

MEETING: 14/11/2018

Ref: 14905

ASSESSMENT CATEGORY: Bridging Divides - Advice and Support

Hillingdon Carers

Adv: Claran Rafferty

Amount requested: £175,361

Base: Hillingdon

Benefit: Hillingdon

Amount recommended: £175,000

The Applicant

Hillingdon Carers, a charitable company, was established in 1996 and is the foremost organisation providing support for carers young and old in the borough. It provides, advice, information, advocacy, wellbeing, therapeutic and educational services and arranges respite for those in need. It is one of the founding members of H4All Community Interest Company – a formal partnership of local organisations working together to develop services to improve the health and wellbeing of local residents and which has recently had a Cornerstone Fund development grant. It is also the lead contractor for the Combined Services contract with the London Borough of Hillingdon.

The Application

This application is for the post of a specialist Dementia Advisor to develop and extend a range of support services for people living with dementia - principally carers and families but which are shaped both by carers and care recipients. The service will provide practical support and guidance (eg on accessing appropriate benefits or health advice) but, importantly, will help people better understand and cope with the impact dementia has on their loved ones.

The Recommendation

The charity currently sub-contracts the Alzheimer's Society to provide a small carer's support service targeting people living with the condition but research shows that, after fighting for a diagnosis, many families and carers are then left to fend for themselves without onward referral to sources of support. The new service proposed here will complement current arrangements, extend opportunities for timely and appropriate dementia support and prevent breakdown of caring situations. A grant is advised:

£175,000 over five years (£34,500; £34,500; £35,000; £35,000; £36,000) for the salary costs of a f/t Dementia Advisor and related project costs of a dedicated support service for people living with dementia.

Funding History

Meeting Date	Decision
10/03/2005	Application withdrawn as the organisation was already in receipt of a grant.

Background and detail of proposal

In determining the need for this project the charity undertook considerable local research, consulting with over 500 carers. 34% of those on the organisation's database are caring for someone with dementia and have demonstrated a need for

more particular advice and guidance, not just on accessing welfare benefits for example but on issues around managing challenging behaviour, coping in an emergency, planning for the future. That said, there is also a need for bespoke advice on financial and legal issues. The project will be able to help people after diagnosis, a critical time in the support cycle. Interestingly, where a lot of carer services focus, rightly, on providing respite the charity has found it the case with those caring for loved ones with dementia that they are keener for help to do things together rather than to have a break.

This is a well-run, skilled and professional organisation which delivers high-quality services where local people's needs and views are incorporated. One example of their professional approach is where the charity has provided training to staff working in the local shopping centre so that they are better able to recognise customers with dementia and to deal with them more appropriately.

Financial Information

The charity is the lead contractor for a major contract with LB Hillingdon and, as such, it sub-contracts four other organisations. The unrestricted operating expenditure – and thereby the proportion of unrestricted reserves held at the 2016/17 year-end – differs significantly compared to subsequent years. This is a result of the income from LB Hillingdon being reclassified as unrestricted in 2017/18 and 2018/19, with the local authority's permission. The Board undertook a detailed review of its reserves policy in 2017 and has pledged to work towards meeting its target in the future.

Year end as at 31 March			
	Audited Accounts 2017 £	Audited accounts 2018 £	Forecast 2019 £
Income & expenditure:			
Income	935,088	1,018,510	935,449
- % of Income confirmed as at 11/09/18	n/a	n/a	99%
Expenditure	(978,054)	(1,020,898)	(935,314)
Total surplus/(deficit)	(42,966)	(2,388)	135
Split between:			
- Restricted surplus/(deficit)	(54,984)	(27,095)	0
- Unrestricted surplus/(deficit)	12,018	24,707	135
	(42,966)	(2,388)	135
Cost of Raising Funds	18,160	20,820	20,000
- % of Income	1.9%	2.0%	2.1%
Operating expenditure (unrestricted funds)	187,011	775,077	637,997
Free unrestricted reserves:			
Free unrestricted reserves held at year end	180,230	210,237	210,372
No of months of operating expenditure	11.6	3.3	4.0
Reserves policy target	189,000	253,754	210,936
No of months of operating expenditure	12.1	3.9	4.0
Free reserves over/(under) target	(8,770)	(43,517)	(564)