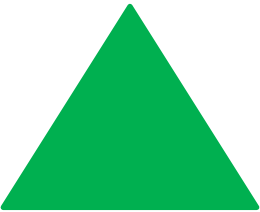


Organisation Name Greenwich Carers Centre			
Grant Details: Total Grant: £70,000 Amount funded to date: £70,000 Amount remaining: £0 Start date: 1 December 2018 End date: 30 November 2021 Date of Report: 11 January 2022			
Grant Summary			
<p>Greenwich Carers Centre engage and support unpaid adult carers across The Royal Borough of Greenwich in south east London. In response to increasing demand it will provide a dedicated 'business hub' to schedule, market and promote a range of cost effective inclusion and involvement opportunities to service providers and carers across the borough. Operating commercially the hub will provide income generating opportunities, including:</p> <ul style="list-style-type: none"> • Carer respite breaks • Carer monthly dinner and entertainment events • Coach trips and excursions • Hobby and interest programmes • A flagship festival and summer events programme • A door to door pick up and activity service for isolated and vulnerable people <p>The hub will diversify the charity, provide much needed services, respite for carers and generate a sustainable income stream. This will lessen reliance on statutory funding and support the charity in continuing to deliver core carer support services against a backdrop of shrinking statutory funding.</p> <p>greenwichcarers.org</p>			
1. What is the progress towards the first expected key achievement?			
Three day respite breaks to the Ashdown Forest in East Sussex. Including transport, excursions, accommodation and evening entertainment			
Measures for this achievement		Target date	Progress towards these measures
1a.	120 participants	30 November 2021	Due to Covid -19 restrictions we have not been only able to deliver respite breaks for carers.

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2. What is the progress towards the second expected key achievement?			
Customer think-tank to generate ideas, support pilot development and inform business planning and the creation of new income generating projects and services – managed by the business hub			
Measures for this achievement		Target date	Progress towards these measures
2a.	Six ideas developed into two new projects, events activities or services	30 November 2021	<p>Our plans for income generating services have been disrupted by Covid- 19. We initially had to move all our centre-based activities and workshops online and offer them free of charge.</p> <p>Our online programme has developed very well and surprisingly enabled us to increase and diversify the different activities and workshops we offer. We have also seen an increase in carer participation numbers and have reached a substantial amount of ‘new carers’ or carers that haven’t utilised our peripheral services in the past.</p> <p>We have delivered over 30 different types of activities (many are ongoing)</p> <ul style="list-style-type: none"> - over 355 sessions - achieving 2275 carer attendances. <p>In line with government restrictions, we have been gradually moving online activities back to the centre which has enabled us to start generating commercial income again.</p> <p>We plan to move most of our online services back to the centre in the very near future. We can capitalize on the increased carers and ‘new carers’ we have attracted by feeding them into other commercial arms of the charity like paid activities, events and our on-site café.</p>

			<i>Please see appendix 1 for full activity summary and appendix 2 for promotional material.</i>
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3. What is the progress towards the third expected key achievement?			
A social venue with regular themed night dinner and live music and entertainments events for carers.			
Measures for this achievement		Target date	Progress towards these measures
3a.	52 Friday night entertainment evenings	30 November 2021	<p>Covid has hindered our ability to deliver carers social evenings. Our centre has been closed for a proportion of the year, however during periods when restrictions were eased, we have delivered six events, attracting over 1000 carers.</p> <p>Other events included:</p> <ul style="list-style-type: none"> • Healthy Eating event for 25 carers. Facilitated by a trained Nutritionist, it was so successful we intend on delivering this once a month going forward and extending concept to include topics like eating on a budget. • Carers Party/Disco was well received by carers and lots of fun! We generated £492 and plan to run every other month in the new year as per attendee feedback. • Art Exhibition – showcasing Carers art group art work over the last year. • Forever Young, which aim to reduce social isolation which had an attendance of over

			<p>800 and generated just over £2000 pounds.</p> <ul style="list-style-type: none"> • Carers Garden - although we initially had 100 carers booked to attend, only 30 at a time were allowed to attend. We generated £388 surplus from this event. <p><i>See appendix 2, 3 and 4.</i></p>
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4. Optional – please detail any additional expected achievements you would like us to know about.

We have made huge progression. The Business Hub has pioneered new ways of working, developed new services and extended reach to carers. We have developed partnerships with local authority and organisations to provide.

1) Online Monthly Carer mental health peer support group

- Carer-led in partnership with various speakers each month to talk on specific
- Discussion mental health issues around caring role

2) Bromley, Lewisham and Greenwich MIND

- Biweekly drop in group for Carers to gain support with a dementia specialist to support them in their caring role
- Bi weekly dementia café with guest speakers and social activities for carers and their cared for.

3) Fresh Chances – IT

- One to one session with carers teaching them basic computer skills to enable social connectivity online focusing on zoom, online shopping, social media platforms and email

4) Carers Assessment drop in Royal Borough of Greenwich

- One to one session with a Local authority Carers Assessment Officer offering support and advice on what is available to support specifically within their caring role

Grant Impact on Greenwich Carers Centre

The work undertaken across the previous three years has established our charity as a leading, innovative provider within the borough – a process significantly helped by the support of Triangle Trust and the services we were able to provide as a result of that support.

The Triangle Trust grant supported us at a time when that support was crucial. The newly incoming CEO had inherited an organisation with costs that significantly exceeded income, a budget deficit of 120k and a 97% reliance on statutory income. The charity provided emotional and practical support and information and advice to carers but very little else.

Today the picture is very different. The support of Triangle Trust enabled the charity to diversify its income base by implementing a new business model that included a strong focus on enterprise and self generated income. The charity has reduced its reliance on statutory funding to around 67%. The ongoing budget deficit has been eradicated and the charity returned to operational surplus at the end of 2020/21 with a small second year surplus forecast for the end of 2021/22.

Thanks to the support of Triangle Trust, the charity has now developed an entire second specialism around social connectivity, social inclusion and bringing the carer community Together. The charity now informs and shapes change at borough and national level - In addition to sitting on local authority carer-related strategy development committees, we have also been instrumental in developing a pan standard quality mark for UK based carer support organisations in partnership with Carers Trust.

This sea change in the charity's strategic and operational methodology has been achieved with a great deal of hard work. Indeed, the charity managed to weather the devastating loss of income caused by the pandemic – had the pandemic arrived a year or so previously, the charity would not have survived.

Covid-19 suspended our enterprise business model for an entire year and the growth of the Business Hub was stopped in its tracks in year 2 and severely hampered across the final year of the grant. In terms of income, it massively reduced the Business Hubs contribution to income, that said, the spirit and mission of the Business Hub continued with appropriate activities moved on-line. Whilst this continued to grow and develop social connectivity work, it contributed little to income. The charity's response was to safeguard the work of the Business Hub by off setting losses through securing additional short term emergency covid response grants. We were able to replace and augment lost income by providing strategic services to the borough, including a 40k piece of business to map carers support services. Enterprise income loss was also offset by central government support via furlough and because services provided by The Business Hub qualified for hospitality support. Prior to Covid we were set to break even an epic 3 year battle to reduce the deficit caused by the loss of 50% of statutory income from a few years ago.

We have won our battle, in addition, Triangle Trust enabled us to develop the enterprise and income generation focused blueprint that will steer what we do for the foreseeable future.

Covid may have interrupted the growth of that model, but that is all it has done. We are now in the process of re-establishing elements of the Business Hub model for of carers in and around the constant curve balls thrown at our society by the pandemic.

The battle we have fought has been long and hard, but we fought it successfully, including dealing with an ongoing pandemic along the way.

We cannot thank Triangle Trust enough for their support. Without a shadow of a doubt, we would not be here had you not supported and believed in us, our vision and our ability to make that vision a reality. We have done all of that and whilst the pandemic continues to impact, on the numbers of carers and the number of activities we are able to provide, the work continues because we have the business model and the blueprint. Our next year, pandemic permitting, is to pick up from Covid stopped us and reimplement an entire range of consultation, coproduction, social connectivity and social inclusion initiatives for carers.

5. If the success of your strategic plan submitted during the application process is dependent on your organisation obtaining income in addition to the Triangle Trust grant from other sources during the grant period, please summarise total additional income you expect to achieve each year.

This can be presented as a total figure for each grant year or as a total figure for each financial year that covers the grant period – whichever works best for you. The total figure should include all income sources eg. Trading, contract, grant etc.

	Start date of year	Total additional income		
		Expected at start of grant	Reforecast	Received to date
Year 1	Apr 2018/19	654,000	£	£615,810
Year 2	Apr 2019/20	502,253		£489,059
Year 3	Apr 2020/21	445,425	£483,999	£487,729
Year 4 (if required)		£	£	£

Please provide an explanation for these figures and how they relate to your income and expenditure forecast.

Our initial income forecast was cautious. Whilst the new financial year should have seen a much higher forecast, the pandemic had reduced centre operations significantly and the Business Hub was, in effect, starting again. The cautious approach reflected our view that it would take some time for the department to reach pre-pandemic activity levels. In addition, the pandemic was not over. Footfall across the start of financial year was almost non-existent and we needed to implement a centre based programme flexibly to enable us to respond to the pandemic. Numbers were reduced as we limited attendance to ensure social distancing. We were fortunate to win a festival tender to put on a large scale event for carers. This, along with the income generated by the event helped us towards a positive income position than was initially forecast. In 2020/21 We also secured some additional Covid response grants, of which some income was allocated to this financial year. Further, statutory re-contracting negotiations with the local authority yielded a 7% annual increase on previous years. All this combined helped us to offset the pandemic related losses to trading activity and income to produce a more positive income position than initially forecast.

6. Date Completed: 05/01/2022

Please return this completed form by email to info@triangletrust.org.uk

