

Enfield Carers Centre

INFORMATION PACK FOR POTENTIAL TRUSTEES



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VISION AND AIMS

Enfield Carers Centre (ECC) is a small, local charity offering support and advice for all unpaid carers who either live in Enfield or care for someone who lives in the borough. Its mission is a commitment: “To improve the lives of carers in Enfield by championing their right to have choice about how their needs are met and to have a voice in shaping how services are developed for those they care for”. The Centre supports both adult and young carers (aged 5 upwards).

Enfield Carers Centre is appointed by Enfield Council as its Trusted Assessor to conduct Carers Assessments for adults caring for someone over 18 and for young carers at transition age (16+).

The Centre’s merger with Carers Trust Lea Valley Crossroads in 2020 represented an ideal opportunity to bring together services for carers under one roof in Enfield. Crossroads had developed a solid reputation for delivering quality homecare in Enfield and surrounding boroughs for over 30 years. Joining forces capitalised on the complementary services offered by both organisations and provided a foundation for diversifying the range of services available and increase income streams to meet the future, growing, needs of carers in the area.

Enfield Council’s last Carers’ Strategy stated that “The development of Enfield Carers Centre has begun to provide a central focus for carers services and support to other carers’ organisations. This will also provide carers with a central point of contact within the Borough”. ECC is therefore playing a key role in implementing the main strategic aims of enabling carers:

To be respected as expert care partners and have access to the integrated and personalised services they need to support them in their caring role

- To be able to have a life of their own alongside their caring role
- To be supported so that they are not forced into financial hardship due as a result of their caring role
- To be supported to stay mentally and physically well and treated with dignity

BACKGROUND

A carer is someone of any age who provides unpaid support to family or friends who cannot manage without help. Anyone can become a carer at any time in their life and it is estimated that around one in eight of the UK's adult population is a carer. The last Census (2021) identified over 24,500 unpaid carers living within the Borough of Enfield. However, this figure is considered to be an under-representation as the previous Census figure was over 30,000. In recognition that no two caring roles and no two carers are the same, ECC works closely with other local organisations to deliver a high-quality service for carers that is responsive to their individual needs.

Enfield Carers Centre was set up as an independent Charity in 2009 with the assistance of funding from the London Borough of Enfield. It obtained Charity status in 2010 and in 2016 the Council, as part of its Prevention and Early Intervention agenda, commissioned a new program of preventative support in Enfield to replace the existing grants system for the voluntary sector. As a result of this, ECC was awarded a seven-year contract (based on performance) beginning in 2018 to lead a consortium of voluntary organisations in delivering the following required outcomes which are that carers:

- Can sustain the caring role safely.
- Feel supported in their caring role.
- Feel better informed about their rights and the support available to them.
- Are identified at an earlier stage.
- Are recognised as expert partners in care.
- Know where to go for advice and support.
- Are less isolated.
- Are less financially disadvantaged.

OBJECTIVES

The Health Authority (North Central London ICB (Integrated Care Board) and Enfield Council have jointly identified the improvement of Adult Carers Services as a key local priority.



Some of the key joint objectives which ECC will be helping to meet are to ensure that:

- 100% of carers assessed have their own support plan
- More Carers are identified earlier and better supported
- Improved Carer involvement via forums, consultation and training
- All GP surgeries display information for Carers
- **Increased numbers of Carers are supported by the Emergency Card scheme and Emergency Respite provision**
- Better information that's easily accessible and appropriate
- All Carers have access to counselling services
- Carers are supported with training and access to employment

SERVICES AND FINANCIAL RESOURCES

Services provided:	
Access to information and advice	Legal Information Sessions
Carers Drop-ins/Support Groups	Wellbeing/Healthy Living Events
Carers Assessments	Training Sessions/Workshops
Carers Emergency Card Scheme	Working Carers Support Group
Benefits Advice	Complementary Therapy Sessions
Carers' Time-For-A-Break Scheme	Hospital Discharge Support
Counselling Services	Care at Home Services
Replacement Care & Emergency	GP Liaison Project
Respite Services	Young Carers Support (5-18yrs)

The services at Enfield Carers Centre are delivered by the following integrated staff team:

Chief Executive Officer	Director of Operations / Deputy CEO
Homecare Service Manager	Service Development Manager
Healthcare Support Manager	Carers Advice & Support Manager
Young Carers Manager	Senior Care Coordinator
Care Coordinator	36 x Care Support Workers
1 x Ican Navigator	1 x Wellbeing Officer
1 x Carers Support & Advice Officer	2 x Young Carers Officers
Benefits Advice Officer	3 x Carers Assessment Officers
2 x Finance Officers	2 x Receptionists/ 1 x Senior Administrator
Carers Hospital Discharge Support Officer	Carers GP Liaison Officer

Having the support of the local Council and the Borough's health services, the charity is therefore, in a strong position to develop its services further and meet the challenges ahead of delivering better services for Enfield carers.

RECENT DEVELOPMENTS

Enfield Carers Centre is continually looking to extend the range and coverage of its service. To achieve this aim, it has established a successful track record of supplementing its core local authority funding by obtaining additional resources from a variety of national and local funding trusts/organisations. As levels of core funding may be decreasing in future years, one of the Centre's main strategic objectives is to continue finding ways of generating additional income in order not to be solely reliant on local authority contracts.

Generating unrestricted income via fundraising or other means is a key priority, and a strategy is being developed to determine how resources to implement fundraising initiatives might be best directed. The Centre's new website, as well as helping to raise its profile, developing volunteer resources and generally offering better means of engaging with service users and other stakeholder groups, will also enable there to be a greater focus on fundraising initiatives.

Recent developments have included the charity being successful in attracting a four-year grant of £394k from National Lottery Reaching Communities Fund, for the Young Carers Project and two Year's funding from NCL ICB for a hospital discharge worker.

Enfield Carers Centre has also made many advances and developments in the way we deliver our services and contact our clients through the expansion and development of our database and website.

This includes:

- Moving to MS forms for all feedback and evaluations, making it a more streamlined process with all data logged in one place.
- Setting up automated evaluations to attendees of events and services through our database
- Auto-generated welcome emails and packs to all new carers
- Auto-generated weekly info emails to all newly registered carers.
- Monthly email update bulletins
- Expression of interest/requests to book events forms on website, auto-populating MS forms spreadsheet
- Web-to-lead registration forms to auto-populate the database.
- Auto-reminders to carers who have booked for events and services.

LATEST AUDITED ACCOUNTS

Enfield Carers Centre
Company Limited by Guarantee
Statement of Financial Activities
(including income and expenditure account)
Year ended 31 March 2024

	Note	Unrestricted funds £	2024 Restricted funds £	Total funds £	2023 Total funds £
Income and endowments					
Donations – Non exceptional	5	19,487	–	19,487	7,420
Charitable activities					
Home care services	6	622,110	–	622,110	576,542
Carers support	6	373,510	463,762	837,272	531,069
Investment income	7	18,007	–	18,007	4,435
Total income		<u>1,033,114</u>	<u>463,762</u>	<u>1,496,876</u>	<u>1,119,466</u>
Expenditure					
Raising funds	8	13,163	–	13,163	15,801
Expenditure on charitable activities					
Home care services	9,10	622,816	–	622,816	507,702
Carers support	9,10	439,929	380,673	820,602	805,042
Total expenditure		<u>1,075,908</u>	<u>380,673</u>	<u>1,456,581</u>	<u>1,328,545</u>
Net income/(expenditure) and net movement in funds		<u>(42,794)</u>	<u>83,089</u>	<u>40,295</u>	<u>(209,079)</u>
Reconciliation of funds					
Total funds brought forward as previously reported		716,347	299,476	1,015,823	1,224,902
Prior year adjustment	24	(53,000)	–	(53,000)	–
Total funds brought forward as restated		<u>663,347</u>	<u>299,476</u>	<u>962,823</u>	<u>1,224,902</u>
Total funds carried forward		<u>620,553</u>	<u>382,565</u>	<u>1,003,118</u>	<u>1,015,823</u>

The statement of financial activities includes all gains and losses recognised in the year.
All income and expenditure derive from continuing activities.

ROLE DESCRIPTION FOR TRUSTEE AND TREASURER

The Board currently comprises a Chair and 7 other Trustees and is looking for additional new trustees with either personal experience as a family carer, experience of running a homecare services agency, an IT background or experience in fundraising or income generation. All trustees will be expected to take on the following responsibilities to meet governance requirements in accordance with Charity Commission guidance on good practice.

GENERAL TRUSTEE RESPONSIBILITIES

- To ensure that the charity complies with its governing document, charity law and any other relevant legislation or regulations.
- To ensure that the charity pursues its objectives as defined in its governing document.
- To ensure the organisation applies its resources exclusively in pursuance of its objectives.
- To contribute actively to the Board of trustees' role in giving firm strategic direction to the organisation, setting overall policy, defining goals, setting targets and evaluating performance against these targets
- To safeguard the good name/reputation of the charity and its values
- To be collectively responsible for the actions of the organisation and other trustees
- To ensure the effective and efficient administration and management of the charity
- To ensure the financial stability of the charity
- To protect and manage the property of the charity and ensure the proper investment of its funds.
- To ensure the charity's governance structure and arrangements are of the highest standard.
- To appoint the Chief Executive Officer and monitor his/her performance.
- In addition to the above statutory duties each trustee should be prepared to use any specific skills, knowledge or experience they have to assist the Board of Trustees to reach sound decisions.

This might include:

- Providing guidance on particular issues or initiatives
- Involvement in specific pieces of work and tasks as delegated by the Board.

OPPORTUNITIES TO MAKE AN IMPACT

In taking on this role you will have an opportunity to make a significant impact by putting your expertise and experience to good use in helping a well-established and locally respected charity deliver much needed support to those undertaking a vital role as unpaid carers of often the most vulnerable members of the community.

By providing advice and guidance on good financial management, you would be making a valuable contribution to the effective functioning and good governance of a charity with a strong reputation for delivering quality services to local residents.

As a Trustee you would have a challenging role to play in ensuring systems are in place to enable ECC's newly awarded local authority contract is delivered within the available funding and in helping to put together bids for additional sources of funding where such opportunities arise.



TIME COMMITMENT, LOCATION AND EXPENSES

Currently there are 6 Board meetings per year, each lasting about 2 hour and are currently held in the evenings from 6.30–8.30pm. Trustees will be expected to have the capacity to commit some additional time between these meetings (for example on sub-committees) to provide input into the work of the Board in accordance with their particular experience, skills and interests. The successful candidate will require a CRB check to be undertaken and to demonstrate no conflicts of interest.

Board meetings are face to face and online via zoom or Microsoft Teams, and will take place at:

Britannia House, 137–143 Baker Street, Enfield, EN1 3JL

All travel-related expenses for attendance at meetings will be reimbursed.

FURTHER INFORMATION

If you would like any further information or the opportunity for an informal discussion about a Trustee role then please contact either:

- TIM HELLINGS (CHAIR) – 07837 627773 or
- PAMELA BURKE (CHIEF EXECUTIVE) – 0208 366 3677