







Enfield Carers Centre

Supporting people who care

2025-26 ANNUAL IMPACT REPORT

OVERVIEW



Our Vision

Improving the lives of Carers in Enfield

- To ensure family/informal Carers are involved in the provision and development of services for the people they care for
- To ensure Carers have access to a range of support, advice, training and other services that assist them in their caring responsibilities

We support Carers so that they:

- Can have a life of their own
- Do not fall into financial hardship
- Stay mentally and physically well
- Have access to reliable, professional and quality homecare
- Can enjoy and achieve, especially if under 18 years old

Our Mission

At Enfield Carers Centre, we provide comprehensive support services that assist, educate and uplift informal/family Carers, ensuring they receive the recognition and assistance they deserve in their vital roles.

CHAIR'S REPORT



Tim Hellings

Chair of Trustees

As will be seen in the report that follows Enfield Carers Centre experienced another year during which it continued to add to the numbers of people of all ages within the Borough's population who have unpaid caring roles and to whom it provides a wide range of advice and support services, all of which was achieved within the financial resources available.

ECC has continued seeking opportunities for extending its range of services to meet unaddressed needs and, to this end, a particular highlight of the year has been the opening of Connections, a new day care facility in Ponders End, providing a variety of supports, respite and activities for both carers and those they care for.

This report demonstrates the different ways our services are having positive impacts on the lives of unpaid carers, both in direct practical terms and on their overall health and wellbeing. All of this is possible only through the tremendous efforts of the Centre's superb team of staff and volunteers whose commitment to delivering high quality services is duly acknowledged with great appreciation.

Tim Hellings

2025-26 SUMMARY



Pamela Burke BEM

Chief Executive

2025–26 was a year of sustained growth and outreach for Enfield Carers Centre (ECC), with our Adult Carers Register growing to 8,836 people by the 31st March 2026 and 616 Young Carers.

Thanks to our strong and committed staff team, we recorded strong levels of engagement through support services, groups, advice, training, hospital and GP pathways, assessments, benefits and carers breaks.

These figures show that we're reaching Carers in multiple ways:

- statutory and community partnerships referrals;
- direct support which helps Carers navigate practical and financial issues;
- training and wellbeing activity which builds Carers' confidence;
- social and leisure breaks which provide much-needed time away from caring responsibilities.

Carers Trust Excellent Quality Award Achievement

Enfield Carers Centre was assessed and presented with the **Excellence For Carers Award** for best practise in services, advice and information for unpaid Carers. A well-run, person-centred organisation with skilled and passionate staff team who go above and beyond for Carers.

1,011

Support Group Attendance

646

Training/ Workshop Attendances

8,836

Adult Carers on register at year-end

616

Young Carers on register at year-end

EXCELLENCE FOR CARERS
Carers Trust Quality Award

1022

New Adult Carer registrations during 25-26



118

New Young Carer registrations

HIGHLIGHTS



244

New Carers identified in hospital settings

330

Carers received benefits advice

1744

Carers enjoyed breaks from caring

598

Adult Carers Assessments conducted



140

New Carers identified via GP practices



7800

Support services delivered

HIGHLIGHTS



1155
Annual assessment reviews conducted

94
Carers Direct Payments awarded

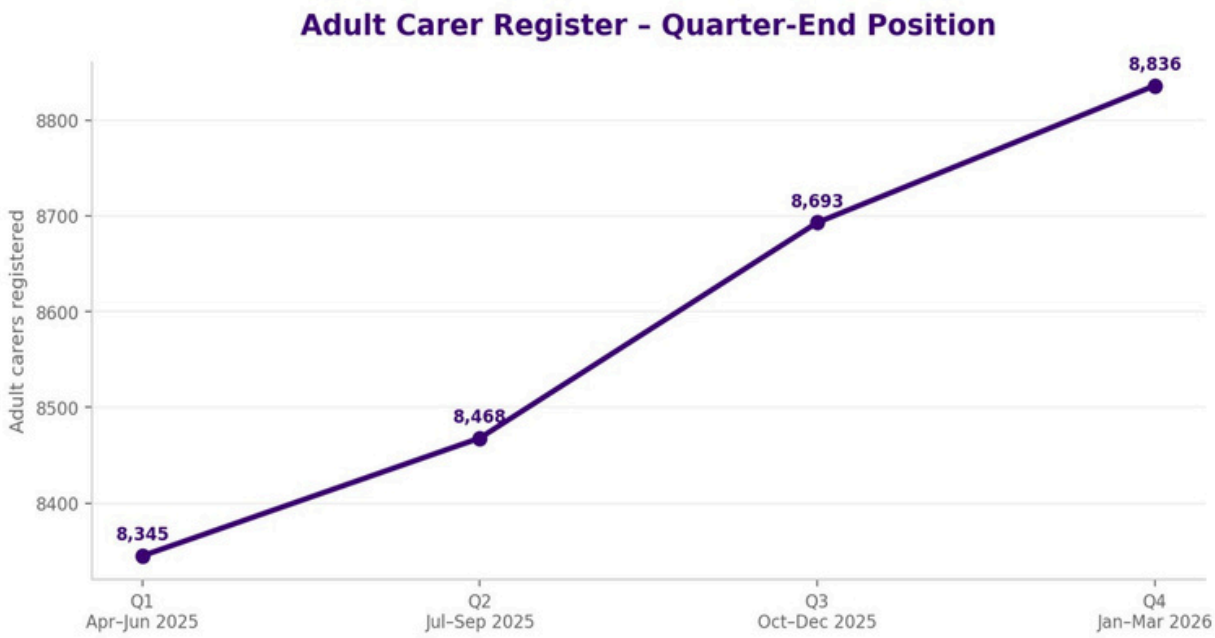


37
Carers supported to return to work/volunteering or education



210
Carers received counselling support

HIGHLIGHTS



Our adult carer register increased from 8,345 at the end of Q1 to 8,836 at the end of Q4 — an increase of 491 carers (5.9%).

Young Carer registrations remained broadly stable, moving from 608 to 616 across the year despite losing one member of staff in our EyPIC Young Carers Team.

Across the year, ECC recorded 1,022 new adult carer registrations and 157 new young carer registrations, demonstrating continued identification and engagement of carers.

EXPANDING IMPACT

Carer Feedback

Benefits Advice Service:

"The Benefits Officer was exceptional, cross checked every detail and offered correct advice. Her support and knowledge has helped me deal with my everyday issues."

"It was done pretty quick and efficiently. Great service, highly recommendable. Will inform friends of this service."

Support:

"...very informative, very professional and understood our worries."

"It will help me to pause [and] take a break... do things differently now that I have a few tools to take home"

Training & Workshops

"Carer's Centre offers me the safe environment which enables me to confidently express any concerns or worries without negative judgment... has a enormous positive impact on navigating my caring role .to which I'm extremely grateful."

"Time For a Break" Activities:

"I'm new to Enfield Carers and very impressed so far with everything you do. The Creative Writing group I recently attended was excellent. I also attended a Carers Rights event not long ago which was also very informative. The support given is invaluable."

"The massage sessions I have been attending has helped me immensely in coping with my day to day dealing with my son who has mental health."

PERSONAL IMPACT



Enfield's Young People in Caring - EYPIC

Our Young Carers Project, funded by the National Lottery Community Fund, supports children and young people aged 5-18 years who have a caring role and live, or attend school, in Enfield. We provide social activities, personal support, school liaison and weekly homework clubs in term time.

Key Achievements

- 1,559 services and interventions were delivered to Young Carers
- 98 outreach activities were delivered in local schools, helping the teaching staff and pupils understand who Young Carers are
- 199 Young Carers received educational support

YOUNG CARERS



Young Carer's Case Study

Toni (anonymised) 13 yrs old provides significant care for her mother, who has multiple serious health conditions. Her mother has frequent medical emergencies and Toni has sometimes found her collapsed at home. Finances are tight. Despite these responsibilities, Toni still manages her schoolwork and emotional wellbeing, often sacrificing rest and social time.

Our Actions:

- Conducted a Young Carers Assessment and created a tailored support plan.
- Referred Toni for counselling.
- Weekly one-to-one support sessions built confidence and strengthened Toni's connections with school.
- Young Carers activities gave Toni much-needed breaks from caring and social engagement.
- Family support meetings.
- Provided financial guidance and a hardship fund grant.
- Ongoing monitoring and reviews of Toni's progress.

Outcomes / Impact:

- Toni gradually felt more comfortable and supported within the school environment through regular one-on-one sessions.
- Counselling helped Toni develop effective coping strategies to manage anxiety.
- Family support meetings improved communication and strengthened relationships within the household.
- Financial guidance and support from our Benefits Adviser, along with the grant, alleviated household stress.



Benefits Advice

Between April 2025 and March 2026, our Benefits Adviser provided 330 advice services to Carers, including form-filling support for 294 individual Carers

Successful Outcomes

A total of £202,764 was brought into the borough directly as a result of the above applications.

Better off as a result

On average, Carers who reported the outcome of applications we made on their behalf, were better off by an average of £3072 per year.

MONEY MATTERS



State of Caring 2025:

On 21 October 2025, Carers UK published "State of Caring 2025: The cost of caring – the impact of caring across carers' lives" — the largest in-depth study of unpaid carers in the UK. Over 10,500 carers shared their experiences

- 49% have cut back on essentials, such as food, heating, clothing and transport costs and 74% are worried about their future financial security.
- 35% of working carers say they have reduced their working hours and a fifth (21%) say they've taken on a lower paid or more junior role

Adult Carer's Case Study

In April 2025, we helped Philippa (anonymised)lodge a Disability Living Allowance appeal.

We were convinced that there was overwhelming evidence that her child met the severe mental impairment criteria required to be awarded the higher rate of the mobility component. However, the application had been rejected.

In January 2026, we attended the tribunal hearing with the carer.

The appeal was successful, resulting in a backpayment of over £6000, from July 2024 to January 2026, and entitlement until 2033.

Outcomes / Impact:

- Successful Appeal
- Over £6000 backpayment
- Ongoing entitlement status awarded until 2033

Enfield Carers Centre

Company Limited by Guarantee

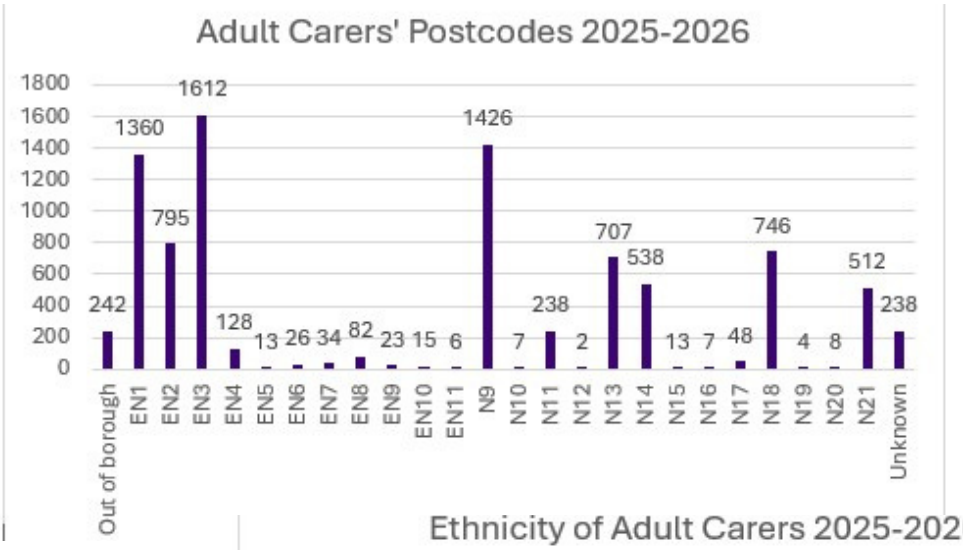
Statement of Financial Activities (including income and expenditure account)

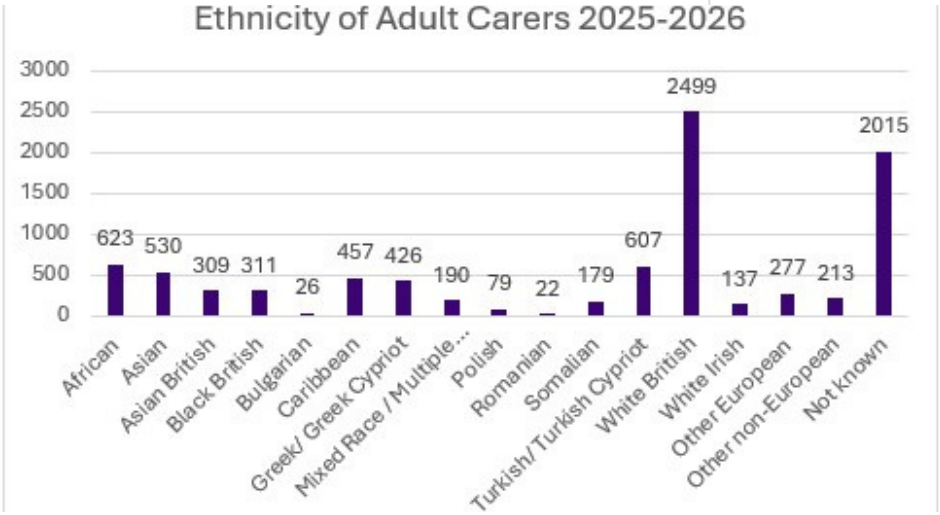
Year ended 31 March 2026

	Note	2026 Unrestricted funds £	2026 Restricted funds £	2026 Total funds £	2025 Total funds £
Income and endowments					
Donations and legacies	5	3,286	13,170	16,456	20,504
Charitable activities	6	1,137,378	359,808	1,497,186	1,485,892
Investment income	7	21,462	–	21,462	15,223
Total income		1,162,126	372,978	1,535,104	1,521,619
Expenditure					
Expenditure on raising funds:					
Costs of raising donations and legacies	8	12,242	–	12,242	12,317
Expenditure on charitable activities	9,10	1,332,646	431,267	1,763,913	1,575,038
Total expenditure		1,344,888	431,267	1,776,155	1,587,355
Net expenditure and net movement in funds		(182,762)	(58,289)	(241,051)	(65,736)
Reconciliation of funds					
Total funds brought forward		581,399	355,983	937,382	1,003,118
Total funds carried forward		398,637	297,694	696,331	937,382

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

OUR REACH





FUTURE OUTLOOK

Development

Connections - Enfield Carers Centre's new day care service for adults with health needs

Ongoing Impact

We're committed to helping Carers navigate health and social care services and reducing the barriers they face whilst caring



Enfield Carers Centre

Company Limited by Guarantee

Statement of Financial Position

31 March 2026

	Note	2026 £	2025 £
Fixed assets			
Tangible fixed assets	**15**	1,494	3,586
Current assets			
Debtors	**16**	83,058	243,170
Cash at bank and in hand		836,067	866,554
		919,125	1,109,724
Creditors: amounts falling due within one year	**17**	171,225	175,928
Net current assets		747,900	933,796
Total assets less current liabilities		749,394	937,382
Creditors: amounts falling due after more than one year	**18**	53,063	–
Net assets		696,331	937,382
Funds of the charity			
Restricted funds		297,694	355,983
Unrestricted funds		398,637	581,399
Total charity funds	**21**	696,331	937,382

These financial statements were approved by the board of trustees and authorised for issue on ..11/05/2026..... and are signed on behalf of the board by:

TIM HELLINGS (Nov 5, 2026 08:54:14 GMT)

Timothy Hellings
Trustee

Neil Yeomans
Trustee

AUDITED ACCOUNTS 25-26

THANK YOU

To our Care Support Workers who delivered quality care and support to those who needed help at home during 2025-26.

Homecare Team:

S Abah
R Aboagye
C Aboagyewaa
C Addis
E Afriye
A Ajetunmobi
A Amadi
G Appiah-Kubi
I Ayko
S Barbosa
A Boateng
C Brew
F Campbell
K Charalambous
F Cokal
B Chowdhury
V Chukwunyere
D Crook
T Dubal
C Ekoh
C Fabea
K Fletcher
A Francis
J Ishaq
N Kamba
G Maduekwe
K Malueki
I Mandl
B Mavata
C Mbulu
R Miller
B Mohedeen
M Motobisa
C Naicken
N Nzenzi
M Okafor
O Okoro
A Paule
A Pieri
M Powell



E Quildan
G Raes
A Said
E Smith
P Smith
T Tchikaya

THANK YOU

To all our staff and volunteers who worked with us during 2025-26

Staff:

G Addis
F Agbai
C Brain
P Burke
S Burke
T Cavalho
C Codrea
K Colling
A Curto
S Elder
L Fletcher
Lolly Galbraith
E Halstead
H Harding
C Henry
F Jones
L Kent
P Laws
F Lima
F Neville
M Neville
D Newland
A Novi
J Nugent
L Odiegwu
B Pavlides
H Price
G Sutton
S Williams
M Warwick

Volunteers:

A Hasler
M Turner
N Morgan
G Bray
R Brain
R Shah
A Woodall
L Knight
C Shamash
A Letteri
J Shamash
I Danila
J Colvin Slee
V Tovchen

Counsellors

A Raucci
B Fitts
B Davis
C Herrera-Garcia
C May
C Locke
E Gibbard
H Li
H Wilkinson
J Wan
J Rosengarten
L Deane
M Lavelle-Hill
M Packer
N Khetia
O Bayar
R Quin
R Harrison
S Nejabati

Trustees

Tim Hellings (Chair)
Ann Campbell (Vice Chair
Neil Yeomans (Treasurer)
Caroline Bernard-Moxey
Pamela Odukoya
James Hobbs
Hannah Lison

THANK YOU

Funders & Donors

London Borough of Enfield
National Lottery
Big Issue Invest
S Marino
B Garrad
P Connelly
A Kassambw
B Waters
J Murphy
Y Bekele
E Gill
M Stylianou
E Merrens
V Williams-Egemba
L Askew
E Weston
D Baron

Groundwork UK
Enfield Art Circle
Woodrow High
Enfield Dames W1
Enfield Chase Rotary Club
Wren Academy
Jack Petchey Foundation
Breathe Centurion Mgt
Edmonton Rotary Club
T G Lynes Ltd
Inner Wheel District
Committee Benevolent Fund
Inner Wheel Club Southgate
Paypal Giving Fund



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