



# Wandsworth Carers' Centre

## Impact Report 2021/2022





# Wandsworth Carers' Centre

## Our vision...

Is a society where Carers are **recognised** and **valued** for their contribution and have choice and control that enables them to care, to stay healthy and to lead fulfilled lives.

## Our mission...

is to improve the quality of life for Carers and people affected by caring responsibilities.



# Trustees Report

This year the impact of Covid, and the start of rising financial pressures, has been felt by Carers and offered additional challenges to them and our service delivery. As a result, we continued to plan and deliver services in line with our Recovery and Rethinking plan developed at the height of the pandemic. Whilst many services gradually returned to being delivered face to face, we continued to support the digital inclusion of Carers and also operated a hybrid system for Carers who are vulnerable or have access challenges.

As we settled into life with one office in the east of the borough, we quickly identified the need to establish outreach services to improve access for Carers across Wandsworth. We were pleased to build on our relationship with Citizens Advice Wandsworth and began delivering our Information and Advice service from their offices in Clapham Junction and Roehampton, serving central and west Wandsworth.

We are exceedingly grateful to the volunteers who have continued to support and enhance the services we can offer and applaud their commitment and flexibility to deliver services to deliver services both on site and remotely. This year they have offered in excess of 500 hours to counselling, complementary therapies, dementia, Cafés, the walking group, administration and representation work, ensuring the voices of Carers are heard across a range of committees in Wandsworth.

**The Year Ahead** – We are in negotiation with a GP Practice in Roehampton and will be delivering our back care service from their practice in the coming year, bringing a much-needed service to that part of the borough which is often less well served.

We will also seek to work with our colleagues in the local authority, health and schools to champion the work of young Carers and Young Adult Carers and highlight the need for enhanced local services for these, often vulnerable, children and young people.

The pandemic brought to the fore the added impact of being digitally excluded and we will continue to implement the digital inclusion plans of our Carers.

Finally, we were greatly saddened by the unexpected death of our Chair Sarah Duncan who had supported Carers and the charity for many years both as a trustee and in her work within the NHS at St George's hospital and on the Wandsworth Carers Partnership Board. Sarah had boundless energy and commitment to Carers and Wandsworth Carers' Centre and is much missed.

# Parent Respite Project

In February last year, we carried out a consultation with Carers around respite services. One of the overwhelming responses to this was from parents of children with additional needs who told us there was little to no respite provision for them. This led to us applying for funding to run a parent respite service which was successful.

The funding allowed us to offer two different respite options to parents; formal respite in the home and family trips.

This project gave parents the opportunity to take a break from their caring roles and also gave families a chance to spend quality time together. In partnership with Bluebird Care, we provided respite in the home for those who needed to take a break or spend time with other children. We also took families on trips including Legoland and Woburn Safari Park; these trips were a chance for the whole family to spend time together.

We had the best day we have had probably since Christmas! Laila thoroughly enjoyed herself. It was a challenge for her to agree to come as she was scared of so many unknowns, but she was so excited about it and had been for weeks!

It's the first time I've seen her laugh and scream and smile so much in a day. She's had an incredibly difficult journey over the last couple of years so yesterday really did mark a turning point for us and gave us a brilliant day out that we really needed.



# LGBT+ Support

We have continued to deliver LGBTQ+ Awareness Training to services working with Carers across London. Since March 2021, we have trained 227 members of staff from 22 London organisations. These organisations are mainly other Carers' Centres across London.

We have begun the process of delivering Carer Awareness Training to LGBTQ+ Organisations and services who work with large populations of LGBTQ+ people. In May, we ran a training session for Outcome (an LGBTQ+ mental health organisation which is part of Islington Mind).

Since May 2022, we have been able to hold monthly Peer Support Group meetings for LGBTQ+ Carers. These are held at the London LGBTQ+ Community Centre and the group is gradually growing in number and diversity.

We have held online, monthly Wellbeing and Peer Support events and have also held a Laughter Yoga Session and a Writing Workshop with London Queer Writers.

One-to-one support is also available for Carers who cannot attend Peer Support events due to accessibility issues, do not have a local Carers' Centre who can support them or who require signposting or advocacy for a specific problem they are facing.

We marched in London Pride this year to raise awareness of and to celebrate LGBTQ+ Carers. We were a group of 36 people which included Carers, staff from our organisation and staff from Carers' Centres partnering with us on our Project.



## What Carers Say...

**“Thank you so much again, you were instrumental in us being able to see beyond our daily grind.”**

**“I would be really lost without the Carers’ Centre, I don’t know what I would have done without your help.”**

**“I’m amazed at how quickly I was contacted; I feel like this is a little bit of light.”**

**“Thank you to all the staff at Wandsworth Carers’ Centre for the help and support I have received. It has been invaluable and has made me feel less alone.”**

**“Please thank the lady who registered me, she was so calm and helpful, I felt supported straight away and I needed that.”**

**“You were my lifeline at a time I really needed you.”**

**“Words cannot express my gratitude to Wandsworth Carers. I really did feel isolated before, and was having to deal with my husband’s dementia alone. I was worried about how I was going to cope, and what lies ahead. I’m still worried about these things, but thanks to Wandsworth Carers I no longer feel that I am alone.”**



**Over 300  
hours of  
counselling  
delivered**



**Over 500  
Carers attending  
peer support  
sessions**



**Over 500  
new Carers  
registered**



**Over 2,800  
hours of  
respite  
provided**



**5,400 Carers  
registered  
with our  
organisation**



**Over 500  
back care  
sessions  
delivered**



**Over 700 advice  
appointments  
made available  
to Carers**



**Over 16,000  
Newsletters  
sent**

# Case Study

Mrs Gordon, 72, looks after her cousin, William, who has dementia and a mental health condition.

William came to the UK in the early 1960s through the Windrush scheme. With no access to support and poor literacy, he did not become a UK citizen and was unable to manage his paper work regarding residency.

In the early 1990s, unable to prove his residency status, William lost his home and his job, causing his mental health to decline.

Fortunately Mrs Gordon was able to track her cousin down and was able to help William reintegrate into the community but he still had no status to live in the UK and was living with the constant threat of deportation.

The government set up the Windrush Scheme to help people like William to obtain the legal documents needed to reside in the UK and access services; compensation was also a possibility for those who suffered during those years.

Mrs Gordon helped William as much as possible to obtain documentation through the scheme and also tried to make an application for compensation. However, due to the Covid pandemic, the process had to go through letters and email correspondence. Mrs Gordon herself had struggled to understand the complexities of this process and also struggled with using email; this meant she was unable to communicate effectively with her solicitor.

We supported Mrs Gordon with emails and understanding complex information. We helped her to upload documents and liaised with her solicitor and the Home Office throughout the pandemic. We were also in constant contact with Mrs Gordon, making sure that she was informed every step of the way.

The Home Office awarded William £60,000 in compensation for what he had suffered. Mrs Gordon appreciated the help and support from Wandsworth Carers' Centre and made a donation to us to say thank you.

# Carer Trips & Events

Carer trips and events are always hugely popular and Carers have attended trips to Fulham Palace, The Tower of London, Hampton Court Palace and Legoland over the last year as well as London Pride, Carers Week events and our Eid and Diwali celebration.



# Yoga

We started the yoga as an online service during the pandemic. It started in July 2020 and was delivered monthly.

These sessions proved extremely popular with Carers and we were able to secure further funding which enabled us to start offering weekly sessions from November 2021.

As of January, this year, we have been able to deliver our yoga sessions in person; however, the pandemic showed us that being able to attend groups online had opened doors for Carers who struggled to leave home. We wanted to make the yoga sessions as accessible as possible to as many Carers as possible and so we offer two sessions a month online and two sessions in person. Carers are able to attend as many of the sessions as they would like and we also record sessions and send them out to Carers who can then use them to exercise at their leisure.

# Walk & Talk

Our walking groups have become more popular with Carers over the last year. We have been able to include mini golf games in some of the walks which has been great fun!

**“Thank you very much for including me on the wonderful walk through Tooting Common. I enjoyed it immensely, you were a caring and thoughtful leader and the fellow walkers were good company.”**



## WANDSWORTH CARERS' CENTRE

### STATEMENT OF FINANCIAL ACTIVITIES (INCORPORATING AN INCOME AND EXPENDITURE ACCOUNT) FOR THE YEAR ENDED 31 MARCH 2022

		Unrestricted funds £	Restricted funds £	2022 Total funds £	2021 Total funds £
<b>INCOME AND ENDOWMENTS FROM</b>	Notes				
Donations and legacies	3	1,111	-	1,111	7,534
<b>Charitable activities</b>					
Carers Support Service		747,868	16,785	764,653	726,759
Investment income	4	2	-	2	399
<b>Total</b>		<u>748,981</u>	<u>16,785</u>	<u>765,766</u>	<u>734,692</u>
<b>EXPENDITURE ON</b>					
Raising funds	6	25,460	-	25,460	25,743
<b>Charitable activities</b>					
Carers Support Service	7	652,298	16,785	669,083	581,631
<b>Total</b>		<u>677,758</u>	<u>16,785</u>	<u>694,543</u>	<u>607,374</u>
<b>NET INCOME</b>		71,223	-	71,223	127,318
<b>RECONCILIATION OF FUNDS</b>					
Total funds brought forward		505,997	-	505,997	378,679
<b>TOTAL FUNDS CARRIED FORWARD</b>		<u><u>577,220</u></u>	<u><u>-</u></u>	<u><u>577,220</u></u>	<u><u>505,997</u></u>



# Wandsworth Carers' Centre

## Show your support for Carers



Identify  
a Carer



Donate  
to us



Fundraise  
for us



Volunteer  
with us

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