,325</td>
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<tr>
<td><strong>Net Assets</strong></td>
<td><strong>£138,292</strong></td>
<td><strong>£175,632</strong></td>
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</tbody>
</table>

**Funds:**

<table>
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<th>Notes</th>
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<th>2014</th>
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<tbody>
<tr>
<td></td>
<td>£</td>
<td>£</td>
</tr>
<tr>
<td>Unrestricted - General</td>
<td>104,675</td>
<td>117,075</td>
</tr>
<tr>
<td>Unrestricted - Designated</td>
<td>24,187</td>
<td>26,806</td>
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<tr>
<td>Restricted</td>
<td>9,430</td>
<td>31,951</td>
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<tr>
<td><strong>Total</strong></td>
<td><strong>£138,292</strong></td>
<td><strong>£175,632</strong></td>
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</table>

These financial statements have been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small companies and with the Financial Reporting Standard for Smaller Entities (effective April 2008).

The financial statements were approved by the Management Committee on 15th September 2015 and were signed on behalf of the Management Committee by:

Elaine Drage
Trustee

The notes form part of these financial statements.
1. ACCOUNTING POLICIES

a) Accounting Convention
The financial statements have been prepared under the historical cost convention, and in accordance with the Financial Reporting Standard for Smaller Entities (effective April 2008), the Companies Act 2006 and the requirements of the Statement of Recommended Practice, Accounting and Reporting by Charities (issued March 2005).

b) Fund Accounting
Restricted Funds are those received which have been earmarked for a special purpose by the donor. The Sutton Carers Centre Charity Company ("the Charity") makes an administrative charge for the operation of some restricted funds, which is shown under activities for generating funds. The amounts for administration are also shown as restricted fund expenditure.

Unrestricted Funds are available for use at the discretion of the trustees in furtherance of the general objectives of the Charity.

Designated Funds are unrestricted funds which have been set aside by the trustees for specific purposes.

c) Incoming Resources
All incoming resources are included in the statement of financial activities where the Charity is entitled to the income and the amount can be quantified with reasonable accuracy.

The following specific policies are applied to particular categories of income:

Voluntary income is received by way of grants, donations and gifts which are included in full in the Statement of Financial Activities when receivable. Grants, where entitlement is not conditional on the delivery of a specific performance by the Charity, are noted as such when the Charity becomes unconditionally entitled to the grant.

Activities for generating funds consist of fee income and charges to Restricted Funds and are accounted for on a receivable basis.

Surplus funds are invested in a bank deposit account to earn interest.

Interest received is included when receivable.

Incoming resources from the charitable activities consists of grants which are related to performance and are accounted for as the Charity earns the right to consideration by its performance.
d) Resources Expended
Expenditure is recognised on an accrual basis as a liability is incurred.

The Cost of generating funds comprises the costs associated with attracting future income.

Charitable expenditure comprises those costs incurred by the Charity in the delivery of its activities and services for its beneficiaries. It includes both costs that can be allocated directly to such activities and those costs of an indirect nature necessary to support them.

Governance costs include those costs associated with meeting the constitutional and statutory requirements of the Charity and include the audit fees and costs linked to the strategic management of the Charity.

Staff costs, premises costs, support costs and other costs have been allocated to charitable activities, fundraising and governance in accordance with the proportion of time spent by staff on each category of work.

e) Taxation
The charity is exempt from corporation tax on its charitable activities.

f) Hire Purchase and Leasing Commitments
Rentals payable under operating leases where substantially all risks and rewards of ownership remain with the lessor, are charged to the Statement of Financial Activities in the period in which they fall due.

g) Pensions Costs
Contributions to the Company's defined contribution pension scheme are charged to the Statement of Financial Activities as they become payable. Pension costs charged for core staff have been payable to The Friends Provident Stakeholders Scheme. Employees are members of The Friends Provident Stakeholders Scheme. The assets of the schemes are held by pension trustees and are separate from the assets of Sutton Carers Centre.

h) Grants Payable
Grants are charged to the Statement of Financial Activities in the year in which they are awarded.

i) Deferred Grants
Grants receivable which relate to a specific time period are recognised evenly over the relevant years.

j) Transfer between Funds
Trustees have the authority to transfer monies out of the Unrestricted Funds into the Restricted Funds when required. With the fund holders permission, the Trustees have the authority to make transfers from one Restricted Fund to another.
**NOTES TO THE FINANCIAL STATEMENTS**

for the year ended 31st March 2015

### Note 2

<table>
<thead>
<tr>
<th>Unrestricted Funds</th>
<th>Designated Funds</th>
<th>Restricted Funds</th>
<th>Total 2015</th>
<th>Total 2014</th>
</tr>
</thead>
<tbody>
<tr>
<td>£</td>
<td>£</td>
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<tr>
<td><strong>Voluntary Income</strong></td>
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<tr>
<td>Donations and Gifts</td>
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<tr>
<td>London Borough of Sutton:</td>
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<tr>
<td>Carers Fund</td>
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<tr>
<td>– Adult</td>
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<tr>
<td>– Mental Health Carers</td>
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<tr>
<td>Children's Services</td>
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<tr>
<td>– Young Carers</td>
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<tr>
<td><strong>Total</strong></td>
<td></td>
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<tr>
<td>£259,077</td>
<td>£Nil</td>
<td>£76,255</td>
<td>£335,332</td>
<td>£358,445</td>
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### Note 3

<table>
<thead>
<tr>
<th>Unrestricted Funds</th>
<th>Designated Funds</th>
<th>Restricted Funds</th>
<th>Total 2015</th>
<th>Total 2014</th>
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<tbody>
<tr>
<td>£</td>
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<tr>
<td><strong>Other Grants</strong></td>
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<tr>
<td>NHS Sutton and Merton:</td>
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<tr>
<td>Mental Health Carer Project</td>
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<tr>
<td>London Borough of Sutton:</td>
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<tr>
<td>Strategic Partnership Programme</td>
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<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Innovation</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>CABx</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Carers Respite Care</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Big Lottery Fund - AYCES</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Transformation VoIP and IT</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Transformation PQASSO</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>MH Trust IAPT</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Other</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>£26,718</td>
<td>£Nil</td>
<td>£123,154</td>
<td>£149,872</td>
<td>£188,940</td>
</tr>
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</table>

### Note 4

<table>
<thead>
<tr>
<th>Unrestricted Funds</th>
<th>Designated Funds</th>
<th>Restricted Funds</th>
<th>Total 2015</th>
<th>Total 2014</th>
</tr>
</thead>
<tbody>
<tr>
<td>£</td>
<td>£</td>
<td>£</td>
<td>£</td>
<td>£</td>
</tr>
<tr>
<td><strong>Fundraising and Publicity</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Staff Costs</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Printing and Publicity</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Premises Costs Allocation</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Support Costs Allocation</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>£26,938</td>
<td>£Nil</td>
<td>£12,059</td>
<td>£38,997</td>
<td>£40,966</td>
</tr>
</tbody>
</table>
SUTTON CARERS CENTRE CHARITY COMPANY  
(Registered Charity Number: 1062302)

NOTES TO THE FINANCIAL STATEMENTS  
for the year ended 31st March 2015

<table>
<thead>
<tr>
<th>Note 5</th>
<th>Carers Advice Information &amp; Support</th>
<th>Big Lottery Fund</th>
<th>Mental Health Service</th>
<th>Other</th>
<th>Total 2015</th>
<th>Total 2014</th>
</tr>
</thead>
<tbody>
<tr>
<td>Charitable Activities</td>
<td>£</td>
<td>£</td>
<td>£</td>
<td>£</td>
<td>£</td>
<td>£</td>
</tr>
<tr>
<td>Staff Costs</td>
<td>248,700</td>
<td>33,414</td>
<td>96,303</td>
<td>1,111</td>
<td>379,528</td>
<td>388,200</td>
</tr>
<tr>
<td>Provision of Carers Facilities</td>
<td>3,182</td>
<td>-</td>
<td>2,787</td>
<td>-</td>
<td>5,969</td>
<td>2,750</td>
</tr>
<tr>
<td>Expenses and Amenities for Users</td>
<td>3,091</td>
<td>2,099</td>
<td>2,880</td>
<td>9,613</td>
<td>17,683</td>
<td>35,471</td>
</tr>
<tr>
<td>Office Costs</td>
<td>19,678</td>
<td>64</td>
<td>3,480</td>
<td>2,419</td>
<td>25,641</td>
<td>41,678</td>
</tr>
<tr>
<td>Premises Costs Allocated</td>
<td>63,192</td>
<td>4,240</td>
<td>10,898</td>
<td>-</td>
<td>78,330</td>
<td>83,394</td>
</tr>
<tr>
<td>Support Costs Allocated</td>
<td>57,867</td>
<td>14,269</td>
<td>17,860</td>
<td>9,899</td>
<td>99,895</td>
<td>83,799</td>
</tr>
</tbody>
</table>

£395,710                       £54,086                             £134,208                £23,042 | £607,046 | £635,292  


SUTTON CARERS CENTRE CHARITY COMPANY  
(Registered Charity Number: 1062302)  
NOTES TO THE FINANCIAL STATEMENTS  
for the year ended 31st March 2015

### Note 6

<table>
<thead>
<tr>
<th>Governance Costs</th>
<th>Unrestricted Funds £</th>
<th>Restricted Funds £</th>
<th>Total 2015 £</th>
<th>Total 2014 £</th>
</tr>
</thead>
<tbody>
<tr>
<td>Staff Costs</td>
<td>2,646</td>
<td>1,392</td>
<td>4,038</td>
<td>4,130</td>
</tr>
<tr>
<td>Audit Fee</td>
<td>3,809</td>
<td>892</td>
<td>4,701</td>
<td>5,554</td>
</tr>
<tr>
<td>Legal and Professional Fees</td>
<td>15</td>
<td>8</td>
<td>23</td>
<td>150</td>
</tr>
<tr>
<td>Management Board Expenses</td>
<td>334</td>
<td>60</td>
<td>394</td>
<td>356</td>
</tr>
<tr>
<td>AGM and Annual Report</td>
<td>935</td>
<td>168</td>
<td>1,103</td>
<td>1,570</td>
</tr>
<tr>
<td>Premises Costs Allocation</td>
<td>672</td>
<td>161</td>
<td>833</td>
<td>887</td>
</tr>
<tr>
<td>Support Costs Allocation</td>
<td>616</td>
<td>447</td>
<td>1,083</td>
<td>891</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>£9,027</strong></td>
<td><strong>£3,128</strong></td>
<td><strong>£12,155</strong></td>
<td><strong>£13,538</strong></td>
</tr>
</tbody>
</table>

### Note 7

<table>
<thead>
<tr>
<th>Total Resources Expended</th>
<th>Staff Costs £</th>
<th>Other Costs £</th>
<th>Premises Costs £</th>
<th>Support Costs £</th>
<th>Total 2015 £</th>
<th>Total 2014 £</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fundraising and Publicity</td>
<td>20,187</td>
<td>9,330</td>
<td>4,166</td>
<td>5,314</td>
<td>36,997</td>
<td></td>
</tr>
<tr>
<td>Direct Charitable Expenses</td>
<td>379,528</td>
<td>49,293</td>
<td>78,330</td>
<td>99,895</td>
<td>607,046</td>
<td></td>
</tr>
<tr>
<td>Governance</td>
<td>4,038</td>
<td>6,221</td>
<td>833</td>
<td>1,063</td>
<td>12,155</td>
<td></td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>£403,753</strong></td>
<td><strong>£64,844</strong></td>
<td><strong>£83,329</strong></td>
<td><strong>£106,272</strong></td>
<td><strong>£658,198</strong></td>
<td></td>
</tr>
</tbody>
</table>

### Note 8

#### Staff Costs

| Wages and Salaries                      | 360,208              | 367,915            |
| Employer's NI Costs                    | 31,080               | 33,239             |
| Staff Pension Costs                    | 12,485               | 11,826             |
| **Total**                               | **£403,753**         | **£412,980**       |

No employee earned £60,000 per annum or more.

The average number of employees during the year was:

<table>
<thead>
<tr>
<th>Position</th>
<th>2015</th>
<th>2014</th>
</tr>
</thead>
<tbody>
<tr>
<td>Chief Executive</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>Administration</td>
<td>4</td>
<td>4</td>
</tr>
<tr>
<td>Project Workers</td>
<td>17</td>
<td>17</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>22</td>
<td>22</td>
</tr>
</tbody>
</table>

No Trustees received emoluments during the year. None of the Trustees were reimbursed for travelling expenses (2014: none).
### Note 9

**Net Incoming Resources for the Year**

This is stated after charging:

<table>
<thead>
<tr>
<th></th>
<th>2015</th>
<th>2014</th>
</tr>
</thead>
<tbody>
<tr>
<td>Auditors' Remuneration</td>
<td>£2,520</td>
<td>£2,520</td>
</tr>
<tr>
<td>Operating Lease</td>
<td>£19,915</td>
<td>£19,915</td>
</tr>
</tbody>
</table>

### Note 10

**Debtors**

<table>
<thead>
<tr>
<th></th>
<th>2015</th>
<th>2014</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sundry Debtors</td>
<td>11,260</td>
<td>8,557</td>
</tr>
<tr>
<td>Prepayments</td>
<td>14,432</td>
<td>13,508</td>
</tr>
<tr>
<td>Other Debtors</td>
<td>550</td>
<td>352</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>£26,242</strong></td>
<td><strong>£22,417</strong></td>
</tr>
</tbody>
</table>

### Note 11

**Creditors: Amounts falling due within one year**

<table>
<thead>
<tr>
<th></th>
<th>2015</th>
<th>2014</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sundry Creditors</td>
<td>17,982</td>
<td>19,390</td>
</tr>
<tr>
<td>Accruals and Deferred Income</td>
<td>4,701</td>
<td>11,258</td>
</tr>
<tr>
<td>Social Security Costs</td>
<td>8,642</td>
<td>9,941</td>
</tr>
<tr>
<td>Pension Accrual</td>
<td>-</td>
<td>4,596</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>£31,325</strong></td>
<td><strong>£45,185</strong></td>
</tr>
</tbody>
</table>

### Note 12

**Unrestricted Funds**

<table>
<thead>
<tr>
<th>Analysis of Net Assets Between Funds</th>
<th>Unrestricted Funds</th>
<th>Designated Funds</th>
<th>Restricted Funds</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Current Assets</td>
<td>£136,000</td>
<td>£24,187</td>
<td>£9,430</td>
<td>£169,617</td>
</tr>
<tr>
<td>Current Liabilities</td>
<td>(31,325)</td>
<td>-</td>
<td>-</td>
<td>(31,325)</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>£104,675</strong></td>
<td><strong>£24,187</strong></td>
<td><strong>£9,430</strong></td>
<td><strong>£138,292</strong></td>
</tr>
</tbody>
</table>
### Movement In Funds:

<table>
<thead>
<tr>
<th>Note 13</th>
<th>Balance</th>
<th>Incoming Resources</th>
<th>Outgoing Resources</th>
<th>Transfers</th>
<th>Balance</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>1 April 2014</td>
<td></td>
<td></td>
<td></td>
<td>31 March 2016</td>
</tr>
<tr>
<td><strong>Unrestricted Funds:</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>CARERS General Fund</td>
<td>£117,075</td>
<td>£420,941</td>
<td>£431,675</td>
<td>(£1,666)</td>
<td>£104,675</td>
</tr>
<tr>
<td><strong>Designated Funds:</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Provision for Refurbishments</td>
<td>£24,074</td>
<td>-</td>
<td>£2,419</td>
<td>-</td>
<td>£21,655</td>
</tr>
<tr>
<td>Young Carers Fund</td>
<td>£2,532</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>£2,532</td>
</tr>
<tr>
<td><strong>Restricted Funds:</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Carers Week Project</td>
<td>-</td>
<td>-</td>
<td>£239</td>
<td>£239</td>
<td>-</td>
</tr>
<tr>
<td>Circle Club</td>
<td>£964</td>
<td>55</td>
<td>58</td>
<td>-</td>
<td>£961</td>
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<tr>
<td>Carers Forum</td>
<td>£1,847</td>
<td>42</td>
<td>110</td>
<td>-</td>
<td>£1,779</td>
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<tr>
<td>PRTC/Carers Trust Skills/Learning, Relief/Breaks</td>
<td>£172</td>
<td>5,204</td>
<td>4,585</td>
<td>-</td>
<td>£791</td>
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<tr>
<td>Sutton Green Community</td>
<td>£117</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>£117</td>
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<tr>
<td>Mental Health Project</td>
<td>£5,433</td>
<td>125,483</td>
<td>139,970</td>
<td>£9,054</td>
<td>-</td>
</tr>
<tr>
<td>On-Line Mental Health Resources</td>
<td>£8,000</td>
<td>-</td>
<td>-</td>
<td>(£8,000)</td>
<td>-</td>
</tr>
<tr>
<td>AYCES—Big Lottery Fund</td>
<td>£21</td>
<td>57,875</td>
<td>57,809</td>
<td>-</td>
<td>£87</td>
</tr>
<tr>
<td>Carers Needs and Breaks Fund NHS S&amp;M/SCCG</td>
<td>£500</td>
<td>-</td>
<td>£873</td>
<td>£373</td>
<td>-</td>
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<tr>
<td>Development of Carers Manual</td>
<td>£297</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>£297</td>
</tr>
<tr>
<td>Income Maximisation Project CABx</td>
<td>-</td>
<td>£4,240</td>
<td>£4,240</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>MH Trust NHS (IAPT/PTiPC)</td>
<td>-</td>
<td>£5,000</td>
<td>£5,000</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Mental Health Carers Transport</td>
<td>£1,113</td>
<td>-</td>
<td>£262</td>
<td>£851</td>
<td>-</td>
</tr>
<tr>
<td>Carers Assessments</td>
<td>£309</td>
<td>-</td>
<td>£309</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>LBS Transmission Grant VoIP &amp; IT</td>
<td>£9,161</td>
<td>-</td>
<td>£9,161</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>LBS Transformation Grant PQASSO</td>
<td>£3,250</td>
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<td>£1,370</td>
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<td>£1,880</td>
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<tr>
<td>Rank Carers Fund</td>
<td>-</td>
<td>£442</td>
<td>-</td>
<td>-</td>
<td>£442</td>
</tr>
<tr>
<td>Develop and Aspire (Flying Start)</td>
<td>-</td>
<td>£1,500</td>
<td>-</td>
<td>-</td>
<td>£1,500</td>
</tr>
<tr>
<td><strong>Total All Funds</strong></td>
<td>£175,632</td>
<td>£620,858</td>
<td>£658,198</td>
<td>£Nil</td>
<td>£138,292</td>
</tr>
</tbody>
</table>

The purpose of each Restricted Fund and Transfers is set out in the Trustees' Report.