THE SHEFFIELD CARERS CENTRE

England & Wales · Charity number 1041250

Details

Other names	PRINCESS ROYAL TRUST SHEFFIELD CARERS CENTRE
Status	Registered
Legal form	Charitable company
Company number	02966792
Registered	1994-10-05
Register	View on the Charity Commission register

Contact

Address	The Workstation Paternoster Row Sheffield S1 2BX
Phone	01142788942
Email	office@sheffieldcarers.org.uk
Website	www.sheffieldcarers.org.uk

Activities

Objects: (1) TO ALLEVIATE THE CONDITIONS OF LIFE AMONG PEOPLE WHO ARE CARING OR WHO HAVE CARED FOR ELDERLY, SICK, DISABLED, HANDICAPPED OR OTHERWISE INFIRM PERSONS AT HOME AND WHO ARE IN NECESSITOUS CIRCUMSTANCES (2) TO RELIEVE AND ALLEVIATE AND TO ADVANCE, PROMOTE, ENCOURAGE AND ASSIST IN THE RELIEF OR ALLEVIATION OF ALL KINDS OF MENTAL AND PHYSICAL INFIRMITY, SICKNESS, DISABLEMENT AND HANDICAP, INCLUDING MENTAL ILLNESS, ATTRIBUTABLE TO CARING, AMONG CARERS AND THOSE PERSONS FOR WHOM THEY ARE CARING (3) TO ADVANCE EDUCATION CONCERNING CARING AMONG CARERS AND THE PUBLIC

Activities: Provision of information, support and activities for carers in Sheffield.

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Classification

- **How:** Provides Human Resources, Provides Buildings/facilities/open Space, Provides Services, Provides Advocacy/advice/information
- **What:** General Charitable Purposes, Education/training, Economic/community Development/employment
- **Who:** Other Defined Groups, The General Public/mankind

Geography

- **Area of benefit:** NOT DEFINED-IN PRACTICE SHEFFIELD METROPOLITAN DISTRICT
- Sheffield City

Finances

Period end	Income	Expenditure	Assets	Employees
2024-03-31	£961,394	£1,081,785	£345,627	23
2023-03-31	£599,852	£803,240	£466,018	19
2022-03-31	£733,831	£728,975	£669,406	19
2021-03-31	£800,445	£739,934	£664,550	18
2020-03-31	£871,358	£802,306	£604,039	20

Trustees

Name	Role	Appointed
Dr LORNA WARREN	Chair	1996-11-15
Amanda-Jayne Stocks		2018-08-14
Angela Barney		2019-02-12
Angela Mary Rowland		2018-11-30
Briony Broome		2015-11-20
Marjorie Fee		2023-12-07
Neil Malcolm Booth		2023-12-07
Shiv Bhurtun		2018-11-30

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THE SHEFFIELD CARERS CENTRE

England & Wales - Charity number 1041250

Accounts

Registered Charity Number: 1041250
Company Number: 02966792 (England and Wales)

SHEFFIELD CARERS CENTRE

TRUSTEES REPORT AND UNAUDITED ACCOUNTS

YEAR ENDED 31 MARCH 2024

Document ID: 53aab8e4d4028870ed2d255d7c21df47bab519e8b5c782c133d31cb715158ee8

SHEFFIELD CARERS CENTRE

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SHEFFIELD CARERS CENTRE

LEGAL AND ADMINISTRATION DETAILS

Trustees	B Broome (Chair) A Forrest (sabbatical April to November 2023) L T Griffiths (resigned 7 December 2023) C Register (resigned 7 December 2023) A J Stocks A M Rowland S Bhurtun A Barney F Jeferzade (resigned 2 January 2024) L Warren M M Fee (appointed 7 December 2023) N M Booth (appointed 7 December 2023)
Chief Executive	Kerry Jones Kensah
Charity number	1041250
Company number	02966792
Registered office	Dearing House 1 Young Street Sheffield S1 4UP
Independent examiner	Philip Allsop FCA BHP LLP 2 Rutland Park Sheffield S10 2PD
Bankers	Bank of Scotland 33 Old Broad Street London EC2N 1HZ

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The trustees, who are the directors of the charity, present this report with the financial statements for the year ended 31st March 2024.

"Sheffield Carers Centre is the light to a darken days which are full of caring responsibilities, worries and stress. They helped me to ease stress with my caring responsibilities by providing me help with domestic chores which I was unable to manage alone. Staff was very helpful and kind. I can't say enough thanks to them for looking after me and my family. Thanks"

"I am so thankful and grateful to you, you have helped me in everything."

"You gave me a lot of support in my hard times, and still do. You are always there for me to speak to in our language"

"I know I can trust you and have no fear of sharing everything with you".

Structure, Governance and Management

Sheffield Carers Centre (SCC) is a company limited by guarantee and therefore does not have any paid-up share capital. Each member of the company has, however, guaranteed an amount not exceeding £1. The Centre is also an independent local charity (registered charity no 10412500). SCC trustees are the directors of the charitv.

The Board of Trustees are responsible for managing the business of the organisation, safeguarding the charity's assets, managing its funds and ensuring it carries out the charity's purpose as defined in its Articles of Association. At the end of March 2024 Sheffield Carers Centre had 480 members.

The Carers Centre aims for a minimum of four of the trustees to be carers or former carers, and this requirement is exceeded, with 7 out of 9 trustees having current or former caring experience. The trustees are also well-connected, networking with key sectors in the city, including Sheffield City Council, the NHS South Yorkshire Integrated Care Board the NHS Teaching Hospitals Foundation and Health and Social Care Foundation Trust, the faith sector, the voluntary sector, the University of Sheffield and Sheffield Hallam University.

The Board of Trustees meets a minimum of four times during the year and is responsible for decision-making, with advice from the Chief Executive and any of the relevant sub-committees. The sub-committees (Finance and Resources; Quality, Outcomes and Performance Management and Corporate Governance) met regularly during 2023-24. The trustees have committed to a programme of development, which includes actively working to increase the diversity of Board members and additional tasks, including a review of membership.

Sheffield Carers Centre is a member of The Carers Trust national network. The main benefits this year have included keeping abreast of national policy and campaign developments, representation with national government on carers' issues, access to a wide range of information and resources via the Knowledge Hub, and hardship grants for individual carers.

Risk assessment

The Board of Trustees has discussed and reviewed all the major risks to which the charity is exposed and has established systems to mitigate these risks. By maintaining the charity's reserves in accordance with the levels set out in the Financial Review, the charity will have sufficient resources to deal with any foreseeable adverse situations.

Objectives and Activities

Mission and values

The charity's mission is: "to be the major independent charity offering support to Sheffield carers by providing high quality information, advice, advocacy and support and by reaching out to all carers to ensure that their needs are met." By carer, we mean a person who, unpaid, looks after or supports someone who is unable to manage alone because of frailty, disability or illness.

The trustees have referred to the Charity Commission's general guidance on public benefit when reviewing the Carers Centre's objectives and planning future activities. The charity's objects as stated in the governing document are:

- To help people who are caring, or who have cared, for elderly, sick or disabled people at home, who are in need, and to promote their welfare;
- To help carers who have been physically and mentally affected by their caring role;
- To raise awareness of caring amongst carers and the public.

Sheffield Carers Centres believes all carers should be recognised, valued and effectively supported to enable them to continue caring in the way they choose and to have a life of their own, regardless of their caring situation. We aim to be carer-focused, professional, responsive and accessible to all carers. With this in mind, we aim to develop a workforce with the skills and knowledge to achieve these aims and reflect our values.

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Objectives and Activities - (continued)

Quality Accreditation

ISO 9001, is an internationally recognised Quality Management System. Sheffield Carers Centre has achieved ISO 9001 accreditation and passed the external audit to maintain its accreditation in 2024.

Overview of the year and key achievements

This year we have ensured that we are continuously improving and learning from what we have done. Our Carers Service staff who give advice and undertake assessments for carers, have revised the carer pathways which support the delivery of assessments and support to more carers. We would like to grow our work in communities, with the Carers Service working alongside our support groups, activities and workshops. We want to harness the experience and passion of our volunteers and enable our carers to be supported by peers who understand the unique perspective of being a carer. We have developed the role of Data and Information manager to consider our work within the wider UK carer context and to be able to collect and analyse data to identify patterns, trends, insights and solutions, so that we can demonstrate the impact of caring on people's lives in Sheffield. This links to our work on sustainability. This year we have started future proofing, planning both strategically and with our staff. We are looking at how to support our staff through enhanced training. Our trustees agreed to support our future sustainability by funding an income generation post.

For the first time, we managed to secure funding for Carers Week. This additional resource enabled us to enhance our offer to carers throughout the week. This included consulting on a short-animated video to complement the Hospital Discharge pack and tools and resources developed for Health and Social Care Professionals, a documentary film preview, introducing the Carers Involvement Network, giving carers access to the different activities available at Ponds Forge free of charge, and launching work with businesses and Sheffield Chamber of Commerce.

The Sheffield Carers Roadshow in October 2023 enabled the Carers Centre to work with Sheffield City Council, the Integrated Care Board and Sheffield Young Carers to bring together 33 national and local organisations, alongside businesses to support carers through stalls, activities, workshops, and information signposting. Those carers who provided feedback on the roadshow were 100% positive. The Centre intends to develop mini roadshows with partner organisations which can support carers in communities.

This year we have started to enhance the assistance we give to unpaid carers who are working. We want to reach the carers themselves and help businesses to support unpaid carers within their workforce. We have enhanced with our work with the Chamber of Commerce following moving to their higher level of membership. A video was produced to launch our work with businesses as part of Carers Week. A business breakfast session at the Roadshow raised awareness of facts around employed carers, the benefits of supporting them and how Sheffield Carers Centre can assist them, with approximately 25 employers, while a session by Carers UK and the Sheffield Centre for Care promoted 'Employers for Carers', Carer Confident accreditation, and the new Carers Leave Act.

Having supported and shaped our work for several years, our Carer Expert Panel has been disbanded this year with the introduction of the Carers Involvement Network. Since its launch during Carers Week, the membership has grown to over 80 carers and former carers who have undertaken 60 plus activities. Many more carers have been reached and contributed to the shaping of Carers Centre work and that of other organisations e.g. reaching 1,047 carers and former carers with the Accelerating Reform Fund consultation.

Our commitment to ensuring that we increase the number and diversity of carers accessing our services is key to our organisation. We want our services to be accessible and beneficial to everyone, regardless of their background. Over the last year we have developed and strengthen our relationships with various organisation, actively meeting with 31 organisations in communities and disseminating leaflets to thousands of carers who are not currently supported by us. We have also used technology to assist carers with a range of accessibility and language support options.

The Carers Centre has continued to benefit enormously from the dedication of its volunteers throughout the year. Volunteers were active in delivering the Community Connect service, supporting the Carers Café and as Trustees. The Volunteer Coordinator role which started at the beginning of this financial year was created to support and develop all volunteers.

Reaching more carers

Reaching more carers and adding them to the Carers Register for the city remained an important activity alongside service delivery. A record number of carers – 2,287 – were reached and added to the Carers Register, an increase of 18% on the previous year (1,943 added in 2022/23). This increase was through a combination of campaigns and promotional activities, outreach work and training for professionals who work with carers.

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18% of newly registering carers were from a minority ethnic group, 71% identified as female and 29% as male.

The main caring situations (where the data was provided) were - carers of a person with dementia 34%; carers of a person with a physical disability 17%; carers of a person on the autism spectrum 12%; carers of a person with a mental health condition 9%; carers of a person with a learning disability 4%. Of newly registered carers, 4% were recorded as caring for more than one person but this is likely to be a significant undercount.

Carers Week

Carers Week provides the key annual opportunity to join the national campaign and reach out to members of the public who do not identify as carers or know that support is available for them. The theme of Carers Week in June 2023 was 'recognising and supporting carers in the community'. The Carers Centre was fortunate to secure £16,400 towards our Carers Week activities from the NHS South Yorkshire Integrated Care Board. Throughout the week we worked in partnership with Sheffield Young Carers, Sheffield City Council and the NHS South Yorkshire Integrated Care Board, and Sheffield City Trust. The programme of activities was promoted across the city by partners and on our website and a special Carers E-news and highlighted our support of the national campaign with local activities:

- radio interview for CEO & carers at the start of Carers week.
- 2 training events - Adult Care and Wellbeing staff in a special awareness raising workshop and regular joint training with SYC.

- Radio Sheffield interview with carers & Sheffield Carers Centre's CEO.
- Consultation on a short-animated video to complement the Hospital Discharge pack and tools and resources being developed for HSC Professionals.
- Moving and Handing workshop
- Launch of Carers Involvement Network with links to Carers Voice and other Carers involvement groups citywide.
- Documentary film preview – extracts from the film Much Ado About Dying (shown at Sheffield Doc Fest) at the Showroom Cinema with a discussion with the film maker.
- Carers activity event hosted by Sheffield City Trust at Ponds Forge – giving carers access to the different activities available at Ponds Forge free of charge, linking to ongoing monthly activities at Ponds Forge
- Engaged the Chamber of Commerce to launch the scheme with key Sheffield private businesses.
- Launch of a monthly Allotment activity with Sage Greenfingers in Pitsmoor
- Carer Cafe – joining up existing carers and different community groups for a chat and a cuppa
- 'We care because you care'. A public engagement event for Primary Care nurses and Carers Centre staff to meet Sheffield residents on a stall at The Moor Market held on two days.

NHS Liaison

Communications

- A Professional Toolkit for professionals has been developed, consisting of a Carer Identification Tool and Tips for Conversations with Carers

- Discharge Project – We designed and produced a Discharge Animation and accompanying 'Caring for someone coming out of hospital' guide. We also created the new webpage 'Caring for someone coming out of hospital' which includes links to the animation and guide and further information about hospital discharge.
- Website –We have created two new pages in the professional section of the website. Resources for Professionals with links to order and download resources including our A5 service leaflets, A4 posters and Professional toolkit. Training for Professionals where we promote the carer awareness training provided by the HLO and the online training delivered 3 times a year together with Sheffield Young Carers.

- Professional E-bulletin – The e-bulletin has been sent on 6 occasions to around 700 professionals.

Carers Week

- Training of 75 Adult and Wellbeing staff during Carers Week together with the CEO
- The online training 'Understanding the Needs of Adult Carers and Young Carers' delivered jointly with Sheffield Young Carers took place during carers week. 38 professionals attended from social care, health, education and voluntary sectors.

Training

- A total of 38 training sessions reaching 613 professionals
- Of these 29 were delivered by the HLO to health professionals (362) and included sessions for staff from Sheffield Teaching Hospitals, Sheffield Health and Social Care and Primary Care Networks.
- 3 sessions of the 'Understanding Carers Needs' training was delivered to jointly with Sheffield Young Carers.
- Other training we delivered, included Adult Safeguarding Partnership Event as part of Safeguarding Week, Adult and Wellbeing Staff during Carers Week.
- As a result of training, awareness raising and engagement with health professionals there has been a 15% increase in the number of referrals and signposting from the health sector in this period. (SHSC = 23%, Primary Care = 30%

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'Many thanks for taking the time to come a speak to the team – I know everyone found it extremely informative and will hopefully be sending more referrals your way.'

'Thanks so much for yesterday. It was a really helpful session as I think sometimes staff forget what is on offer for carers and I think we need to do better with referrals.'

'It was good to have a refresher of the key parts of the carers centre processes and input they can offer carers, and that they can pick and choose when to use the facilities even if the welcome pack is the only thing they start with they can always be registered and know that they can make contact if and when required.'

Communications
Information for our key audiences was shared through various digital and other channels. The main digital formats were the website, the monthly Enews for carers, circulation of a regular Ebulletin for professionals plus posts on Facebook, Twitter and LinkedIn. Other channels of communications included the production and circulation of A3 and A4 posters, plus A5 leaflets and the printed annual newsletter. In addition to these, we also arranged and/or participated in various events during the year.

Website
The website that was launched in Oct 2022 continued to be developed throughout 2023-24. This has included updating various existing webpages and creating new pages for services, activities and events. The number of pageviews for April 2023 to March 2024 was over 80,000 and the most popular pages were Home (16.7%) Services (11.8%) and Carer Card Offers (6.8%). One example of updating and developing the website is the section aimed at Professionals. This included adding new pages for users to access resources (such as the new animated video about hospital discharge) and download leaflets and other information (such as the Toolkit for Professionals).

Monthly Enews for Carers
We produced 12 editions of the monthly Enews that were circulated to between 6,000 and 7,000 carers per issue. We also produced some special newsletters for events such as Carers Week in June 2023 and the Carers Roadshow in October 2023. As in previous years, the majority of items in the Enews had links that helped generate traffic to our website.

Ebulletin for Professionals
A total of 6 Ebulletins were sent to c700 professionals during the year. These highlighted various developments on our website (such as the video and toolkit mentioned above) and the promotion of various training events that we presented.

Social Media
We made numerous posts on our Facebook and Twitter pages during the year to help promote our own services, activities and events that helped generate traffic to our website. Some posts helped promote the activities of other organisations (e.g. Sheffield Council and local charities) plus some national campaigns by Carers Trust and Carers UK. We also started developing our LinkedIn page with posts that provided information for individual professionals and organisations.

Printed Materials
We have designed and produced various A5 and A4 printed collateral during the year. These have ranged from individual A5 flyers to A4 posters/handouts for activities that have been organised for carers. Other flyers were produced for various one-off events (e.g. volunteer recruitment at the Universities).

Project: Printed Newsletter posted to Carers
We designed and wrote copy for a 4-page A5 Newsletter that was printed and posted to over 3,200 carers in December. This also included co-ordinating the provision of the database for the agency that fulfilled the project specifications.

Project: Hospital Discharge Video
We launched a 4-minute animated video guide to help carers when the person they care for is in and/or being discharged from hospital. This included commissioning a production company, writing all the copy used on screen and for the voiceover. The video can be used by carers and professionals and is hosted on our Vimeo account with links from our website.

Project: Carers Week June 2023
We organised a comprehensive programme of events for carers to attend during the week, plus the promotion of training events for professionals. The former included a workshop for Carers at Crystal Peaks, the private screening of an award-winning documentary, a drop-in event at the Moor Market, a special Sport & Games sessions at Ponds Forge, a craft session at the Greenfingers Allotment and a Super Carers Café on the Friday. We also arranged some live interviews on BBC Radio Sheffield at the start of the week. This involved Paulette Edwards speaking to our CEO plus an adult and young carer during her morning show.

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Project: Sheffield Carers Roadshow
This project involved working with Sheffield Council, South Yorkshire ICB, Sheffield Young Carers and Carers UK to help organise, promote and manage a 'Carers Roadshow' at the Winter Garden and St Paul's Hotel in the city centre on 5 October. The event had representatives from over 30 local organisations that managed stalls during the day, plus various health and care professionals who made presentations in the hotel's meeting rooms. The event proved very popular with the carers, representatives and businesses that attended with very positive feedback received from all involved.

Carer pathways re-design
Several internal processes were reviewed and shortened to help support carers as quickly as possible. Carer Advisors are now able to agree most Time for a Break applications on behalf of carers rather than waiting for panel, shortening application times. Also, Advisors are now able to agree small changes or increases to Carers' Personal Budgets, again reducing decision times. This review also aimed to improve continuity of support - carers are now more likely to be supported by the same Carer Advisor for the majority of their support.

Training
Three sessions of the well-established 'Understanding Carers Needs' training was delivered jointly with Sheffield Young Carers and received very positive feedback from the health, social care and voluntary sector professionals who participated. A video recording of a training session about adult carers also went live on the Council's Adult Social Care system. Asked what change they would make to their professional practice as a result of the sessions and the video, the responses included:

"I want to keep building on the carers section of our staff SharePoint by building further resources to enable staff to support carers as fully as possible"
"We are so lucky to have the Sheffield carers centre as a resource".
Excellent training, I learnt lots about what's available for all carers and what the Carers Centre do.
Lovely facilitators, very informative.
Thank you for making expert by experience voices the foundation of this training.
Excellent information. Good resources to share with colleagues.
Really, really excellent training from inspiring speakers. Thank you x
Excellent 2 hrs of learning.
I have really enjoyed this training. I feel more empowered now to make a difference. Thank you.

In addition to the Understanding Carers Needs training with SYC similar training was delivered to Health and social care practitioners as part of Safeguarding Week and two sessions to the Hospital Social Work Teams.

Throughout the year staff undertook training and development including mandatory safeguarding, data protection and fire safety/ fire marshall training. Other role specific training was undertaken including suicide training and upskilling on direct payments. Consideration of hiring a new HR company to support our HR was being considered at the end of the financial year, including access to training offers.

Service Delivery
Information, advice and carers assessments
Information and advice have been provided extensively through individual conversations on the Carer Advice Line, through the website and Carers E-news (see above).

The Carer Advice Line provided an invaluable listening ear and tailored information for the 1,998 carers who used it to discuss their situation with a Carer Advisor. Carers have reported consistently how important it is for them to be listened to and understood, and how much they value this aspect of the service, as illustrated by this quote:

"I don't feel alone, and it is nice to talk it through with you. Thank you so much!"
"The Sheffield Carers Centre staff member I interacted with was responsive. She showed great passion and enthusiasm."
"Feel very appreciated talking to you - everyone I've come across at the carers centre has been so lovely and so understanding."
"Very appreciated and very grateful. Thank you is not enough for your help and you guys at the carers centre. I know thank you is not enough, but I can't find another word so thank you."
"Thank you, you have made my day, & thank you for all your support."

Carers who have needed more in-depth support have had this in the form of 'tier 1 assessment' conversations, which have discussed the impact of their caring in more breadth and depth. These conversations have covered all the areas that may impact a carer's life and have led to measures that reduced the impact of caring. One example of this has been the 458 Time for a Break grants were awarded to carers (403 in 2022/23), with a total value of £86,860 (£71,750 in 2022/23).

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"It has helped my mental health by having a friendly voice on the phone listening to all my worries and then talking through my problems with me. Thank you."
"Listening understanding was the best thing for me in the beginning, just keep being here, for me you are a lifeline not just financially."
"Everyone else keeps asking me how he's doing, when I'm doing as bad as he is, and you're the only one who's worried about me instead."
"The cleaners are absolutely brilliant and do everything they can to make my life easier and it has made such a big difference. It's wonderful, such a help, thank you so much for organizing"

After support at Tier 1 level has been concluded, if there is an indication the carer may have "eligible unmet needs" remained, as defined under the Care Act 2014, a Tier 2 assessment is carried out. During the year 62 carers had a Tier 2 assessment for the first time (33 in 2022/23) – of these, 48 carers had a funded Personal Budget for carer support agreed in principle. Reviews were completed for 159 active Personal Budgets, and, in total, 163 Personal Budgets were in place at year end (136 in 2022/23).

The cost-of-living crisis has had a huge impact on carers. This predominantly remains hidden but is explored during Carer Assessments. The Centre has witnessed an increase in the number of Hardship Grants requested over the last year. Corresponding workshops and advice sessions have been undertaken with Carers. Having joined the Carer Poverty Coalition in early 2023, the Centre participated in 4 different campaigns throughout the year to lessen the financial hardship experienced by millions of unpaid carers across the UK.

The Carers Centre accessed 42 individual hardship grants for carers, enabling them to purchase essential items for their role as carers, such as cookers and washing machines. This represents a 45% increase on the number of grants accessed in the previous year. The total value of these grants was £9,248 (£6,420 in 2022/23), of which the majority were from the national partner The Carers Trust.

Case study of impact
Carer supports their adult child who experiences long-standing mental health difficulties and substance misuse. They lived together at the carer's address until recently when the cared-for person moved to supported accommodation. The carer continues to provide support though less intensely. The carer has accessed carer support through recent years.
While being supported with a grant application for replacement fridge, the carer disclosed that there were difficulties with the electrics in their housing association tenancy. Due to clutter at the property the Housing Association were unable to investigate the fault, and they raised the prospect of fines or court action with the carer. The clutter had built up over several years, partly cared-for person's possessions which they no longer required and partly the carer's which they had not been able to organise due to the demands of their caring role.

The Carers Centre agreed an emergency Carer Support Plan in principle to support with a partial house clearance, advocacy with the Housing Association removed the immediate prospect of fines or court action. A partial house clearance took place, with input and support from the Housing Association which enabled the electrical fault to be properly investigated.
The carer felt relieved following the advocacy and lack of imminent court action and the partial house clearance has removed a significant source of stress and anxiety from the carer. The carer also reported feeling generally more supported in their caring role. The carer is due to be contacted to discuss any further carer support needs and to arrange a fuller Carers Assessment if there is any indication of unmet eligible needs.

Feedback from carers
Carers who received the service have been asked to complete a short survey to measure their satisfaction level and find out the areas in which they have felt most supported. 100% of carers who have completed the survey have said they were satisfied or very satisfied with the service they received. The following quotes give a flavour of typical feedback:

"We've had so much support from the Carers Centre, and I've always been able to pick up the phone and hear a friendly voice on the other end, thank you for everything you've done for us."
'You have gone above and beyond, and always been there for me. You are there for me emotionally as well as listening and trying your best to help'.
"I cannot tell you how much I appreciated this. When things were dire the massage was really helpful and helped me manage my acute stress.
"I am so impressed with your listening skills to our needs and requirements. You have certainly gone beyond the call of duty! Thank you."

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Carer Activities

Carers Connect (formally Community Connect)

The Community Connect service has provided regular telephone calls to carers who have been experiencing social isolation. The aim of the calls is to provide regular contact to carers, while supporting them to reengage, or 'connect with their communities' by signposting them to local groups, activities and specialised services where needed. Post pandemic, the service has returned to an 'active telephone support service' with a 6-month time frame, in the hope that the time constraint will encourage carers to access support from their communities and to engage with our universal service listed below.

Community Connect has been of value typically to carers who have experienced mental health issues themselves or those who have found themselves isolated either due to personal circumstances or their caring role. Carer Connect (Community Connect) figures for the financial year 2023/24:

- 7 volunteers made calls to carers
- 26 carers received calls from volunteers
- 331 calls were made in total from volunteers to carers
- Total duration of calls was 183 hours 27 minutes

"it really changed my ways of thinking about things, for the better. I think it's (Community Connect) been really beneficial, and it helped guide me and steer me in the right direction - I think it's a really good service and I would recommend it to anyone".

"the service was fantastic. (Volunteer) was a very good listener and had a calm and soft voice. She picked up easily on what I was saying and when she was suggesting things, I didn't ever feel like she was taking over. The calls have been a lifeline and I feel in a much better place to go forward".

Case study of impact

LH has been a carer all of her life, initially as a young carer of her brother with Downs Syndrome and later of her elderly father. She gradually took on more care of her brother as her father became less able. LH used to come to the carers group at Manor. After her father died L's health and mobility deteriorated until she was no longer able to leave her home, but still provided emotional support to her brother and her husband with mental health problems.

LH was called weekly by a Community Connect volunteer who suggested she join the weekly Zoom Café. Encouraged by her zoom friends, LH used Community Transport to attend the Carers café in person, this was a massive step as she hadn't left the house for 4 years. She now intends to attend the face-to-face café monthly and recently attended a workshop.

The Carers Cafe continued to meet both in person (monthly) and online (weekly), with regular attendance figures of 20-25 people and 6–8 online. In total 44 Carers Café activities took place this year with 9 face to face and 35 virtually.

The choir continued to meet weekly in person in the new venue, Ponds Forge Skyline suite, again forging the links with Sheffield City Trust. The choir entertained at the Carers Café at both Christmas and in Carers Week

Sports Activities- As an outcome from Carers Week 2022, the Carers Centre started offering sports and games sessions each month at Ponds Forge from January 2023 with 10-12 regular attendees playing Badminton, table tennis and skittles. We also provide Draughts, Jenga, cards and dominos for the less able carers.

Walk and Talk - The group continued to meet monthly with around 10-12 regular attendees. The walk is in a different place each month and carers are encouraged to plan and lead a walk.

Book Group – The group meet monthly in Central Library with 10 regular attendees. Different members of the group choose the book are read and discussed.

Life Writing – Led by Debjani Chatterjee and initially funded by Royal Literary Fund with 6-8 regular attendees. Writers read a poem which inspires their own writing

Craft group – takes place within the Carers Face to Face café with 10-12 participants- they have tried Japanese stitching, wreath making, felting. Dry clay pottery and other crafts

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Peer Support Groups – Groups meet in ;
S2 in partnership with MCDT
S17
Ferndale Garden centre Group
Woodhouse
S9 in partnership with Darnall Wellbeing
S5 As part of Parson Cross memory Café
S6
S10
Independent groups run in Lowedges, Jordanthorpe and Sharrow

I'd like to thank you for the support you have given us. It is really appreciated. [My partner] and I were at a really low point and knowing there were support groups was very comforting. We are both so much less stressed now and [cared for person] is generally much happier.

Workshops – 16 Carers Workshops provided over the year in partnership with many organisations across the year. Workshops subjects and partners

3 x Wills and Power of Attorney	Lawson Legal
1 x Emergency First Aid	British Red Cross also one Zoom workshop
1 x Avoiding Scams and fraud	Trading Standards
1 x Keeping warm this winter	National Energy Action
1 x Stress Management	Sheffield Talking Therapies
1 x Caring for someone with dementia	Kathryn Rawling, Shefcare
3 x Herbert Protocol awareness	South Yorkshire Police
2 x Preventing Diabetes	Diabetes UK
2 x Fluids and Nutrition	Homeinstead
1 x Death Café	Compassionate Sheffield

In the 2023/24 financial year a total of 11 days-worth of Legal Advice clinics took place supporting 69 carers (47 in 2022/23).

" Had an excellent session with Leigh, "She was brilliant - I rang up with one problem and she gave me answers to three"
"I spoke with Jan, and it was really helpful, I did manage to attend one of the carer walks, it was really nice. It was nice to be other people who understood the things I go through. I am going to hopefully try to attend the Teams coffee morning soon and S10 group"

Case study of impact
Ms J is a lifelong carer for her son, aged 18 with an autism spectrum disorder and previously for her mother. She initially contacted the Carers Centre when she attended the Death Café we hosted, following the recent loss of her mother. Ms J who was feeling isolated and lonely, lacking some confidence, and struggling to support her son, found it helpful.

She chatted with our Activities Development Coordinator and told her the only thing she did for herself was read and that she'd love it if we started a book group. She was a founder member of our newly launched book group, she joined the Life writing group, attends the café and the carers choir' regularly. Ms J had a Carers Assessment, and Sheffield Talking Therapies referral.

From being lonely, isolated and lacking in confidence, the Ms J is now involved in many activities, her confidence has significantly improved and relaxed and happy. She has arranged travel training for her son giving her more time for herself and is supporting him through transition to adult services. She feels more able to cope with the pressures of her caring role.

Emergency planning

Carers have been supported in emergency planning through our emergency planning forms, which are sent out with our welcome packs when they first register. The forms are self-explanatory, and information is provided with the welcome pack on how to complete. Emergency planning is linked to the carer card, with emergency contact details being on one side of the form.

For any carer who requires support with emergency planning and on the use of the forms and how to complete them, we have arranged meeting to discuss this and emphasised the importance of keeping it updated, ideas on where to keep the forms, signposting to specialist services, explaining the use of the Carer Card and answer direct questions including signposting re. Emergency and crisis.

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Staff have spent time reminding carers that it is natural response to caring for someone to want to have as many plans as possible regarding emergency planning, however it is impossible to risk assess for every possible outcome. Carers are continually encouraged to call the advice line, as and when they need any further support, including any new or more emergency forms.

Diversity

At the Carers Centre, our commitment to diversity is woven into every aspect of our work. We recognise that carers come from all walks of life, and our goal is to ensure that our services are accessible and beneficial to everyone, regardless of their background. To achieve this, we have implemented several strategic initiatives aimed at enhancing our reach and impact within Sheffield's diverse communities.

In November 2022, the Board of Trustees emphasised the importance of diversity within our organisation, prioritizing the recruitment of a diverse workforce and a more inclusive Board. A diversity audit was conducted to assess our current standing and identify areas for improvement. This led to the creation of an action plan designed to increase diversity at all levels of the organisation. The appointment of a Head of Involvement, Diversity, and Development has been a crucial step in driving these efforts forward. This role is dedicated to ensuring that our diversity initiatives are not only implemented but also sustained through ongoing funding and support.

One of our significant milestones in promoting inclusivity is the incorporation of Recite Me assistive technology on our website. This tool provides a range of accessibility and language support options, allowing users to customize their digital experience. By implementing this technology, we aim to make our online resources more accessible to individuals with disabilities and those who speak different languages, ensuring that everyone can benefit from the information and support we provide.

Building strong relationships with various community organizations is another cornerstone of our diversity strategy. We have engaged with numerous groups across Sheffield, including the Punjabi Women's Group, Jewish Community, Sheffield Equality Partnership, NHS South Yorkshire, and many more. These collaborations are crucial in understanding the unique needs of different communities and tailoring our services accordingly. Regular meetings and events with these groups help us stay connected and responsive to the evolving needs of the carers we serve.

Furthermore, we have prioritised attending and presenting at events that focus on diverse communities, such as the Living and Ageing Well Dementia Event and the All-System Engagement Meeting on Diverse Communities and Mental Health. These engagements allow us to advocate for the needs of carers from various backgrounds and ensure that their voices are heard in broader conversations about health and social care.

As we look to the future, our focus will remain on maintaining high-quality engagement within our existing networks while seeking opportunities for growth and further inclusivity. We are committed to creating an environment where all carers feel welcomed and valued, and where their diverse experiences and perspectives are integral to shaping our services. By prioritizing diversity, we aim to foster a more inclusive and supportive community for all carers across Sheffield.

"The diversity at Sheffield Carers Centre Involvement Network is really good. It reflects the wide range of backgrounds and experiences of carers in our community, making us all feel seen and valued." - Sarah, Carer for her elderly mother

"Sheffield Carers Centre embraces diversity in such a genuine way. It's comforting to know that regardless of our backgrounds, we all have a voice and support here." - Ahmed, Carer for his autistic son

"At Sheffield Carers Centre, diversity is celebrated, and the Involvement Network ensures everyone has a platform to share their unique stories. It's a beautiful blend of support and inclusivity." - Priya, Carer for her child with physical disabilities

"The diverse community at the Involvement Network, has given me a sense of belonging and purpose. It's a place where our different backgrounds unite us in our common goal of caring." - John, Carer for his elderly father

We built stronger relationships through meetings with diverse organisations, including:

Quarterly:

- STEPS Rehabilitation Centre
- Sharrowvale Market
- Nether Edge Market
- Crookes Market

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Monthly:

- Punjabi Women's Group
- Jewish Community
- Living and Ageing Well Dementia Event
- Sheffield Equality Partnership
- NHS South Yorkshire - Insights into Action
- South Yorkshire CANN
- Together Women Project (S6)
- Roshni Sheffield Asian Women's Resource
- Chinese Christian Church (S10)
- Chinese Association (S2)
- RNIB (S1)
- Union Church (S5)
- Makki Mosque Organisation (S8)
- LGBT (S11)
- Triratna Buddhist Community (S6)
- Friends of Richmond Park (S13)
- Friends of Wincobank Hill
- Ashiana Sheffield (S1)
- Kidney Association (S2)
- St Lukes (S10)
- Palestine Cultural Exchange (S6)
- Asian Welfare Association
- Bangladesh Citizens Welfare Project
- Alzheimer's Society
- Breast Cancer Care
- Burngreave Community Learning Campaign
- Chabad of Sheffield

Prioritising diversity within the Carers Involvement Network is essential, ensuring representation from a wide range of backgrounds and experiences. Efforts will be made to create an inclusive environment where all carers feel welcomed and valued, promoting equity and understanding.

Involvement

In early 2023, we made a strategic shift from our Carer Expert Panel (CEP) to the Carers Involvement Network, marking a new era of enhanced carer participation. This network was officially launched during Carers Week 2023, with the goal of providing varied involvement mechanisms that allow carers to actively shape the services and support we offer. The network not only enables carers to contribute their insights and experiences but also plays a pivotal role in developing our new Strategy for 2023-2026. This transition reflects our commitment to ensuring that our services meet the actual needs of carers, rather than our assumptions about those needs.

"My experience was exceptionally positive – the survey was thorough, and the engagement process was seamless."
"The Sheffield Carers Centre/Involvement staff demonstrated genuine empathy, making me feel truly valued."
"I felt particularly valued when the staff at Involvement Network actively listened to my concerns".
"The involvement and diversity lady who came to talk to us, went above and beyond, showing a sincere commitment to my well-being. "

The Carers Involvement Network has already made significant strides, with membership currently standing at 84. Despite limited growth due to resource constraints, the network remains highly active and engaged. This deliberate approach to managing the network size ensures that we can maintain high levels of engagement and support for our members. Through the network, carers have participated in 64 vox pops, 75 surveys, and 40 discussion groups and feedback sessions, providing invaluable feedback on a range of topics. These interactions have been crucial in refining our services and ensuring that we are responsive to the needs of the carer community.

Moving forward, we will continue to prioritize the quality of engagement within the existing membership base while exploring opportunities for expansion as resources permit. Our goal is to foster an inclusive environment where all carers feel welcomed and valued, and their diverse voices can contribute to meaningful change. The Carers Involvement Network stands as a testament to our commitment to collaboration and carer-led service development, ensuring that carers across Sheffield have a direct impact on the support they receive.

Carers' issues were represented at various meetings, including:

- Carers Voice
- Sheffield Equality Partnership
- SY CANN
- Carers Operational Group
- All System Engagement Meeting: Diverse Communities and Mental Health
- Carer Project Group Catch Up

We continue to build relationships with the wider community, attending meetings and presentations with groups such as the Association of Sheffield Community Language Schools, Ashiana Sheffield, Together Women, Asian Welfare Association, Bangladesh Citizens Welfare Project, and more.

The focus remains on maintaining high-quality engagement within the existing membership base while exploring opportunities for growth as resources and staffing allow.

The Involvement Network conducted 64 vox pops, 75 surveys, and 40 discussion groups and feedback sessions. We focus on maintaining engagement quality, exploring opportunities for network growth as resources permit.

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"Alaska made me feel particularly valued, showed respect for my opinions and preferences".
"The thoughtful gestures and kindness exhibited by Alaska - Sheffield Carers Centre made me feel truly appreciated".
"I felt particularly valued when Alaska from the Sheffield Carers Centre acknowledged and validated my caregiving efforts".
"The Involvement Network at Sheffield Carers Centre has been a lifeline for me. It's a space where I can share my experiences, connect with other carers, and feel supported."
"Being part of the Involvement Network has empowered me to advocate not just for my loved one, but for all carers. It's a strong, united community that makes a real difference."

Strategic Activities
As part of our diversity and inclusion strategy, our website now offers accessibility and language support tools through Recite Me assistive technology, enhancing digital inclusivity.

Survey and Community Engagement
Working with our commissioners we developed a comprehensive questionnaire for carers over 18, consisting of 28 questions, including five multiple-choice questions. Engaging with 27 organisations across 11 postcodes, we surveyed 1,047 people (326 men and 721 women). Employment status among respondents included 488 full-time, 217 part-time, and 342 unemployed carers.

Age distribution was:
20 years: 171
Up to 30 years: 366
Up to 40 years: 281
Up to 50 years: 173
Up to 60 years: 56

Key findings include:
1. Time for a Break: A ring-fenced budget allowing carers to take a break as they see fit, encouraging family time and providing financial stress-free and personalized family breaks.
2. Break App: Facilitating easier access to information and booking breaks, receiving positive feedback for its convenience.
3. Primary Focus for Supporting Unpaid Carers:
   - Flexible work arrangements
   - Community-based support in collaboration with local organisations and businesses
   - Respite Care Services

Office and Systems
Office environment
There have been considerable improvements to the office environment over the last year. This has included the introduction of a new heating system, more and newer furniture sourced from the NHS downsizing offices, and the extension of the CEO's office to facilitate meetings including the Board meetings. Old furniture has been deposed of where it was not possible to reuse.

IT
A large 65-inch TV has been sourced second hand and an 'owl' speaker has been purchased to facilitate hybrid meetings. All staff who work from home have Carers Centre laptop, so that they are not using their own equipment. Much work has taken place on the SharePoint site and will be launched in the first quarter of the 2024/2025 financial year.

Following a time-consuming excel based flex system, investigations have been made into time management systems. The agreed system will be introduced from April 2024.

Finance Systems
The transfer of our Quick Books finance system to Sage Accounts has been completed and we now have one year using the current system. This system has enabled more robust budgeting and ongoing monitoring of expenditure against budget codes. Consideration is being made to bring Sage Payroll in house in the 2025/2026 financial year.

Staffing
Staff Engagement
Two staff away days took place in 2023/2024 both with all staff and trustees. The first included a consultation around the Carers Centre future strategy, the different components and what was in and out of scope. This expanded to include discussions on processes and systems and enabled changes to be made to facilitate speedier decisions and processes for 'Time for a Break'. The second away day enabled consultation on tow key events in 2024, namely Carers Week and our 30th Birthday.

Over the last year new groups have been established to enable all staff to input into future work of the Centre. The Activity and Communications Groups are held monthly, which facilitate timely and ongoing input into our outward facing work. The office suggestions box is also a standing item on the staff meeting agendas.

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Staffing Structure

The staffing structure has been revised a couple of times throughout the financial year based on staff leaving, performance and the strategic direction of the organisation. New roles of team leaders have been introduced for the Carers Advisors and Business Support Officers. This enables progression routes within roles. New roles of Data and Information Manager and Universal Service Manager were introduced and the responsibilities of the Heads of departments changed following the successful interim arrangements. At the end of the 2023/2024 financial year the Board of Trustees agreed to an additional Income Generation post. The total number of posts increased throughout the year from 25 to 28, with 6 vacant positions.

Staff Policies and Handbook

Since April 2023, (when the new HR manager was appointed), staff contracts, a new staff package, and a significant number of HR policies have been reviewed, updated, and signed off by trustees. Additionally, standard HR practices have been embedded such as undertaking routine Display Screen Assessments and provision of associated guidance and ensuring that appropriate checks are completed for new starters and existing staff and volunteers. A new HR zone has been established on SharePoint to ensure personal data is held confidentially, and although there have been teething problems, a new time / leave management system has been introduced.

Staff Package and Salaries

A long-awaited new staff package including salary scale, introduction of a health scheme and a change to office hours which was developed and consulted on and agreed with staff in February/ March 2023. This was introduced in May 2023 with all staff issued with new contracts.

Performance Management

Alongside the new staff package is the introduction of performance management processes with all staff agreeing objectives, receiving regular 121s, annual performance reviews and an ongoing training and development. This has been developed over the first few months of 2023 and was introduced with the staff package in May 2023. The next phase in this process will be the introduction of a new skills framework to support staff development and career progression.

Partnership Work

Partnership work with key organisations remained important for reaching and supporting more carers, influencing the work of other organisations and raising awareness of the issues that carers face. Key partners in the year were Adult Social Care in Sheffield Council, Sheffield NHS Integrated Care Board, NHS England and Sheffield Health and Social Care trust. The Carers Centre participated in various multi-agency partnerships and groups, including the Carers Strategy Implementation Group and the Carers Operation Group; Adult Safeguarding Board; Autism Partnership Board; Covid Prevention and Management Board; Dementia Strategy Implementation Group and Equalities Partnership.

The Sheffield Carers Centre has continued to engage with Voluntary and Community Sector colleagues in regular meetings to influence others and raise awareness of our work and the needs of carers e.g., with the VCS Leaders Forum and at the Equality Partnership. We have worked together to develop key initiatives and deliver work such as in the NHS Hospital Discharge work. We work regularly with Sheffield Young Carers Project e.g., meeting monthly to share updates, deliver multiagency training to Health and Social Carer Practitioners and co-delivering some Carers Week activities.

Our work with businesses throughout the city has increased this year. We are actively supporting employers to support their employee carers. Following elevating our level of membership and engagement with the Sheffield Chamber of Commerce at the start of this financial year, we have begun to actively network with more businesses. Examples of this include reaching out to businesses during Carers Week 2023 and holding workshops with businesses during our Sheffield Carers Roadshow in October 2023. We will be able to support businesses and employers with the introduction of the Carers Leave Act when it is introduced in April 2024.

Our partnerships have continued to develop with Sheffield City Council and the different parts of the NHS. These partnerships are mutually beneficial, enabling synergy and carer centered. Working together we are able to action new and exciting developments which will facilitate the Involvement Network members to shape our services and activities.

Financial Review

Total income for the year was £961,394 (2023: £594,925). Expenditure for the year totalled £1,081,785 (2023: £808,652), resulting in net expenditure for the year of £120,391 (2023: £203,388).

The accumulated funds of the Charity at 31 March 2024 are shown in total in the Balance Sheet and details of the restricted funds are shown in the notes.

Unrestricted funds amounted to £271,421, designated funds totalled £44,839 (the specific purposes of these funds are explained on page 25. Free reserves at 31 March 2024 are £264,231. The trustees have considered the level of unrestricted funds which is appropriate in order to safeguard the Charity's activities and settle their liabilities as they fall due. The trustees have therefore set a target for free funds of a minimum of £250,000.

The main item of expenditure continues to be staffing, followed by premises and office costs. These are all directed towards the core objectives referred to above.

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Trustees' responsibility for the financial statements

The trustees are responsible for preparing the Trustees' Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the trustees to prepare financial statements for each financial period, which give a true and fair view of the state of affairs of the company and of the surplus or deficit of income over expenditure of the company for that period. In preparing those financial statements, the trustees are required to:

- Observe the methods and principles of the Charity SORP 2019 FRS 102;
- Make judgements and estimates that are reasonable and prudent;
- State whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements;
- Prepare the financial statements on the going concern basis unless it is inappropriate to presume that the company will continue in operation.

The trustees are responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the company and to enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities

By order of the Board

Briony Broome

Signer ID: 03BHY4OJZC...

B Broome

Chair, Board of Trustees

13/12/2024 GMT

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SHEFFIELD CARERS CENTRE

INDEPENDENT EXAMINER'S REPORT

TO THE TRUSTEES OF SHEFFIELD CARERS CENTRE

I report to the charity trustees on my examination of the accounts of the company for the year ended 31 March 2024 which are set out on pages 16 to 26.

Responsibilities and basis of report

As the charity trustees of the company (and also its directors for the purposes of company law) you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ('the 2006 Act').

Having satisfied myself that the accounts of the company are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of your company's accounts as carried out under section 145 of the Charities Act 2011 ('the 2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act.

Independent examiner's statement

Since the company's gross income exceeded £250,000 your examiner must be a member of a body listed in section 145 of the 2011 Act. I confirm that I am qualified to undertake the examination because I am a member of the ICAEW, which is one of the listed bodies.

I have completed my examination. I confirm that no matters have come to my attention in connection with the examination giving me cause to believe that in any material respect:

1 accounting records were not kept in respect of the company as required by section 386 of the 2006 Act; or
2 the accounts do not accord with those records; or
3 the accounts do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that the accounts give a 'true and fair view' which is not a matter considered as part of an independent examination; or
4 the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102).

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.

Signed: Philip Allsop
Signer ID: YHZA7ZGW8B...

13/12/2024 GMT

Philip Allsop FCA
BHP LLP
Chartered Accountants
2 Rutland Park
Sheffield
S10 2PD

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SHEFFIELD CARERS CENTRE

STATEMENT OF FINANCIAL ACTIVITIES (INCLUDING INCOME AND EXPENDITURE ACCOUNT)

FOR THE YEAR ENDED 31 MARCH 2024

	Notes	Unrestricted Funds £	Designated Funds £	Restricted Funds £	Total 2024 £	Total 2023 £
Income from:						
Donations and legacies	2	2,238	-	-	2,238	2,826
Charitable activities	3	680,080	-	269,802	949,882	594,191
Investments	4	9,274	-	-	9,274	2,683
Other income	5	-	-	-	-	152
Total income		691,592	-	269,802	961,394	599,852
Expenditure on:	6					
Charitable activities						
City Wide Support Service		614,474	-	86,860	701,334	447,915
Support costs		176,762	1,327	202,362	380,451	355,325
Total expenditure		791,236	1,327	289,222	1,081,785	803,240
Net income/ (expenditure)		(99,644)	(1,327)	(19,420)	(120,391)	(203,388)
Transfer of funds		-	-	-	-	-
Net movement in funds		(99,644)	(1,327)	(19,420)	(120,391)	(203,388)
Reconciliation of funds:						
Total funds brought forward		371,065	46,166	48,787	466,018	669,406
Fund balances at 31 March 2024		271,421	44,839	29,367	345,627	466,018

The statement of financial activities includes all gains and losses recognised in the year.

The statement of financial activities has been prepared on the basis that all operations are continuing operations.

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SHEFFIELD CARERS CENTRE

BALANCE SHEET
AS AT 31 MARCH 2024

Assets employed:	Notes	2024 £	£	2023 £
Fixed assets				
Tangible assets	11		28,835	24,253
Intangible assets	12		7,190	10,063
			36,025	34,316
Current assets				
Debtors	13	12,042		9,787
Cash at bank and in hand		454,276		716,125
		466,318		725,912
Creditors: amounts falling due within one year	14	(156,716)		(294,210)
Net current assets			309,602	431,702
Net assets			345,627	466,018
Income funds				
Restricted funds	15		29,367	48,787
Designated funds	16		44,839	46,166
Unrestricted funds:			271,421	371,065
Total funds			345,627	466,018

For the year ending 31 March 2024 the company was entitled to exemption from audit under section 477 of the Companies Act 2006 relating to small companies.

Directors responsibilities:
(a) The members have not required the company to obtain an audit of its accounts for the year in question in accordance with section 476;
(b) The directors acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and the preparation of accounts.

The financial statements were approved by the Board on 13/12/2024 GMT

Briony Broome
Signer ID: 03BHY4OJZC...

B Broome
Trustee

Company registration number 02966792

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SHEFFIELD CARERS CENTRE

STATEMENT OF CASH FLOWS
FOR THE YEAR ENDED 31 MARCH 2024

	Note	2024 £	2023 £
Cash flow from operating activities	20	(254,026)	74,885
Cash flows from investing activities			
Purchase of intangible assets		-	(11,494)
Purchase of tangible assets		(17,097)	(8,843)
Interest received		9,274	2,683
Net cash used in investing activities		(7,823)	(17,654)
Change in cash and cash equivalents in the reporting period		(261,849)	57,231
Cash and cash equivalents at the beginning of the reporting period		716,125	658,894
Cash and cash equivalents at the end of the reporting period		454,276	716,125

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1. Accounting Policies

(a) Basis of preparation

The charity constitutes a public benefit entity as defined by FRS 102. The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019) - (Charities SORP (FRS 102)) and the Companies Act 2006.

(b) Company status

The charity is a company limited by guarantee. The members of the company are specified within the legal and administrative information. In the event of the charity being wound up, the liability in respect of the guarantee is limited to £1 per member of the charity.

(c) Fund accounting

General funds are unrestricted funds which are available for use at the discretion of the trustees in furtherance of the general objectives of the charity and which have not been designated for other purposes.

Designated funds comprise unrestricted funds that have been set aside by the trustees for particular purposes. The aim and use of each designated fund is set out in the notes to the financial statements.

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors or which have been raised by the charity for particular purposes. The cost of raising and administering such funds are charged against the specific fund. The aim and use of each restricted fund is set out in the notes to the financial statements.

(d) Income recognition

Grants receivable and donations are recognised on the Statement of Financial Activities when the conditions for receipt have been complied with. Grants receivable in respect of many activities are paid in relation to a given period such as a year and in these circumstances the grants are deferred to the extent that they relate to future accounting periods.

Investment and other income is recognised on a receivable basis.

(e) Expenditure recognition

All expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all costs related to the category. Expenditure is recognised where there is a legal or constructive obligation to make payments to third parties, it is probable that the settlement will be required and the amount of the obligation can be measured reliably.

Irrecoverable VAT is charged as an expense against the activity for which expenditure arose.

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(f) Support costs allocation

Support costs are those that assist the work of the charity but do not directly represent charitable activities and include office costs, governance costs, administrative payroll costs. They are incurred directly in support of expenditure on the objects of the charity and include project management costs.

(g) Tangible Fixed Assets and depreciation

Expenditure in respect of the acquisition and/or enhancement of fixed assets by the Centre are capitalised. Depreciation is then calculated so as to write off the cost over the expected useful lives of the relevant fixed assets on a straight line basis. The rates used are as follows:

Improvements to short leasehold property	- straight line over the life of the lease
Office equipment	- 33.33%

(h) Intangible Fixed Assets and depreciation

Expenditure in respect of website development are capitalised. Amortisation is then calculated so as to write off the cost over the expected useful lives of the relevant fixed assets on a straight line basis. The rates used are as follows:

Website costs	- 6 years

(i) Operating leases

Operating lease rentals are charged to the Statement of Financial Activities as incurred.

(j) Pensions

The pension cost charged in the financial statements represents the contributions payable by the company during the year into defined contribution arrangements for staff.

(k) Going concern

The trustees recognise the significant challenges within the care and charity sector and have built these into the charity's financial position going forward. The pressures on premises costs, recruitment and increasing salary costs alongside reduced resilience funding for the charity, have led the trustees to re-assess the operations, office location and overhead structure of the charity.

The charity has unrestricted funds at the end of the year of £271,421. This is a reduction of £99,644 from the financial year 2022/23.

The charity has invested resources in income generation and expects to begin benefitting from these new funds in early 2025. The trustees believe that the income generated together with the savings following the office relocation and overhead cost reduction, will ensure the continued operation of the charity. Hence, the trustees believe that it is reasonable to prepare the financial statements on a going concern basis.

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2. Donations and legacies

	2024	2023
	£	£
H Fawcett	-	30
C Thomas-Cooke	600	600
D Hastings	65	-
A F Forrest	50	-
C Carney	-	50
St Marks Church	-	1,000
Other donations and fundraising	1,523	1,146
	2,238	2,826

All income from donations and legacies for the current and previous year relates to unrestricted funds.

3. Income in relation to charitable activities

	2024	2023
	£	£
City Wide Support Service	527,767	587,416
Personal Budgets	196,242	-
Short Breaks	73,560	-
NHS grant	129,400	2,000
Carers Trust Grant	-	4,775
SCSH Contract	22,913	-
CCG	-	-
	949,882	594,191

Charitable activities income of £680,080 (2023: £594,191) was unrestricted. £269,802 (2023: £nil) was restricted.

4. Investment income

	2024	2023
	£	£
Interest receivable	9,274	2,683
	9,274	2,683

All income from investments for the current and previous year relates to unrestricted funds.

5. Other income

	2024	2023
	£	£
Sundry sales & other income	-	152
	-	152

Other income of £nil (2023: £36) was restricted and £nil (2023: £116) was unrestricted.

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6. Direct charitable expenditure

	Staff Costs £	Amortisation/ Depreciation £	Other Costs £	Total 2024 £	Total 2023 £
Activities undertaken directly	614,474	-	86,860	701,334	447,915
Support costs (note 7)	-	15,388	365,063	380,451	355,325
	614,474	15,388	451,923	1,081,785	803,240
Total 2023	394,365	10,554	398,321	803,240	

Charitable expenditure of £791,236 (2023: £566,790) was unrestricted, £1,353 (2023: £1,170) was in designated funds, and £289,196 (2023: £235,280) was restricted.

7. Support costs

	Unrestricted Funds £	Designated Funds £	Restricted Funds £	Total 2024 £	Total 2023 £
Office costs	102,846	-	-	102,846	102,500
Premises costs	19,246	-	-	19,246	13,254
Grants made to carers	-	1,327	-	1,327	21,420
Personal Budgets	-	-	202,362	202,362	161,480
Audit	4,226	-	-	4,226	4,961
Other fees	17,666	-	-	17,666	7,931
Bank charges	86	-	-	86	95
Payroll	17,304	-	-	17,304	33,130
Depreciation & amortisation	15,388	-	-	15,388	10,554
	176,762	1,327	202,362	380,451	355,325
Total 2023	172,425	1,170	181,730	355,325	

8. Trustees and key management personnel remuneration and expenses

During the year no remuneration was paid to trustees (2023: £Nil). No trustees were reimbursed expenses in either year.

The trustees consider its key management personnel to comprise of the Chief Executive, the Head of Business Operations and the Head of Delivery and Diversity. The total amount of employee benefits received by key management personnel is £156,711 (2023: £88,488).

9. Employees

	2024 No.	2023 No.
Average monthly number of employees	23	19

	2024 £	2023 £
Wages and salaries	538,192	338,601
Social security costs	42,731	30,325
Other pension costs	33,551	25,439
	614,474	394,365

No employees received remuneration over £60,000 (2023: none).

10. Net (expenditure)/income for the year

Net (expenditure)/income is stated after charging -

	2024 £	2023 £
Depreciation of tangible fixed assets	12,515	9,123
Amortisation of intangible fixed assets	2,873	1,431
Independent examiner's remuneration	3,660	3,445
Operating lease rentals	25,000	20,000

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11. Tangible fixed assets

	Leasehold Property Improvements £	Office equipment £	Total £
Cost			
At 1 April 2023	28,985	31,257	60,242
Additions	11,503	5,594	17,097
Disposals	-	-	-
At 31 March 2024	40,488	36,851	77,339
Depreciation			
At 1 April 2023	13,526	22,463	35,989
Charge	7,390	5,125	12,515
Disposals	-	-	-
At 31 March 2024	20,916	27,588	48,504
Net book value			
At 31 March 2024	19,572	9,263	28,835
At 01 April 2023	15,459	8,794	24,253

12. Intangible fixed assets

	Website £	Total £
Cost		
At 1 April 2023	11,494	11,494
Additions	-	-
At 31 March 2024	11,494	11,494
Depreciation		
At 1 April 2023	1,431	1,431
Charge	2,873	2,873
At 31 March 2024	4,304	4,304
Net book value		
At 31 March 2024	7,190	7,190
At 01 April 2023	10,063	10,063

13. Debtors

	2024 £	2023 £
Trade debtors	131	-
Prepayments	11,911	9,787
	12,042	9,787

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NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2024

14. Creditors: amounts falling due within one year

	2024 £	2023 £
Trade creditors	13,133	10,656
Accruals and deferred income	114,631	283,554
Other creditors	28,952	-
	156,716	294,210

Included in creditors is deferred income totalling £nil (2023: £279,400) in relation to grants received in advance for 2023/24.

15. Restricted funds

	Personal Budgets £	Short Breaks £	Total £
Balance at 1 April 2023	(27,487)	76,274	48,787
Income	196,242	73,560	269,802
Expenditure	(202,362)	(86,860)	(289,222)
Transfers	-	-	-
Balance at 31 March 2024	(33,607)	62,974	29,367

Restricted funds - prior year

	Personal Budgets £	Short Breaks £	Total
Balance at 1 April 2022	133,957	150,074	284,031
Income	36	-	36
Expenditure	(161,480)	(73,800)	(235,280)
Transfers	-	-	-
Balance at 31 March 2023	(27,487)	76,274	48,787

Personal Budgets are awarded to carers following a carers assessment and the development of a carers support plan which meets the carers' eligible needs for support as part of the Carers Act 2014.

Short Breaks enable carers to take a break from their caring responsibilities i.e. respite.

These are invoiced monthly to Sheffield City Council in arrears. Invoices are submitted on either the last working day of a month or the first working day of a month. Payment used to be made after 30 days.

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NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2024

16. Designated funds

The income funds of the charity include the following designated funds which have been set aside out of unrestricted funds for specific purposes:

	Balance at 1.4.23 £	Income £	Resources expended £	Transfers £	Balance at 31.3.24 £
Future Initiatives	33,295	-	-	-	33,295
Fundraising	12,000	-	-	-	12,000
Carers Hardship Fund	871	-	(1,327)	-	(456)
	46,166	-	(1,327)	-	44,839

Designated funds- prior year

	Balance at 1.4.22 £	Income £	Resources expended £	Transfers £	Balance at 31.3.23 £
Future Initiatives	33,295	-	-	-	33,295
Fundraising	12,000	-	-	-	12,000
Carers Hardship Fund	2,011	-	(1,170)	30	871
	47,306	-	(1,170)	30	46,166

Future initiatives - to support additional management and administration hours for further development of the Centre.
Fundraising - to support fundraising activities.
Carers Hardship Fund - to provide small grants to carers experiencing hardship.

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17. Analysis of net assets between funds

Fund balances at 31/03/2024 are represented by:	Unrestricted funds £	Designated funds £	Restricted funds £	Total £
Tangible fixed assets	-	-	28,835	28,835
Intangible fixed assets	7,190			7,190
Cash and current investments	408,905	44,839	532	454,276
Other current assets / liabilities	(144,674)	-	-	(144,674)
	271,421	44,839	29,367	345,627

Analysis of net assets between funds - prior year

Fund balances at 31/03/2023 are represented by:	Unrestricted funds £	Designated funds £	Restricted funds £	Total £
Tangible fixed assets	-	-	24,253	24,253
Intangible fixed assets	10,063	-	-	10,063
Cash and current investments	645,425	46,166	24,534	716,125
Other current assets / liabilities	(284,423)	-	-	(284,423)
	371,065	46,166	48,787	466,018

18. Financial commitments

Annual commitments in relation to the premises lease are as follows-

	2024 £	2023 £
Leases which expire:		
In less than one year	25,000	20,000
In two to five years	50,000	55,000
	75,000	75,000

19. Taxation

As a charity, Sheffield Carers Centre is exempt from tax on income and gains falling within the available tax exemptions to the extent that these are applied to its charitable objects. No tax charges have arisen in the charity.

20. Reconciliation of net (expenditure)/income to net cash flow from operations

	2024 £	(as restated) 2023 £
Net income	(120,391)	(203,388)
Adjustments for -		
Interest received	(9,274)	(2,683)
Depreciation of tangible assets	12,515	9,123
Amortisation of intangible assets	2,873	1,431
Decrease/ (increase) in debtors	(2,255)	(1,306)
(Decrease)/increase in creditors	(137,494)	271,708
Cash flow from operating activities	(254,026)	74,885

21. Related Party Transactions

There are no related party transactions during the period (2023: £nil).

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THE SHEFFIELD CARERS CENTRE

England & Wales - Charity number 1041250

Accounts

Registered Charity Number: 1041250
Company Number: 02966792 (England and Wales)

SHEFFIELD CARERS CENTRE

TRUSTEES REPORT AND UNAUDITED ACCOUNTS

YEAR ENDED 31 MARCH 2023

SHEFFIELD CARERS CENTRE

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SHEFFIELD CARERS CENTRE

LEGAL AND ADMINISTRATION DETAILS

Trustees	B Broome (Co-chair) C Register (Co-chair) L T Griffiths A Forrest A J Stocks A M Rowland S Bhurtun A Barney F Jeferzade L Warren (sabbatical)
Chief Executive	P Kimantas until 31 December 2022/ Kerry Jones Kensah from 3 January 2023
Carers Services Manager	H Fawcett
Charity number	1041250
Company number	02966792
Registered office	Dearing House 1 Young Street Sheffield S1 4UP
Independent examiner	Philip Allsop FCA BHP LLP 2 Rutland Park Sheffield S10 2PD
Bankers	Bank of Scotland 33 Old Broad Street London EC2N 1HZ

The trustees, who are the directors of the charity, present this report with the financial statements for the year ended 31st March 2023.

"The Carers Centre have supported me for many years. Without their help, I really don't know how I would had resolved issues I have encountered. I have been presented with multiple & diverse problems over the years... It's a comfort to know that whatever I face in the future as a carer, I have such a steadfast group of people who are there to assist, guide, & support me."

"Feeling supported following carers assessment. I had avoided the assessment for many years and now would encourage all carers to accept the support."

"After speaking to you we had the most peaceful and restful night in a long time. Thank you."

Structure, Governance and Management

Sheffield Carers Centre is a company limited by guarantee and therefore does not have any paid-up share capital. Each member of the company has, however, guaranteed an amount not exceeding £1. The Centre is also an independent local charity (registered charity no 1041250).

The Board of Trustees are responsible for managing the business of the organisation, safeguarding the charity's assets, managing its funds and ensuring it carries out the charity's purpose as defined in its Articles of Association. At the end of March 2023 Sheffield Carers Centre had about 495 members.

The Carers Centre aims to have a minimum of four of the trustees to be carers or former carers, and this requirement is exceeded, with 8 out of 10 Trustees having current or former caring experience. The Trustees are also well networked into key sectors in the city, including Sheffield City Council, the NHS South Yorkshire Integrated Care Board the NHS Teaching Hospitals Foundation and Health and Social Care Foundation Trust, the faith sector, the University of Sheffield and Sheffield Hallam University.

The Board of Trustees meets a minimum of four times during the year and is responsible for decision-making, with advice from the Chief Executive and any of the relevant sub-committees. The sub-committees (Finance and Resources; Quality, Outcomes and Performance Management and Corporate Governance) met regularly during 2022-23. The Trustees have committed to a programme of development, which includes actively working to increase the diversity of Board members and additional tasks, including a review of salaries.

Sheffield Carers Centre is a member of The Carers Trust national network. The main benefits this year have included keeping abreast with national policy and campaign developments, representation with national government on carers' issues, access to a wide range of information and resources on the Knowledge Hub and hardship grants for individual carers.

Risk assessment

The Board of Trustees has discussed and reviewed all the major risks to which the charity is exposed and has established systems to mitigate these risks. By maintaining the charity's reserves in accordance with the levels set out in the Financial Review, the charity will have sufficient resources to deal with any foreseeable adverse situations.

Objectives and Activities

Mission and values

The charity's mission is: "to be the major independent charity offering support to Sheffield carers by providing high quality information, advice, advocacy and support and by reaching out to all carers to ensure that their needs are met." By carer, we mean a person who, unpaid, looks after or supports someone who is unable to manage alone because of frailty, disability or illness.

The trustees have referred to the Charity Commission's general guidance on public benefit when reviewing the Carers Centre's objectives and planning future activities. The charity's objects as stated in the governing document are:

- To help people who are caring, or who have cared, for elderly, sick or disabled people at home, who are in need, and to promote their welfare;
- To help carers who have been physically and mentally affected by their caring role;
- To raise awareness of caring amongst carers and the public.

Sheffield Carers Centres believes all carers should be recognised, valued and effectively supported to enable them to continue caring in the way they choose and to have a life of their own, regardless of their caring situation. We aim to be carer-focussed, professional, responsive and accessible to all carers.

Objectives and Activities - (continued)

Quality Accreditation

Sheffield Carers Centre has achieved accreditation of ISO 9001, which is an internationally recognised Quality Management System, and passed the external audit to maintain its accreditation in 2022.

Overview of the year and key achievements

Carers continued to be impacted in numerous ways post Coronavirus pandemic, and this was reflected in the increased numbers and complexity of work carried out during the year. A record number of 4,003 carers received a service, an increase of 11% on the previous year. The gradual development of additional face to face activities for carers was strongly welcomed and helped to lift spirits and re-connect people after the long period of Coronavirus restrictions.

This period included the first full year of Sheffield Carers Centre's new service delivery contract with Sheffield City Council. The contract for the new Carers Service from January 2022 to December 2026 is critical to the charity's funding.

In addition to the contract to deliver the Carers Service 2022-2026, Sheffield Carers Centre was asked to take on responsibility for a cohort of carers assessments previously delivered by NHS Sheffield Health and Social Care Foundation Trust. This was agreed by Trustees and took effect from July 2022. Sheffield Carers Centre also successfully applied for additional funding from Sheffield City Council and the Sheffield Place Integrated Care Board at the beginning of 2023. This was used to increase capacity of the Carer Assessment and Advice Team as well as increased partnership working on hospital discharge, involvement and enhancing our work on diversity.

During the year hybrid working continued and was consolidated with staff coming into the office a minimum of 2 days per week in combination with working from home. All staff work on Thursdays to facilitate training and development, team meetings etc.

The Carers Centre has continued to benefit enormously from the dedication of its 36 volunteers throughout the year. Volunteers were active in delivering the Community Connect service, supporting the Carers Café and as Trustees. A new role of Volunteer Coordinator was created to support and develop all volunteers.

Reaching more carers

Reaching more carers and adding them to the Carers Register for the city remained an important activity alongside service delivery. A total of 1,943 carers were reached and added to the Carers Register through a combination of campaigns and promotional activities, outreach work and training for professionals who work with carers. 20% of newly registering carers were from a minority ethnic group, 71% identified as female and 29% as male. The main caring situations (where the data was provided) were: carers of a person with dementia 27%; carers of a person with a physical disability 14%; carers of a person with autism 12%; carers of a person with a mental health condition 11%; carers of a person with a learning disability 4%; carers of a person with multiple conditions 8%. Of newly registered carers, 4% were recorded as caring for more than one person.

Carers Week

Carers Week provides the key annual opportunity to join the national campaign and reach out to members of the public who do not identify as carers or know that support is available for them. The theme of Carers Week in June 2022 was 'Make Caring Visible and Valued', and the Carers Centre worked in partnership with Sheffield Young Carers and Sheffield City Trust. A new page on the website highlighted our support of the national campaign with local activities:

- the offer of a free 7-day pass for carers to use the facilities at Sheffield City Trust leisure centres. It was the first time that Sheffield City Trust had made the free pass available for carers, and more than 60 carers took up the offer to improve their wellbeing. It was agreed by all partners that this was a success to build further on in future years.

- 33 carers participated in a programme of walks in the city's parks and green spaces. 6 of the carers enjoyed the experience so much that they took part in more than one walk.

- A multi-agency training event for professionals was delivered, jointly with Sheffield Young Carers. The 18 participants rated the session as 'very useful' and said that they felt more confident to identify and/or support carers as a result of the session. "Having protected time to really understand in more detail how carers are affected by Covid 19 but also as undervalued by society at large."

- A joint communications campaign reached out to unidentified carers. Five interviews took place on three local radio stations, one of them with one of the Carer Advisors speaking Urdu. The Carers Centre featured on the front page and a double page inside spread of a local newspaper (print and online versions) with the heading "Campaign shines a light on 1 in 4 unpaid carers. New drive highlights impact of Covid".
- BBC Radio Sheffield held live interviews with a carer and the CEO at the beginning of Carers Week. The carer spoke about the challenges of looking after his own health and highlighted that the Carer Card offer of reduced membership cost of Sheffield City Trust had played a key part in keeping active and being able to do so with his wife.
- The CEO had an interview about the cost-of-living crisis and its impact on carers with a journalist at the University of Sheffield Student Union. This also provided an opportunity to promote the Carers Week event at Ponds Forge.
- We held a special Carers Café event to recognise and reward the vital role carers have in the Sheffield community
  "What a great day, I hope you do it again!"
  "Haven't enjoyed myself as much for ages"

To kick off Carers Week a session was delivered to NHS South Yorkshire Integrated Care Board (formally CCG) staff, with 10 attendees. The session was recorded and made available to all staff afterwards. We received excellent feedback from the event organiser:

"We are aware of 2 colleagues who referred themselves to your service as a direct result of the session, and have spoken to other colleagues in team meetings to share their positive experience. The session was informative, accessible and left people feeling able to approach the centre for support. We feel that this session has led to a really positive relationship between our organisations, which continues to contribute to improved services for Carers in Sheffield."

Two Zoom events were held with 36 professionals from all across the city about the new pathways into our services. It led to further conversations with DWP about how we can reach carers through their services.

"This has given me a better way to have the conversation about your services with the carers and exploring what their reservations might be in consenting to a referral"

NHS Liaison

A new role of Health Liaison Officer (3 days per week) started in July 2022 with the aim of raising awareness of the carer agenda and Sheffield Carers Centre amongst NHS health professionals and converting that awareness into an increase in signpostings and referrals from the health sector. As part of the NHS Winter Initiative Funding the HLO took on one extra day a week from April to complete tasks on the discharge project such as the training of additional health professionals and the development of a professionals toolkit to support identification.

Communications

The main ways of providing information during the year were through content on the website, the monthly Carers Enews, regular posts on Facebook and Twitter plus the manual distribution or downloading of various leaflets.

Website

Following research with carers and staff plus a competitive tender process, we completed a major re-design of the website during June to September. This included transferring, updating or creating new content into a new format and layout designed to improve navigation for visitors. The agency we appointed on a 3-year contract also provides a new interface and features. This includes tracking completed webforms, which shows c380 carers self-referred with us from Oct 2022 to Mar 2023.

Unfortunately, a technical problem with Google Analytics code on the site meant we were unable to record statistics from 24 Oct 2022 to 11 Jan 2023. However, duplicating the results from the next 4th quarter (Jan-Mar 2023) for the missing 3rd quarter (Oct-Dec 2022) gives an estimated total of 105,000 pageviews for the full year. This is an increase of over 18,000 pageviews (c20%) from the previous year. Bearing in mind the major change in the website design midway through the year, we can report the most popular pageviews during that period were for Home (25%) Carer Card (6%) Services (5%).

Monthly Enews for Carers

We produced 12 monthly Enews that were circulated to an average of 7,354 carers per issue and generated an average of 1,012 click-throughs from the readers to access more details from either our website or those of other organisations. The most popular news items tended to be those with information on the cost-of-living crisis and money saving opportunities.

Ebulletin for Professionals

We created a new section on the website with information for Healthcare Professionals. This includes two referral forms, that were completed for c250 carers from Oct 2022 to Mar 2023. We've also launched an Ebulletin that has been sent to c700 professionals on two occasions in Nov 2022 and Mar 2023.

Communications

Social Media
We made 192 posts on our Facebook and Twitter pages (96 on each) during the year. These have generated a total of c69,000 impressions and c2,225 engagements, and as with the Enews the majority of posts link to ours or other websites.

Printed Materials
We have designed and produced various A5 and A4 printed collateral during the year. These have ranged from individual A5 flyers to A4 posters/handouts for each of the workshops and the regular activities that have been organised for carers. Other flyers have been produced for various one-off events (eg volunteer recruitment, training for professionals and public awareness events). We also designed and produced pop-up banners for use at these events.

Project: Printed Newsletter posted to Carers
We designed and wrote the double sided A4 Annual Newsletter that was printed and posted to c2,500 carers in December. This also included co-ordinating the provision of the database for the agency that fulfilled the project specifications.

Project: Emailing Carers who hadn't been in contact for 3-years
We also created and issued two email communications sent to c3,500 carers in March. This included the initial email notice plus a follow-up reminder for carers to confirm they still have a caring role by completing an online form on our website. We designed and added the form which was completed by c750 carers during the month of March.

Project: Carers Week June 2022
We organised a free Sports and Games afternoon in partnership with Sheffield City Trust and Sheffield Young Carers. The event was held at Ponds Forge and attended by a total of c150 adult and young carers during the day. We also promoted the SCT offer giving carers access to 8 free activity sessions, plus a great 40% discount on monthly gym membership.

Project: Online Pathways re-design
This project started early 2022 with the 3 new online forms going live on the website at the start of Carers Week in June. Access to the new forms made it easier and clearer for professionals and carers to signpost, refer and 'join the community of carers' (reframed from 'registering') and manage demand on the service. The project involved creating new content and webpages for carers and professionals, including guidance on when an assessment is the most appropriate intervention.

Project: Survey for Carers about Activities
We designed and managed an online survey about carers' level of interest in different types of activities we could organise. This helped us identify those with good levels of interest such as Walking (89%) Aromatherapy (87%) Arts & Craft (71%).

Project: Promotion of Workshops for Carers
We built new sections on the old/new website to promote c20 one-off workshops during 2022-23. This included creating individual webpages for each workshop with flyers that could be downloaded, plus forms for carers to book places.

Project: Hospital Discharge Video
We commissioned the production of a 3-minute video guide to help carers when the person they care for is in hospital. This included drafting the specification for the agency and agreeing the timetable to complete the video in the summer of 2023.

Project: Development of a Carers Card App
We completed negotiations on the production of a Carer Card App to supplement the existing printed version of the card. As with the above, this project will extend past March 2023 following consultation with carers and businesses.

Online pathways re-design

A major new project to re-design the online pathways into the Carers Centre began at the beginning of 2022. The aim of the project was to make it easier and clearer for professionals and carers to signpost, refer and 'join the community of carers' (reframed from 'registering') and manage demand on the service. The project involved creating new content and webpages for carers and professionals, including guidance on when an assessment is the most appropriate intervention. The new pathways were launched successfully during Carers Week in 2022 with work continuing throughout the summer of 2022.

Training

Training has significantly increased over the last year both in terms of sessions and numbers of attendees. Many of these have been delivered by our new Health Liaison Officer alongside both CEOs. Training and awareness raising sessions have been both in person and virtual increasing the reach and number of attendees.

Three sessions of the well-established 'Understanding Carers Needs' training was delivered jointly with Sheffield Young Carers and received very positive feedback from the health, social care and voluntary sector professionals who participated. A video recording of a training session about adult carers also went live on the Council's Adult Social Care system. Asked what change they would make to their professional practice as a result of the sessions and the video, the responses included:

"Very interesting and informative, I didn't know about the Carers Centre and will definitely signpost and refer"
"I am a discharge nurse and was unaware that I could refer to the Carers Centre as a professional'
"I felt we learnt a lot as a team and the primary care nurses' hub now has a proper carers section added and updated".

Since July 2022 the HLO delivered training to health care professionals including Primary Care Network staff such as Social Prescribers, Primary care Nurse team members, Sheffield Teaching Hospitals End of Life Care Big Room and at team meeting for GP localities and SHSC Dovedale Ward.

As a result of the training and awareness raising the number of referrals from Adult Social Care (now called Care and Wellbeing). Using Quarter 3 as a baseline there has been a significant uplift in the number of signpostings/ referrals from the NHS. Of particular note, is the increase in signposting/ referrals from Primary Care seeing a 47% increase from Quarter 3 2022 to Quarter 1 and a 19% increase from SHSC in the same time period.

Service Delivery

Information, advice and carers assessments

Information and advice have been provided extensively through individual conversations on the Carer Advice Line, through the website and Carers E-news (see above).

The Carer Advice Line provided an invaluable listening ear and tailored information for the 1,990 carers who used it to discuss their situation with a Carer Advisor. Carers have reported consistently how important it is for them to be listened to and understood, and how much they value this aspect of the service, as illustrated by this quote:

"I have found you very supportive, understanding as well as practical. Your support has been invaluable."

"[Carer Advisor] has been really positive - helpful in the support and advice, especially regards to contact with the GP"

"I cannot praise Sheffield Carers Centre enough for all the advice and support I have received and there is always someone available to speak whenever I need advice"

"Because the staff are specialist support for carers they have an excellent and broad grasp of all the ways life can be affected by care role. They are informative and responsive too. They thought of things I had not considered that might help me. They did everything they said they would do in a timely manner"

Carers who have needed more in-depth support have had this in the form of 'tier 1 assessment' conversations, which have discussed the impact of their caring in more breadth and depth. These conversations have covered all the areas that may impact a carer's life, and have led to measures that reduced the impact of caring. One example of this has been the 403 Time for a Break grants awarded to carers, with a total value of £71,750.

"The grant has been a lifeline"

"I want to thank the Carers Centre for the opportunity to attend weekly yoga classes...It has helped me in many ways from keeping balanced to making a new friend"

"I don't think people can understand how much it helps. It's like being able to breathe after being underwater"

"I had a wonderful break using the last grant to stay in the countryside and walk in my new walking trousers. It was amazing to do this - my first break since October 20"

After support at Tier 1 level has been concluded, if there is an indication the carer may have "eligible unmet needs" remained, as defined under the Care Act 2014, a Tier 2 assessment is carried out. During the year 33 carers had a Tier 2 assessment for the first time, leading to a Personal Budget for support. In total 136 personal budgets in place at year end.

The cost-of-living crisis has had a huge impact on carers. This predominantly remains hidden but is explored during Carer Assessments. The Centre has witnessed an increase in the number of Hardship Grants requested over the last year. Corresponding workshops and advice sessions have been undertaken with Carers. The Centre has become a part of the Carer Poverty Coalition, joining 93 organisations who have come together in an effort to lessen the financial hardship experienced by millions of unpaid carers across the UK.

The Carers Centre accessed 29 individual hardship grants for carers, enabling them to purchase essential items for their role as carers, such as cookers and washing machines. The total value of the grants was £6,420, of which the majority were from the national partner The Carers Trust.

Case study of impact (details altered to protect the identity of the carer)

Mrs. P has a dual caring role for her partner who has cancer and received treatment for 10 years and her mother who was diagnosed with vascular dementia in 2018.

Mrs. P has sought help and advice several times around navigating services – including cancer support and adult social care – and around her own health and employment as these have been affected by her caring situation. A Carers Assessment has been completed - and reviewed and updated twice – which enabled Carer Advisors to identify and address emerging needs. Mrs. P was provided the carer with information and advice, signposting her to relevant services and encouraged to prioritise her own health especially dealing with carer stress.

Mrs. P was invited to attend carers support groups and has received three Time for a Break grants for wellbeing treatments.

Receiving clear, accessible, and timely, information and support has reassured Mrs. P especially the importance of knowing that there is always someone she can speak to who will answer her questions. The carer described the Carers Centre as her "main support" and said we are "amazing". The Time for a Break grants were "a lifesaver, good fun, and a kindness", providing her with some time and attention for herself.

Feedback from carers

Carers who received the service have been asked to complete a short survey to measure their satisfaction level and find out the areas in which they have felt most supported. 100% of carers who have completed the survey have said they were satisfied or very satisfied with the service they received. The following quotes give a flavour of typical feedback:

"You have been very positive and re-assuring. The carers assessment is better than what I thought it would be. Thank you for listening, I really appreciate the help"

"It felt really nice to be listened to. I don't have any support or any family/friends that I can really confide in so it was nice to feel someone was there to help."

"I am finding out things form you, and it is the little things that make a difference. Thank you for taking time out and explaining things to me, it is re-assuring to know you are there and I can turn to you in our language"

Carer Activities

Community Connect
The Community Connect service has provided regular telephone calls to carers who have been experiencing social isolation. The aim of the calls is to provide regular contact to carers, while supporting them to reengage, or 'connect with their communities' by signposting them to local groups, activities and specialised services where needed. Post pandemic, the service has returned to an 'active telephone support service' with a 6-month time frame, in the hope that the time constraint will encourage carers to access support from their communities and to engage with our universal service listed below.

Community Connect has been of value typically to carers who have experienced mental health issues themselves or those who have found themselves isolated either due to personal circumstances or their caring role. There were 21 volunteers in this year and 96 carers received the Community Connect service during the year.

..... "it really changed my ways of thinking about things, for the better. I think it's (Community Connect) been really beneficial, and it helped guide me and steer me in the right direction - I think it's a really good service and I would recommend it to anyone".

....."the service was fantastic. (Volunteer) was a very good listener and had a calm and soft voice. She picked up easily on what I was saying and when she was suggesting things, I didn't ever feel like she was taking over. The calls have been a lifeline and I feel in a much better place to go forward".

The Carers Cafe continued to meet both in person (monthly) and online (weekly), with regular attendance figures of 20-25 people and 6–8 online. In total 44 Carers Café activities took place this year with 9 face to face and 35 virtually.

The choir continued to meet weekly in person in the new venue, Ponds Forge Skyline suite, again forging the links with Sheffield City Trust. The choir entertained at the Carers Café at both Christmas and in Carers Week.

Sports Activities- As an outcome from Carers Week 2022, the Carers Centre started offering sports and games sessions each month at Ponds Forge from January 2023 with 10-12 regular attendees playing Badminton, table tennis and skittles. We also provide Draughts, Jenga, cards and dominos for the less able carers.

Walk and Talk - The group continued to meet monthly with around 10-12 regular attendees. The walk is in a different place each month and carers are encouraged to plan and lead a walk.

Peer Support Groups – established group continued throughout the year in Sheffield 6, S10, S17, Woodhouse, with a new group in S5 which started in September 2022 in partnership with Shefcare. The LGBTQ group was discontinued due to lack of interest, but the LGBTQ community are represented in all our other activities.

Workshops - 20 Carers Workshops provided over the year in partnership with many organisations across the year. Workshops subjects and partners were:

1 x Adapt and recover from adversity British Red Cross
3 x Wills and Power of AttorneyLawson Legal
4 x Emergency First AidBritish Red Cross also one Zoom workshop
2 x Avoiding Scams and fraudTrading Standards
1 x 'Care, Tax and The New Guy'Silvertime Legal
1 x Tackling lonelinessBritish Red Cross
1 x Falls preventionEnrichment for The Elderly
2 x Keeping warm this winterNational Energy Action
1 x Playlist for LifeKathryn Rawling , Shefcare
3 x Caring for someone with dementiaKathryn Rawling , Shefcare
1 x STEP (wellbeing)Sheffield Health and Social Care

Planning took place for a group to meet monthly at Sage Greenfingers Allotment at Pitsmoor to commence April 2023

Legal Advice clinics are provided for carers by a local solicitor. In the 2022/23 financial year a total of 9 days-worth of clinics took place supporting 47 carers.

Emergency planning

Carers have been supported in emergency planning through our emergency planning forms, which are sent out with our welcome packs when they first register. The forms are self-explanatory, and information is provided with the welcome pack on how to complete. Emergency planning is linked to the carer card, with emergency contact details being on one side of the form.

For any carer who requires support with emergency planning and on the use of the forms and how to complete them, we have arranged meeting to discuss this and emphasised the importance of keeping it updated, ideas on where to keep the forms, signposting to specialist services, explaining the use of the Carer Card and answer direct questions including signposting re. Emergency and crisis.

Staff have spent time reminding carers that it is natural response to caring for someone to want to have as many plans as possible regarding emergency planning, however it is impossible to risk assess for every possible outcome. Carers are continually encouraged to call the advice line, as and when they need any further support, including any new or more emergency forms.

Case study of impact

Mrs. C has cared for her husband with Alzheimer's for 7 years and has accessed our services for 3 years. Mrs. C reported feeling isolated causing a spiral of feeling less patient with her husband, then felt guilty and being overwhelmed. Mrs. C contacted our adviceline, and following a chat, she was invited to join a zoom café and was given help to set up zoom by a Carers Centre Volunteer. Mrs. C now attends monthly face to face Carers Cafés, has joined the Carers Choir and a local carers support group. Mrs. C has found a real sense of purpose and enjoyment sharing her experiences with others. So, she no longer feels as isolated and attending activities has helped to also reduce her stress. Mrs. C has accessed adult social care and found this a great help.

Carer Card

The Carer Card reached the third anniversary milestone, by which time it had been given to around 6,000 carers. Despite the pressures of the Coronavirus pandemic, 40 businesses continued to support the Card with offers on goods, services and activities. Carers also valued the recognition of their role that the Card provided, and space to write two contact numbers to be used in the event of an emergency.

Diversity

Carers form part of every community. Therefore, it is vital that the work of the Carers Centre is inclusive, reaching and improving the lives of all carers across the city. Increasing the reach of Sheffield Carers Centre especially within diverse communities is essential for the Carers Centre and one of the priorities over the next few years.

The Board of Trustees made increasing the diversity of their membership, alongside the importance of a diverse workforce and researching diverse communities a priority. This was agreed in November 2022 to be within the ISO priorities for 2023, with a diversity audit taking place with Trustees and commitment to the delivery of an action place to increase their diversity. The appointment of a Head of Involvement, Diversity and Development and commitment to securing this post's ongoing funding will ensure that moving forward the organisation will increase and prioritise this work.

Involvement

Our Carer Expert Panel met 3 times and fed into various service developments across the year. We also conducted a survey to get carer input into our new programme of workshops and activities which received 49 responses, and invited carers to a focus group to input into the development of our new website. Carers have consistently given feedback that we make them feel valued and listened to through our services:

"It felt really nice to be listened to. I don't have any support or any family/friends that I can really confide in so it was nice to feel someone was there to help."

In early 2023, a successful application for additional funding enabled us to prioritise the extension of carers' involvement in our and others' work. Collaborating with carers to shape and influence the Carers Centre work as well as raising awareness of the needs of carers across the city ensures that services meet what is required rather than what we think is required. There are insufficient of our dedicated CEP to participate in all opportunities, plus we want to ensure a diversity of voices and views from our carers and a variety of ways to engage.

Our funding will enable us to launch an Involvement Network of Carers during Carers Week 2023. This Network will be able to offer a variety of involvement mechanisms, some for large numbers of carers while others will require only one or two carers. Carers will truly be able to shape our work as we develop our new Strategy for 2023-2026 and they will be able to effect change on services across the city.

Office and Systems

Office environment

There have been considerable improvements to the office environment over the last year. This has included the introduction of blinds, air conditioning, and new equipment including standing desks. Old furniture has been deposed of where it was not possible to reuse, and outdated filing decluttered making meeting rooms accessible and seating and seating reorganisation possible. More plants have been introduced leading to a more pleasant environment in which we can work.

IT

Early 2023 saw the introduction of Microsoft 365 across all Carers Centre computers, to enable all appliances to link up and ensure that SharePoint was accessible from all computers. There is still work to be undertaken on the SharePoint site but staff will now be able to access specific areas.

Following significant IT outages affecting service delivery, the Carers Centre decided to review IT provider and internet connection. The new IT provider has introduced fiber-optic cabling to all desks, requiring a further reorganisation of seating.

Finance Systems

In February 2023 Sheffield Carers Centre began the transfer of our Quick Books finance system to Sage Accounts. This system will enable more robust budgeting and ongoing monitoring of expenditure against budget codes. The two systems will run parallel for the first quarter of 2023/24 to ensure a smooth transfer of all accounts and transactions. This has required intensive training for staff and will facilitate the option of leave management and payroll within the Sage Accounts system.

Staffing

Staff Engagement

Following agreement by the Board in early 2022 to explore key areas of the organisation to inform future planning and sustainability, a task and finish group was established. This also followed the Trustees collective reflection that the impact of COVID-19 and the new contract procurement process, had been a turbulent period for the organisation. A resulting work stream focused specifically on staff. The aim was to establish a baseline that could be used to build resilience within our staffing structure, establish us as an employer of choice within the sector, utilise our skills and assets to the full by building upon our strengths and opportunities.

To begin this work, a staff engagement exercise was carried out in summer 2022. Employees were invited to participate in a semi-structured conversation with a view to share views through three open ended questions to establish a baseline. These were purposely designed to encourage conversation to be more 'appreciative' in style, thereby focusing on positive views and experiences of employees as well as providing suggestions of how we could build on our strengths.

The response from staff was extremely positive and yielded a wealth of information about what staff valued about their roles and our work with carers. Additionally, many ideas for improvement for both working conditions and the working environment were suggested. Many of these ideas have been now developed and implemented.

Staffing Structure

The staffing structure was revised in February 2023, following the successful proposals to Sheffield City Council and the Integrated Care Board. The total number of posts increased from 21 to 25, with the addition of two full time Carer Advisors, a half time Human Resources Manager and a full time Head of involvement, Diversity and Development. All of these positions started in the financial year from 1 April 2023.

Staff Policies and Handbook

Since the ISO accreditation in November 2022, we have started the process of reviewing and updating all organisational policies. Initially this was undertaken by contracting Voluntary Action Sheffield. With the recruitment of a part time HR Manager at the Carers Centre, the process will be finalised by her over the summer of 2023. These policies will be consulted on by staff prior to being approved by Trustees and a new staff handbook be introduced.

Staff Package and Salaries

A long-awaited new staff package including salary scale, introduction of a health scheme and a change to office hours was developed and consulted on with staff in February 2023. All staff agreed with the package which will be introduced in May 2023 with all staff being issued with new contracts.

Performance Management

Alongside the new staff package is the introduction of performance management processes with all staff agreeing objectives, receiving regular 121s, annual performance reviews and an ongoing training and development. This has been developed over the first few months of 2023 with introduction with the staff package in May 2023.

Partnership Work

Partnership work with key organisations remained important for reaching and supporting more carers, influencing the work of other organisations and raising awareness of the issues that carers face. Key partners in the year were Adult Social Care in Sheffield Council, Sheffield NHS Integrated Care Board, NHS England and Sheffield Health and Social Care trust. The Carers Centre participated in various multi-agency partnerships and groups, including the Carers Strategy Implementation Group and the Carers Operation Group; Adult Safeguarding Board; Autism Partnership Board; Covid Prevention and Management Board; Dementia Strategy Implementation Group and Equalities Partnership.

The Sheffield Carers Centre has continued to engage with Voluntary and Community Sector colleagues in regular meetings to influence others and raise awareness of our work and the needs of carers e.g., with the VCS Leaders Forum and at the Equality Partnership. We have worked together to develop key initiatives and deliver work such as in the NHS Hospital Discharge work. We work regularly with Sheffield Young Carers Project e.g., meeting monthly to share updates, deliver multiagency training to Health and Social Carer Practitioners and co-delivering some Carers Week activities.

Our work with businesses throughout the city has increased this year. We are actively supporting employers to support their employee carers. We have increased our engagement with the Sheffield Chamber of Commerce and will enhance this in the next financial year by elevating our level of membership and actively networking with more businesses. We will be able to support businesses and employers with the introduction of the Carers Leave Bill when it passes into law later this year.

Our partnerships have continued to develop with Sheffield City Council and the different parts of the NHS. These partnerships are mutually beneficial, enabling synergy and carer centered. Working together we are able to action new and exciting developments which will facilitate the Involvement Network members to shape our services and activities.

Financial Review

Total income for the year was £599,852 (2022: £733,831). Expenditure for the year totalled £803,240 (2022: £728,975), resulting in net expenditure for the year of £203,388 (2022: net income £4,856).

The accumulated funds of the Charity at 31 March 2023 are shown in total in the Balance Sheet and details of the restricted funds are shown in the notes.

Unrestricted funds amounted to £371,065, designated funds totalled £46,166 (the specific purposes of these funds are explained on page 23). Free reserves at 31 March 2023 are £361,002. The trustees have considered the level of unrestricted funds which is appropriate in order to safeguard the Charity's activities and settle their liabilities as they fall due. The trustees have therefore set a target for free funds of a minimum of £225,000.

The main item of expenditure continues to be staffing, followed by premises and office costs. These are all directed towards the core objectives referred to above.

Trustees' responsibility for the financial statements

The trustees are responsible for preparing the Trustees' Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the trustees to prepare financial statements for each financial period, which give a true and fair view of the state of affairs of the company and of the surplus or deficit of income over expenditure of the company for that period. In preparing those financial statements, the trustees are required to:

- Observe the methods and principles of the Charity SORP 2019 FRS 102;
- Make judgements and estimates that are reasonable and prudent;
- State whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements;
- Prepare the financial statements on the going concern basis unless it is inappropriate to presume that the company will continue in operation.

The trustees are responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the company and to enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities

By order of the Board

Kate Register

C Register

Co-Chairs, Board of Trustees

B Broome

SHEFFIELD CARERS CENTRE

INDEPENDENT EXAMINER'S REPORT

TO THE TRUSTEES OF SHEFFIELD CARERS CENTRE

I report to the charity trustees on my examination of the accounts of the company for the year ended 31 March 2023 which are set out on pages 14 to 24.

Responsibilities and basis of report

As the charity trustees of the company (and also its directors for the purposes of company law) you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ('the 2006 Act').

Having satisfied myself that the accounts of the company are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of your company's accounts as carried out under section 145 of the Charities Act 2011 ('the 2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act.

Independent examiner's statement

Since the company's gross income exceeded £250,000 your examiner must be a member of a body listed in section 145 of the 2011 Act. I confirm that I am qualified to undertake the examination because I am a member of the ICAEW, which is one of the listed bodies.

I have completed my examination. I confirm that no matters have come to my attention in connection with the examination giving me cause to believe that in any material respect:

1. accounting records were not kept in respect of the company as required by section 386 of the 2006 Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that the accounts give a 'true and fair view' which is not a matter considered as part of an independent examination; or
4. the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102).

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.

Signed:

Philip Allsop

Philip Allsop (Dec 20, 2023 15:38 GMT)

Philip Allsop FCA
BHP LLP
Chartered Accountants
2 Rutland Park
Sheffield
S10 2PD

Dec 20, 2023

SHEFFIELD CARERS CENTRE

STATEMENT OF FINANCIAL ACTIVITIES (INCLUDING INCOME AND EXPENDITURE ACCOUNT)

FOR THE YEAR ENDED 31 MARCH 2023

	Notes	Unrestricted Funds £	Designated Funds £	Restricted Funds £	Total 2023 £	Total 2022 £
Income from:						
Donations and legacies	2	2,826	-	-	2,826	2,365
Charitable activities	3	594,191	-	-	594,191	729,223
Investments	4	2,683	-	-	2,683	143
Other income	5	116	-	36	152	2,100
Total income		599,816	-	36	599,852	733,831
Expenditure on:	6					
Charitable activities						
City Wide Support Service		394,365	-	53,550	447,915	434,388
Sundry projects		172,425	1,170	181,730	355,325	294,587
Total expenditure		566,790	1,170	235,280	803,240	728,975
Net income/ (expenditure)		33,026	(1,170)	(235,244)	(203,388)	4,856
Transfer of funds		(30)	30	-	-	-
Net movement in funds		32,996	(1,140)	(235,244)	(203,388)	4,856
Reconciliation of funds:						
Total funds brought forward		338,069	47,306	284,031	669,406	664,550
Fund balances at 31 March 2023		371,065	46,166	48,787	466,018	669,406

The statement of financial activities includes all gains and losses recognised in the year.

The statement of financial activities has been prepared on the basis that all operations are continuing operations.

SHEFFIELD CARERS CENTRE

BALANCE SHEET
AS AT 31 MARCH 2023

Assets employed:	Notes	2023 £	£	2022 £
Fixed assets				
Tangible assets	10		24,253	24,533
Intangible assets	11		10,063	-
			34,316	24,533
Current assets				
Debtors	12	9,787		8,481
Cash at bank and in hand		716,125		658,894
		725,912		667,375
Creditors: amounts falling due within one year	13	(294,210)		(22,502)
Net current assets			431,702	644,873
Net assets			466,018	669,406
Income funds				
Restricted funds	14		48,787	284,031
Designated funds	15		46,166	47,306
Unrestricted funds:			371,065	338,069
Total funds			466,018	669,406

For the year ending 31 March 2023 the company was entitled to exemption from audit under section 477 of the Companies Act 2006 relating to small companies.

Directors responsibilities:

(a) The members have not required the company to obtain an audit of its accounts for the year in question in accordance with section 476;

(b) The directors acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and the preparation of accounts.

The financial statements were approved by the Board on 14th November 2023

Kate Register

C Register
Trustee

B Broome
Trustee

Company registration number 02966792

SHEFFIELD CARERS CENTRE

STATEMENT OF CASH FLOWS
FOR THE YEAR ENDED 31 MARCH 2023

	Note	2023 £	2022 £
Cash flow from operating activities	19	77,568	3,048
Cash flows from investing activities			
Purchase of intangible assets		(11,494)	-
Purchase of tangible assets		(8,843)	(29,735)
Net cash used in investing activities		(20,337)	(29,735)
Change in cash and cash equivalents in the reporting period		57,231	(26,687)
Cash and cash equivalents at the beginning of the reporting period		658,894	685,581
Cash and cash equivalents at the end of the reporting period		716,125	658,894

1. Accounting Policies

(a) Basis of preparation

The charity constitutes a public benefit entity as defined by FRS 102. The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019) - (Charities SORP (FRS 102)) and the Companies Act 2006.

(b) Company status

The charity is a company limited by guarantee. The members of the company are specified within the legal and administrative information. In the event of the charity being wound up, the liability in respect of the guarantee is limited to £1 per member of the charity.

(c) Fund accounting

General funds are unrestricted funds which are available for use at the discretion of the trustees in furtherance of the general objectives of the charity and which have not been designated for other purposes.

Designated funds comprise unrestricted funds that have been set aside by the trustees for particular purposes. The aim and use of each designated fund is set out in the notes to the financial statements.

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors or which have been raised by the charity for particular purposes. The cost of raising and administering such funds are charged against the specific fund. The aim and use of each restricted fund is set out in the notes to the financial statements.

(d) Income recognition

Grants receivable and donations are recognised on the Statement of Financial Activities when the conditions for receipt have been complied with. Grants receivable in respect of many activities are paid in relation to a given period such as a year and in these circumstances the grants are deferred to the extent that they relate to future accounting periods.

Investment and other income is recognised on a receivable basis.

(e) Expenditure recognition

All expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all costs related to the category. Expenditure is recognised where there is a legal or constructive obligation to make payments to third parties, it is probable that the settlement will be required and the amount of the obligation can be measured reliably.

Irrecoverable VAT is charged as an expense against the activity for which expenditure arose.

(f) Support costs allocation

Support costs are those that assist the work of the charity but do not directly represent charitable activities and include office costs, governance costs, administrative payroll costs. They are incurred directly in support of expenditure on the objects of the charity and include project management costs.

(g) Tangible Fixed Assets and depreciation

Expenditure in respect of the acquisition and/or enhancement of fixed assets by the Centre are capitalised. Depreciation is then calculated so as to write off the cost over the expected useful lives of the relevant fixed assets on a straight line basis. The rates used are as follows:

Improvements to short leasehold property	- 33.33%
Office equipment	- 33.33%

(h) Intangible Fixed Assets and depreciation

Expenditure in respect of website development are capitalised. Amortisation is then calculated so as to write off the cost over the expected useful lives of the relevant fixed assets on a straight line basis. The rates used are as follows:

Website costs	- 6 years

(i) Operating leases

Operating lease rentals are charged to the Statement of Financial Activities as incurred.

(j) Pensions

The pension cost charged in the financial statements represents the contributions payable by the company during the year into defined contribution arrangements for staff.

2. Donations and legacies

	2023	2022
	£	£
H Fawcett	30	-
C Thomas-Cooke	600	600
A Wildgoose	-	205
A F Forrest	-	20
C Carney	50	-
St Marks Church	1,000	1,000
Other donations and fundraising	1,146	540
	2,826	2,365

All income from donations and legacies for the current and previous year relates to unrestricted funds.

3. Income in relation to charitable activities

	2023	2022
	£	£
City Wide Support Service	587,416	525,648
Personal Budgets	-	109,998
Short Breaks	-	74,997
NHS grant	2,000	-
Carers Trust Grant	4,775	-
Covid-19 Response	-	10,040
CCG	-	8,540
	594,191	729,223

Charitable activities income of £594,191 (2022: £525,648) was unrestricted. £nil (2022: £203,575) was restricted.

4. Investment income

	2023	2022
	£	£
Interest receivable	2,683	143
	2,683	143

All income from investments for the current and previous year relates to unrestricted funds.

5. Other income

	2023	2022
	£	£
Sundry sales & other income	152	2,100
	152	2,100

Other income of £36 (2022: £nil) was restricted. £116 (2022: £2,100) was unrestricted.

6. Direct charitable expenditure

	Staff Costs £	Amortisation/ Depreciation £	Other Costs £	Total 2023 £	Total 2022 £
Activities undertaken directly	394,365	-	53,550	447,915	434,388
Support costs	-	10,554	344,771	355,325	294,587
	394,365	10,554	398,321	803,240	728,975

Charitable expenditure of £566,790 (2022: £505,427) was unrestricted, £1,170 (2022: £790) was in designated funds, and £235,280 (2022: £222,758) was restricted.

7. Trustees and key management personnel remuneration and expenses

During the year no remuneration was paid to trustees (2022: £Nil). No trustees were reimbursed expenses in either year.

The trustees consider its key management personnel to comprise of the Chief Executive and the Carer Services Manager. The total amount of employee benefits received by key management personnel is £88,488 (2022: £63,822).

8. Employees

	2023 No.	2022 No.
Average monthly number of employees	19	19

	2023 £	2022 £
Wages and salaries	338,601	323,952
Social security costs	30,325	19,149
Other pension costs	25,439	26,987
	394,365	370,088

No employees received remuneration over £60,000 (2022: none).

9. Net (expenditure)/income for the year

Net (expenditure)/income is stated after charging -

	2023 £	2022 £
Depreciation of tangible fixed assets	9,123	14,423
Amortisation of intangible fixed assets	1,431	-
Independent examiner's remuneration	3,445	3,132
Operating lease rentals	20,000	20,000

10. Tangible fixed assets

	Leasehold Property Improvements £	Office equipment £	Total £
Cost			
At 1 April 2022	48,008	86,478	134,486
Additions	-	8,843	8,843
Disposals	(19,023)	(64,064)	(83,087)
At 31 March 2023	28,985	31,257	60,242
Depreciation			
At 1 April 2022	28,684	81,269	109,953
Charge	3,865	5,258	9,123
Disposals	(19,023)	(64,064)	(83,087)
At 31 March 2023	13,526	22,463	35,989
Net book value			
At 31 March 2023	15,459	8,794	24,253
At 31 March 2022	19,324	5,209	24,533

11. Intangible fixed assets

	Website £	Total £
Cost		
Additions	11,494	11,494
At 31 March 2023	11,494	11,494
Depreciation		
Charge	1,431	1,431
At 31 March 2023	1,431	1,431
Net book value		
At 31 March 2023	10,063	10,063
At 31 March 2022	-	-

12. Debtors

	2023 £	2022 £
Other debtors	9,787	8,481

13. Creditors: amounts falling due within one year

	2023 £	2022 £
Other creditors	294,210	22,502

Included in other creditors is deferred income totalling £279,400 (2022: £nil) in relation to grants received in advance for 2023/24

14. Restricted funds

	Personal Budgets £	Short Breaks £	Lloyds TSB Fund £	CCG Fund £	COVID Recovery Fund £	Total £
Balance at 1 April 2022	133,957	150,074	-	-	-	284,031
Income	36	-	-			36
Expenditure	(161,480)	(73,800)		-	-	(235,280)
Transfers	-	-				-
Balance at 31 March 2023	(27,487)	76,274	-	-	-	48,787

Restricted funds - prior year

	Personal Budgets £	Short Breaks £	Lloyds TSB Fund £	CCG Fund £	COVID Recovery Fund £	Total
Balance at 1 April 2021	181,635	139,377	9,694	-		330,706
Income	109,998	74,997	-	8,540	10,040	203,575
Expenditure	(157,676)	(64,300)	(782)			(222,758)
Transfers	-	-	(8,912)	(8,540)	(10,040)	(27,492)
Balance at 31 March 2022	133,957	150,074	-	-	-	284,031

Personal Budgets - to meet carers' eligible needs for support (Carers Act 2014), it is in deficit due to timing of receipts.
Short Breaks - to provide breaks for carers.
Lloyds TSB fund - to enable the Carers Centre to purchase specialist professional advice
CCG Fund - grant to pay for engagement work with carers on health related issues.
COVID Recovery Fund - supported organisations with extra costs arising from the Coronavirus pandemic.

15. Designated funds

The income funds of the charity include the following designated funds which have been set aside out of unrestricted funds for specific purposes:

	Balance at 1.4.22 £	Income £	Resources expended £	Transfers £	Balance at 31.3.23 £
Future Initiatives	33,295	-	-	-	33,295
Fundraising	12,000	-	-	-	12,000
Carers Hardship Fund	2,011	-	(1,170)	30	871
	47,306	-	(1,170)	30	46,166

Designated funds- prior year

	Balance at 1.4.21 £	Income £	Resources expended £	Transfers £	Balance at 31.3.22 £
Future Initiatives	33,295	-	-	-	33,295
Fundraising	12,000	-	-	-	12,000
Carers Hardship Fund	2,801	-	(790)	-	2,011
	48,096	-	(790)	-	47,306

Future initiatives - to support additional management and administration hours for further development of the Centre.
Fundraising - to support fundraising activities.
Carers Hardship Fund - to provide small grants to carers experiencing hardship.

16. Analysis of net assets between funds

Fund balances at 31/03/2023 are represented by:	Unrestricted funds £	Designated funds £	Restricted funds £	Total £
Tangible fixed assets	-	-	24,253	24,253
Intangible fixed assets	10,063			10,063
Cash and current investments	645,425	46,166	24,534	716,125
Other current assets / liabilities	(284,423)	-	-	(284,423)
	371,065	46,166	48,787	466,018

Analysis of net assets between funds - prior year

Fund balances at 31/03/2022 are represented by:	Unrestricted funds £	Designated funds £	Restricted funds £	Total £
Tangible fixed assets	-	-	24,533	24,533
Cash and current investments	360,571	47,306	259,498	667,375
Other current assets / liabilities	(22,502)	-	-	(22,502)
	338,069	47,306	284,031	669,406

17. Financial commitments

Annual commitments in relation to the premises lease are as follows-

	2023 £	2022 £
Leases which expire:		
In less than one year	20,000	20,000
In two to five years	55,000	75,000
	75,000	95,000

18. Taxation

As a charity, Sheffield Carers Centre is exempt from tax on income and gains falling within the available tax exemptions to the extent that these are applied to its charitable objects. No tax charges have arisen in the charity.

19. Reconciliation of net (expenditure)/income to net cash flow from operations

	2023 £	2022 £
Net income	(203,388)	4,856
Adjustments for -		
Depreciation of tangible assets	9,123	14,423
Amortisation of intangible assets	1,431	-
Decrease/ (increase) in debtors	(1,306)	(3,856)
(Decrease)/increase in creditors	271,708	(12,375)
Cash flow from operating activities	77,568	3,048

20. Related Party Transactions

There are no related party transactions during the period (2022: £ nil).

THE SHEFFIELD CARERS CENTRE

England & Wales - Charity number 1041250

Accounts

Registered Charity Number: 1041250
Company Number: 02966792 (England and Wales)

SHEFFIELD CARERS CENTRE

TRUSTEES REPORT AND UNAUDITED ACCOUNTS

YEAR ENDED 31 MARCH 2022

SHEFFIELD CARERS CENTRE

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SHEFFIELD CARERS CENTRE

LEGAL AND ADMINISTRATION DETAILS

Trustees	L Warren B Broome A Forrest L T Griffiths C Register A J Stocks A M Rowland S Bhurtun A Barney F Jeferzade
Chief Executive	P Kimantas
Carers Services Manager	H Fawcett (until December 2021) C Gibson (from January 2022)
Charity number	1041250
Company number	02966792
Registered office	Dearing House 1 Young Street Sheffield S1 4UP
Independent examiner	Philip Allsop FCA BHP LLP 2 Rutland Park Sheffield S10 2PD
Bankers	Bank of Scotland 33 Old Broad Street London EC2N 1HZ

The trustees, who are the directors of the charity, present this report with the financial statements for the year ended 31 March 2022.

Structure, Governance and Management

Sheffield Carers Centre is a company limited by guarantee and therefore does not have any paid-up share capital. Each member of the company has, however, guaranteed an amount not exceeding £1. The Centre is also an independent local charity (registered charity no 1041250).

The Board of Trustees are responsible for managing the business of the organisation, safeguarding the charity's assets, managing its funds and ensuring it carries out the charity's purpose as defined in its Articles of Association. At the end of March 2022 Sheffield Carers Centre had about 400 members.

The Carers Centre aims to have a minimum of four of the trustees to be carers or former carers, and this requirement is exceeded, with 6 out of 10 Trustees having current or former caring experience. The Trustees are also well networked into key sectors in the city, including Sheffield City Council, the NHS South Yorkshire Integrated Care Board the NHS Teaching Hospitals Foundation and Health and Social Care Foundation Trust, the faith sector, the University of Sheffield and Sheffield Hallam University.

The Board of Trustees meets a minimum of four times during the year and is responsible for decision-making, with advice from the Chief Executive and any of the relevant sub-committees. The sub-committees (Finance and Resources; Quality, Outcomes and Performance Management and Corporate Governance) met regularly during 2021-22. The Trustees have committed to a programme of development, which includes actively working to increase the diversity of Board members and additional tasks, including a review of salaries.

Sheffield Carers Centre is a member of The Carers Trust national network. The main benefits this year have included keeping abreast with national policy and campaign developments, representation with national government on carers' issues, access to a wide range of information and resources on the Knowledge Hub and hardship grants for individual carers.

Risk assessment

The Board of Trustees has discussed and reviewed all the major risks to which the charity is exposed and has established systems to mitigate these risks. By maintaining the charity's reserves in accordance with the levels set out in the Financial Review, the charity will have sufficient resources to deal with any foreseeable adverse situations.

Objectives and Activities

Mission and values

The charity's mission is: "to be the major independent charity offering support to Sheffield carers by providing high quality information, advice, advocacy and support and by reaching out to all carers to ensure that their needs are met." By carer, we mean a person who, unpaid, looks after or supports someone who is unable to manage alone because of frailty, disability or illness.

The trustees have referred to the Charity Commission's general guidance on public benefit when reviewing the Carers Centre's objectives and planning future activities. The charity's objects as stated in the governing document are:

- To help people who are caring, or who have cared, for elderly, sick or disabled people at home, who are in need, and to promote their welfare;
- To help carers who have been physically and mentally affected by their caring role;
- To raise awareness of caring amongst carers and the public.

Sheffield Carers Centres believes all carers should be recognised, valued and effectively supported to enable them to continue caring in the way they choose and to have a life of their own, regardless of their caring situation. We aim to be carer-focussed, professional, responsive and accessible to all carers.

Quality Accreditation

Sheffield Carers Centre has achieved accreditation of ISO 9001, which is an internationally recognised Quality Management System, and passed the external audit to maintain its accreditation in 2021.

Overview of the year and key achievements

Carers continued to be impacted in numerous ways by the Coronavirus pandemic, and this was reflected in the increased numbers and complexity of work carried out during the year. A record number of 3,591 carers received a service, an increase of 16% on the previous year. This was delivered with the same resources as the previous year, which is a notable achievement. The gradual re-introduction of face to face activities for carers was strongly welcomed, and helped to lift spirits and re-connect people after the long period of Coronavirus restrictions. There was also a gradual resumption of some promotional and other events and meetings, though this has not reached pre-pandemic levels.

This period included the fifth and final year of Sheffield Carers Centre's service delivery contract with Sheffield City Council. The contract is critical to the charity's funding, therefore a considerable amount of Trustee and management time was invested in the process to tender for the new contract, and the Carers Expert Panel made valuable contributions. The Carers Centre was successful in submitting a winning bid against competition, and was awarded the five-year contract for the new Carers Service from January 2022 to December 2026. The contract mobilisation period involved a small number of role changes, and work began to develop a new programme of small group workshops and events to support carers in their role.

In addition to the contract to deliver the Carers Service 2022-2026, Sheffield Carers Centre was asked to take on responsibility for a cohort of carers assessments previously delivered by NHS Sheffield Health and Social Care Foundation Trust. This was agreed by Trustees and took effect from July 2022. This was a significant development, removing a 'two tier system' and providing all adult carers of adults with access to the same support and assessments from Sheffield Carers Centre.

During the year there was also a major organisational shift to a new way of hybrid working, transitioning from working at home to working in a combination of home and office. A legacy of the pandemic has been a continuation and development of online ways of working, such as the delivery of training and carers groups.

The Carers Centre has continued to benefit enormously from the dedication of its volunteers, who collectively contributed 2,390 hours of service, the equivalent of 318 working days, during the year. Volunteers were active in delivering the Community Connect service, supporting the Carers Café and as Trustees. A new role was created for a volunteer to collate and track the analytics data on engagement with the website and social media.

Reaching more carers

Reaching more carers and adding them to the Carers Register for the city remained an important activity alongside service delivery. A total of 1,563 carers were reached and added to the Carers Register through a combination of campaigns and promotional activities, outreach work and training for professionals who work with carers. 8.5% of newly registering carers were from a minority ethnic group, 72% identified as female and 28% as male. The main caring situations (where the data was provided) were: carers of a person with dementia 33%; carers of a person with a physical disability 18%; carers of a person with autism 9%; carers of a person with multiple conditions 8% and carers of a person with a learning disability 8%. Of these, 5.55%, or 99 of the carers, were caring for more than one person.

Carers Week

Carers Week provides the key annual opportunity to join the national campaign and reach out to members of the public who do not identify as carers or know that support is available for them. The theme of Carers Week in June 2021 was 'Make Caring Visible and Valued', and the Carers Centre worked in partnership with Sheffield Young Carers and Sheffield City Trust. A new page on the website highlighted our support of the national campaign with local activities:

- the offer of a free 7-day pass for carers to use the facilities at Sheffield City Trust leisure centres. It was the first time that Sheffield City Trust had made the free pass available for carers, and more than 60 carers took up the offer to improve their wellbeing. It was agreed by all partners that this was a success to build further on in future years.
- 33 carers participated in a programme of walks in the city's parks and green spaces. 6 of the carers enjoyed the experience so much that they took part in more than one walk.
- a multi-agency training event for professionals was delivered, jointly with Sheffield Young Carers. The 18 participants rated the session as 'very useful' and said that they felt more confident to identify and/or support carers as a result of the session. "Having protected time to really understand in more detail how carers are affected by Covid 19 but also as undervalued by society at large."
- A joint communications campaign reached out to unidentified carers. Five interviews took place on three local radio stations, one of them with one of the Carer Advisors speaking Urdu. The Carers Centre featured on the front page and a double page inside spread of a local newspaper (print and online versions) with the heading "Campaign shines a light on 1 in 4 unpaid carers. New drive highlights impact of Covid".

Dementia Video

The Carers Centre worked with 6 carers, Enrichment for the Elderly and a production company to create a new video encouraging carers of people with dementia to identify and seek support at an early stage. The video, launched in September, was very successful and had been viewed over 1,000 times by the end of December. One of the carers was interviewed on BBC Radio Sheffield, who gave the item 20 minutes airtime and played the soundtrack of the video in full.

Online pathways re-design

A major new project to re-design the online pathways into the Carers Centre began at the beginning of 2022. The aim of the project was to make it easier and clearer for professionals and carers to signpost, refer and 'join the community of carers' (reframed from 'registering') and manage demand on the service. The project involved creating new content and webpages for carers and professionals, including guidance on when an assessment is the most appropriate intervention. The new pathways were launched successfully during Carers Week in 2022.

Training

Three sessions of the well-established 'Understanding Carers Needs' training was delivered jointly with Sheffield Young Carers and received very positive feedback from the 67 health, social care and voluntary sector professionals who participated. A video recording of a training session about adult carers also went live on the Council's Adult Social Care system. Asked what change they would make to their professional practice as a result of the sessions and the video, the responses included:

"I shall be more vigilant to needs of carers"

"I shall be adding the question "are you a carer" to our assessment forms & building an information and sign posting resource for my colleagues"

"Where appropriate, to have more open conversations with the people I work with around any caring needs they or others may have and offering the appropriate support/signposting"

"Ask and assess for carers in the families I support and make referrals for support where identified"

Bespoke training sessions and presentations were delivered to various professional teams and groups and community groups. These included Occupational Therapists, the Early Help Partnership, the South Yorkshire Police staff network, dementia link workers, the Early Intervention in Psychosis staff group, GP Practice Managers at their annual conference, members of the Methodist Church and members of the Chinese community. Carers centre staff also contributed to a new series of six 'lunch-time learning' sessions about dementia, for professionals in health and social care.

Service Delivery

Information, advice and carers assessments

Information and advice have been provided extensively through individual conversations on the Carer Advice Line, through the website and Carers E-news.

The Carer Advice Line provided an invaluable listening ear and tailored information for the 1,593 carers who used it to discuss their situation with a Carer Advisor. Carers have reported consistently how important it is for them to be listened to and understood, and how much they value this aspect of the service, as illustrated by this quote:

"I was in a very bad way emotionally as everything was happening so suddenly - I expect I sounded totally unhinged at times! The support I received from [x] on the phone was second to none. She talked me through everything I needed to do and most importantly provided a listening ear. .... I cannot thank you all enough for sorting me out through a very difficult time. I think it's possible that my whole family could have imploded without you. Many thanks from the bottom of my heart."

Information was also provided through content on the website and the monthly Carers Enews, both of which have seen increases in levels of engagement. The most popular pages on the website have been the home page, services page and Carers Card pages, and the Coronavirus page continued to be used as a source of trusted information, updating carers on the Covid vaccination and booster roll-outs. There were 21,173 unique users of the website, an increase of 21% from the previous year. They visited the website for 30,876 sessions, an increase of 27% from previous year and 86,653 page views: 86,653, and increase of 34% from the previous year.

Carers who have needed more in-depth support have had this in the form of 'tier 1 assessment' conversations, which have discussed the impact of their caring in more breadth and depth. These conversations have covered all the areas that may impact a carer's life, and have led to measures that reduced the impact of caring. One example of this has been the 396 Time for a Break grants awarded to carers, with a total value of £68,900.

"We are more than grateful for this [Time for a Break grant]. It feels like when you're constantly being held under by an undertow and you can't get out and each time you come up for air the current crush under all over again. We finally get a chance to come up for air and we are grateful to the carers centre panel for this outcome."

After support at Tier 1 level has been concluded, if "eligible unmet needs" remained, as defined under the Care Act 2014, a Tier 2 assessment is carried out. During the year 61 carers had a Tier 2 assessment for the first time, leading to a Personal Budget for support. This was an increase of 49% on the previous year's number of Tier 2 assessments.

Case study of impact (details altered to protect the identity of the carer)

A carer who was looking after her adult daughter who had Autism underwent a Tier 1 assessment. The assessment conversations took place during three phone conversations over a period of three weeks, and explored various domains including her physical wellbeing, social connections, her employment situation, and time for herself. It was ascertained that the areas of greatest impact were on her emotional wellbeing and sustainability of the caring role. The carer was feeling very vulnerable, emotional and was experiencing extreme anxiety. This was leading her to have suicidal thoughts, and she had wondered if this might be a way to get help for her daughter. The carer had taken antidepressant medication in the past, but it had interfered with her concentration and she was therefore reluctant to start taking it again. The Carer Advisor clarified the risks and provided safety advice at the first conversation, and signposted the carer to the appropriate mental health services. A review of her previous carers assessment was completed with the carer as a priority the following day.

The Carer Advisor offered supportive listening to contain the carer's anxieties and frustrations; an active assessment of risk; gave advice on various issues, including how to follow up her concerns with her GP practice and options for making complaints; and provided signposting counselling options. A Time for a Break grant was provided and the carer decided to restart the anti-depressants. She spoke with her own and her daughter's GP and also NHS Complaints Advocacy. She reported a general improvement in her own emotional and mental wellbeing and her positivity for the future.

Feedback from carers

Carers who received the service have been asked to complete a short survey to measure their satisfaction level and find out the areas in which they have felt most supported. 99% of carers who have completed the survey have said they were satisfied or very satisfied with the service they received. The following quotes give a flavour of typical feedback:

"Calmed me down by understanding my situation & focusing on the relevant issues. Gave me practical support... Useful & not intrusive or patronising"

"I'd like to thank you; you really helped me when there seemed nobody else out there"

"I spoke to kind and gentle people who understood my situation, pointed me in the right direction, advised and encouraged me..."

Social Connections

The Community Connect service has provided telephone social calls to carers who have been feeling isolated. Since the onset of the pandemic, this had been expanded to include a more ongoing 'check-in' on carers who are in greater need of regular contact that links directly to the Carer Advisers and wider service if needed. This has been of value typically for carers who experience mental health issues themselves and for whom the pandemic has been adding significantly to the challenges of their caring role.

' ...it is because I don't feel invisible any more, which I did through the early part of lockdown, and now I feel so much more positive and confident that people are there to help me.'

110 carers received the Community Connect service during the year.

The Carers Café and the Carers Choir both met in person for the first time since the pandemic, which was warmly welcomed by the 62 carers who participated. Zoom cafés also continued to meet regularly, which enabled carers to attend in person and online, offering more options to meet with other carers. The Carers Centre was asked to set up a new group for LGBTQ carers, and following outreach and promotion this met for the first time. Other new carer groups were set up with our involvement, including a new group for carers of people with dementia, a group that was initiated by a church serving carers in a local neighbourhood and a group set up with a GP practice.

Case study of impact

Carer Mrs B was unable to work due to her caring responsibilities and she was experiencing isolation. She was supported for many months by a volunteer in Community Connect service, who built the carer's confidence to attend the Carers Café. During the pandemic this was online, and then at the monthly face-to-face Carers Café in the city centre. Through the supportive friendships she has made at the Carers Café and signposting from the volunteer, she now also attends a monthly Carers Support Group meeting in her local area.

Carer Card

The Carer Card reached the third anniversary milestone, by which time it had been given to around 6,000 carers. Despite the pressures of the Coronavirus pandemic, 40 businesses continued to support the Card with offers on goods, services and activities. Carers also valued the recognition of their role that the Card provided, and space to write two contact numbers to be used in the event of an emergency.

Maximising income

Citizens Advice Sheffield delivered welfare benefits support to 146 carers to maximise their income, achieving just under £100k in additional income for carers.

The Carers Centre accessed 51 individual hardship grants for carers, enabling them to purchase essential items for their role as carers, such as cookers and washing machines. The total value of the grants was £11,453, of which the majority were from the national partner The Carers Trust.

Support for carers of adults with a learning diability

Older carers of adults with a learning disability continued to receive specialist support from the Keep in Touch service delivered by Sheffield Mencap and gateway. This included individual support to 'plan for the future', support groups and workshops.

Partnership Work

Partnership work with key organisations remained important for reaching and supporting more carers, influencing the work of other organisations and raising awareness of the issues that carers face. Key partners in the year were Adult Social Care in Sheffield Council, Sheffield NHS Clinical Commissioning Group, NHS England and Sheffield Health and Social Care trust. The Carers Centre participated in various multi-agency partnerships and groups, including the Adult Safeguarding Board; Autism Partnership Board; Covid Prevention and Management Board; Dementia Strategy Implementation Group and Equalities Partnership.

Work with Sheffield Teaching Hospitals included reviewing and contributing to the content and design of their information booklet for carers; a new training video for students completing 'All About Me' with carers of patients with dementia, new carer awareness training materials for their staff and a new policy on carers.

In other partnership work, NHS England created a toolkit to support GP practices deliver 'Supporting carers in general practice: a framework of quality markers'. Sheffield Carers Centre contributed content to the toolkit, with the aim of making it easier for staff in GP practices to signpost and refer carers to the Carers Centre.

Partnership work also included enabling carers to contribute to new developments, changes and influence key decisions. Carers' views were gathered for 3 areas of service improvement and provided to the Clinical Commissioning Group; these being the neurodevelopment service,the phlebotomy service and future priorities for health care. The work involved recruiting 40+ carers, completing surveys on a 1:1 basis with them and adding them onto an online platform. The Carers Enews promoted various opportunities to contribute to consultations, such as the Council's plans for a new Committee System of Governance, development of a physical activity programme for people with mental health conditions, take part in a Question Time style event for group of GP surgeries, join a focus group about Intermediate Care for Healthwatch Sheffield, feedback on receipt of care for Sheffield Health & Social Care NHS Foundation Trust, take part in student research on support for parents of children with mental health issues and take part in a Carers Trust national survey about carers' views on the social care system.

Financial Review

Total income for the year was £733,831 (2021: 800,445). Expenditure for the year totalled £728,975 (2021: £739,934), resulting in net income for the year of £4,856 (2021: £60,511).

The accumulated funds of the Charity at 31 March 2022 are shown in total in the Balance Sheet and details of the restricted funds are shown in the notes.

Unrestricted funds amounted to £338,069, designated funds totalled £47,306 (the specific purposes of these funds are explained on page 19). Free reserves at 31 March 2022 are £338,069. The trustees have considered the level of unrestricted funds which is appropriate in order to safeguard the Charity's activities and settle their liabilities as they fall due. The trustees have therefore set a target for free funds of a minimum of £225,000.

The main item of expenditure continues to be staffing, followed by premises and office costs. These are all directed towards the core objectives referred to above.

Trustees' responsibility for the financial statements

The trustees are responsible for preparing the Trustees' Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the trustees to prepare financial statements for each financial period, which give a true and fair view of the state of affairs of the company and of the surplus or deficit of income over expenditure of the company for that period. In preparing those financial statements, the trustees are required to:

- Observe the methods and principles of the Charity SORP 2019 FRS 102;
- Make judgements and estimates that are reasonable and prudent;
- State whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements;
- Prepare the financial statements on the going concern basis unless it is inappropriate to presume that the company will continue in operation.

The trustees are responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the company and to enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

By order of the Board

26 October 2022

A Forrest

Trustee

SHEFFIELD CARERS CENTRE

INDEPENDENT EXAMINER'S REPORT

TO THE TRUSTEES OF SHEFFIELD CARERS CENTRE

I report to the charity trustees on my examination of the accounts of the company for the year ended 31 March 2022 which are set out on pages 10 to 20.

Responsibilities and basis of report

As the charity trustees of the company (and also its directors for the purposes of company law) you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ('the 2006 Act').

Having satisfied myself that the accounts of the company are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of your company's accounts as carried out under section 145 of the Charities Act 2011 ('the 2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act.

Independent examiner's statement

Since the company's gross income exceeded £250,000 your examiner must be a member of a body listed in section 145 of the 2011 Act. I confirm that I am qualified to undertake the examination because I am a member of the ICAEW, which is one of the listed bodies.

I have completed my examination. I confirm that no matters have come to my attention in connection with the examination giving me cause to believe that in any material respect:

1. accounting records were not kept in respect of the company as required by section 386 of the 2006 Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that the accounts give a 'true and fair view' which is not a matter considered as part of an independent examination; or
4. the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102).

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.

Signed:

P C Allsop

Philip Allsop FCA
BHP LLP
Chartered Accountants
2 Rutland Park
Sheffield
S10 2PD
10 November 2022

SHEFFIELD CARERS CENTRE

STATEMENT OF FINANCIAL ACTIVITIES
FOR THE YEAR ENDED 31 MARCH 2022

	Notes	Unrestricted Funds £	Designated Funds £	Restricted Funds £	Total 2022 £	Total 2021 £
Income from:						
Donations and legacies	2	2,365	-	-	2,365	13,955
Charitable activities	3	525,648	-	203,575	729,223	785,571
Investments	4	143	-	-	143	827
Other income	5	2,100	-	-	2,100	92
Total income		530,256	-	203,575	733,831	800,445
Expenditure on:	6					
Charitable activities						
City Wide Support Service		370,088	-	64,300	434,388	416,549
Sundry projects		135,339	790	158,458	294,587	323,385
Total expenditure		505,427	790	222,758	728,975	739,934
Net income / (expenditure)		24,829	(790)	(19,183)	4,856	60,511
Transfer of funds		27,492	-	(27,492)	-	-
Net movement in funds		52,321	(790)	(46,675)	4,856	60,511
Reconciliation of funds:						
Total funds brought forward		285,748	48,096	330,706	664,550	604,039
Fund balances at 31 March 2022		338,069	47,306	284,031	669,406	664,550

The statement of financial activities includes all gains and losses recognised in the year.

The statement of financial activities has been prepared on the basis that all operations are continuing operations.

SHEFFIELD CARERS CENTRE

BALANCE SHEET
AS AT 31 MARCH 2022

	Notes	2022 £	£	2021 £
Fixed assets				
Tangible assets	10		24,533	9,221
Current assets				
Debtors	11	8,481		4,625
Cash at bank and in hand		658,894		685,581
		667,375		690,206
Creditors: amounts falling due within one year	12	(22,502)		(34,877)
Net current assets			644,873	655,329
Net assets			669,406	664,550
Income funds				
Restricted funds	13		284,031	330,706
Designated funds	14		47,306	48,096
Unrestricted funds:			338,069	285,748
Total funds			669,406	664,550

For the year ending 31 March 2022 the company was entitled to exemption from audit under section 477 of the Companies Act 2006 relating to small companies.

Directors responsibilities:

(a) The members have not required the company to obtain an audit of its accounts for the year in question in accordance with section 476;

(b) The directors acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and the preparation of accounts.

The financial statements were approved by the Board on 26 October 2022

L T Griffiths
Trustee

A Forrest
Trustee

Company registration number 02966792

SHEFFIELD CARERS CENTRE

STATEMENT OF CASH FLOWS
FOR THE YEAR ENDED 31 MARCH 2022

	Note	2022 £	2021 £
Cash flow from operating activities	18	3,048	91,868
Cash flows from investing activities			
Purchase of tangible assets		(29,735)	(6,161)
Net cash used in investing activities		(29,735)	(6,161)
Change in cash and cash equivalents in the reporting period		(26,687)	85,707
Cash and cash equivalents at the beginning of the reporting period		685,581	599,874
Cash and cash equivalents at the end of the reporting period		658,894	685,581

1. Accounting Policies

(a) Basis of preparation

The charity constitutes a public benefit entity as defined by FRS 102. The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019) - (Charities SORP (FRS 102)) and the Companies Act 2006.

(b) Company status

The charity is a company limited by guarantee. The members of the company are specified within the legal and administrative information. In the event of the charity being wound up, the liability in respect of the guarantee is limited to £1 per member of the charity.

(c) Fund accounting

General funds are unrestricted funds which are available for use at the discretion of the trustees in furtherance of the general objectives of the charity and which have not been designated for other purposes.

Designated funds comprise unrestricted funds that have been set aside by the trustees for particular purposes. The aim and use of each designated fund is set out in the notes to the financial statements.

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors or which have been raised by the charity for particular purposes. The cost of raising and administering such funds are charged against the specific fund. The aim and use of each restricted fund is set out in the notes to the financial statements.

(d) Income recognition

Grants receivable and donations are recognised on the Statement of Financial Activities when the conditions for receipt have been complied with. Grants receivable in respect of many activities are paid in relation to a given period such as a year and in these circumstances the grants are deferred to the extent that they relate to future accounting periods.

Investment and other income is recognised on a receivable basis.

(e) Expenditure recognition

All expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all costs related to the category. Expenditure is recognised where there is a legal or constructive obligation to make payments to third parties, it is probable that the settlement will be required and the amount of the obligation can be measured reliably.

Irrecoverable VAT is charged as an expense against the activity for which expenditure arose.

(f) Support costs allocation

Support costs are those that assist the work of the charity but do not directly represent charitable activities and include office costs, governance costs, administrative payroll costs. They are incurred directly in support of expenditure on the objects of the charity and include project management costs.

(g) Fixed Assets and depreciation

Expenditure in respect of the acquisition and/or enhancement of fixed assets by the Centre are capitalised. Depreciation is then calculated so as to write off the cost over the expected useful lives of the relevant fixed assets on a straight line basis. The rates used are as follows:

Improvements to short leasehold property	- 33.33%
Office equipment	- 33.33%

(h) Operating leases

Operating lease rentals are charged to the Statement of Financial Activities as incurred.

(i) Pensions

The pension cost charged in the financial statements represents the contributions payable by the company during the year into defined contribution arrangements for staff.

2. Donations and legacies

	2022	2021
	£	£
Emily Weircroft Charitable Trust	-	250
C Thomas-Cooke	600	600
A Wildgoose	205	-
A F Forrest	20	340
Sickleholme Golf Club	-	4,525
British Land	-	1,000
St Marks Church	1,000	975
Other donations and fundraising	540	6,265
	2,365	13,955

All income from donations and legacies for the current and previous year relates to unrestricted funds.

3. Income in relation to charitable activities

	2022	2021
	£	£
City Wide Support Service	525,648	506,706
Personal Budgets	109,998	146,849
Short Breaks	74,997	99,996
DTOC Project	-	7,500
Isolation Project	-	20,091
Covid-19 Response	10,040	3,429
Hardship Fund	-	1,000
CCG	8,540	-
	729,223	785,571

Charitable activities income of £525,648 (2021: £518,635) was unrestricted. £203,575 (2021: £266,936) was restricted.

4. Investment income

	2022	2021
	£	£
Rental income	-	(260)
Interest receivable	143	1,087
	143	827

All income from investments for the current and previous year relates to unrestricted funds.

5. Other income

	2022	2021
	£	£
Sundry sales & other income	2,100	92
	2,100	92

All other income for the current and previous year relates to unrestricted funds.

6. Direct charitable expenditure

	Staff Costs	Depreciation	Other Costs	Total 2022	Total 2021
	£	£	£	£	£
Activities undertaken directly	370,088	-	64,300	434,388	417,099
Support costs	-	14,423	280,164	294,587	322,835
	370,088	14,423	344,464	728,975	739,934

Charitable expenditure of £505,427 (2021: £542,739) was unrestricted, £790 (2021: £635) was in designated funds, and £222,758 (2021: £196,560) was restricted.

7. Trustees and key management personnel remuneration and expenses

During the year no remuneration was paid to trustees (2021: £Nil). No trustees were reimbursed expenses in either year.

The trustees consider its key management personnel to comprise of the Chief Executive and the Carer Services Manager. The total amount of employee benefits received by key management personnel is £63,822 (2021: £46,905).

8. Employees

	2022	2021
	No.	No.
Average monthly number of employees	19	18

	2022	2021
	£	£
Wages and salaries	323,952	316,471
Social security costs	19,149	22,993
Other pension costs	26,987	28,171
	370,088	367,635

No employees received remuneration over £60,000 (2021: none).

9. Net income / (expenditure) for the year

Net income/ (expenditure) is stated after charging -

	2022	2021
	£	£
Depreciation of tangible fixed assets	14,423	4,345
Independent examiner's remuneration	3,180	2,484
Operating lease rentals	20,000	39,945
Exceptional relocation costs:		
- Removal costs	-	4,199
- Legal fees	-	1,800
- Agents fees	-	500
- Dilapidations	-	12,000

10. Tangible fixed assets

	Leasehold Property Improvements £	Office equipment £	Total £
Cost			
At 1 April 2021	19,023	85,728	104,751
Additions	28,985	750	29,735
Disposals	-	-	-
At 31 March 2022	48,008	86,478	134,486
Depreciation			
At 1 April 2021	19,023	76,507	95,530
Charge	9,661	4,762	14,423
Disposals	-	-	-
At 31 March 2022	28,684	81,269	109,953
Net book value			
At 31 March 2022	19,324	5,209	24,533
At 30 March 2021	-	9,221	9,221

11. Debtors

	2022 £	2021 £
Other debtors	8,481	4,625

12. Creditors: amounts falling due within one year

	2022 £	2021 £
Other creditors	22,502	34,877

13. Restricted funds

	Personal Budgets £	Short Breaks £	Lloyds TSB Fund £	CCG Fund £	COVID Recovery Fund £	Total £
Balance at 1 April 2021	181,635	139,377	9,694	-	-	330,706
Income	109,998	74,997	-	8,540	10,040	203,575
Expenditure	(157,676)	(64,300)	(782)	-	-	(222,758)
Transfers	-	-	(8,912)	(8,540)	(10,040)	(27,492)
Balance at 31 March 2022	133,957	150,074	-	-	-	284,031

Restricted funds - prior year

	Personal Budgets £	Short Breaks £	Lloyds TSB Fund £	Isolation Project £	Total £
Balance at 1 April 2020	161,068	88,295	9,694	-	259,057
Income	146,849	99,996	-	20,091	266,936
Expenditure	(126,282)	(48,914)	-	(21,364)	(196,560)
Transfers	-	-	-	1,273	1,273
Balance at 31 March 2021	181,635	139,377	9,694	-	330,706

Personal Budgets - to meet carers' eligible needs for support (Carers Act 2014)
Short Breaks - to provide breaks for carers.
Lloyds TSB fund - to enable the Carers Centre to purchase specialist professional advice
Isolation Project - to provide services to carers to reduce their social isolation.
CCG Fund - grant to pay for engagement work with carers on health related issues.
COVID Recovery Fund - supported organisations with extra costs arising from the Coronavirus pandemic.

14. Designated funds

The income funds of the charity include the following designated funds which have been set aside out of unrestricted funds for specific purposes:

	Balance at 1.4.21 £	Income £	Resources expended £	Transfers £	Balance at 31.3.22 £
Future Initiatives	33,295	-	-	-	33,295
Fundraising	12,000	-	-	-	12,000
Carers Hardship Fund	2,801	-	(790)	-	2,011
	48,096	-	(790)	-	47,306

Designated funds- prior year

	Balance at 1.4.20 £	Income £	Resources expended £	Transfers £	Balance at 31.3.21 £
Future Initiatives	33,295	-	-	-	33,295
Fundraising	12,000	-	-	-	12,000
Carers Hardship Fund	211	-	(635)	3,225	2,801
	45,506	-	(635)	3,225	48,096

Future initiatives - to support additional management and administration hours for further development of the Charity.

Fundraising - to support fundraising activities.

Carers Hardship Fund - to provide small grants to carers experiencing hardship.

15. Analysis of net assets between funds

Fund balances at 31/03/2022 are represented	Unrestricted funds £	Designated funds £	Restricted funds £	Total £
Tangible fixed assets	-	-	24,533	24,533
Cash and current investments	360,571	47,306	259,498	667,375
Other current assets / liabilities	(22,502)	-	-	(22,502)
	338,069	47,306	284,031	669,406

Analysis of net assets between funds - prior year

Fund balances at 31/03/2021 are represented	Unrestricted funds £	Designated funds £	Restricted funds £	Total £
Tangible fixed assets	-	-	9,221	9,221
Cash and current investments	316,000	48,096	321,485	685,581
Other current assets / liabilities	(30,252)	-	-	(30,252)
	285,748	48,096	330,706	664,550

16. Financial commitments

Annual commitments in relation to the premises lease are as follows-

	2022	2021
	£	£
Leases which expire:		
In less than one year	-	-
In two to five years	25,000	25,000
	25,000	25,000

17. Taxation

As a charity, Sheffield Carers Centre is exempt from tax on income and gains falling within the available tax exemptions to the extent that these are applied to its charitable objects. No tax charges have arisen in the charity.

18. Reconciliation of net income/ (expenditure) to net cash flow (used in)/from operations

	2022	2021
	£	£
Net income	4,856	60,511
Adjustments for -		
Depreciation of tangible assets	14,423	4,345
Increase / (decrease) in debtors	(3,856)	13,963
(Decrease)/increase in creditors	(12,375)	13,049
Cash flow from operating activities	3,048	91,868

19. Analysis of changes in net debt

	At April 2022	Cash Flows	At 31 March 2022
	£	£	£
Cash at bank and in hand	685,581	(26,687)	658,894
	685,581	(26,687)	658,894

20. Related Party Transactions

There are no related party transactions during the period (2021: £ nil).

THE SHEFFIELD CARERS CENTRE

England & Wales - Charity number 1041250

Accounts

Registered Charity Number: 1041250
Company Number: 02966792 (England and Wales)

SHEFFIELD CARERS CENTRE

TRUSTEES REPORT AND UNAUDITED ACCOUNTS

YEAR ENDED 31 MARCH 2021

SHEFFIELD CARERS CENTRE

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SHEFFIELD CARERS CENTRE

LEGAL AND ADMINISTRATION DETAILS

Trustees	L Warren	
	B Broome	
	A Forrest	
	L T Griffiths	
	C Register	
	A J Stocks	
	A M Rowland	
	S Bhurtun	
	A Barney	
	F Jeferzade	
	C Neal	Resigned 25 November 2020
	S J Simpson	Resigned 25 November 2020
Chief Executive	P Kimantas	
Carers Services Manager	H Fawcett	
Charity number	1041250	
Company number	02966792	
Registered office	Ground Floor Concept House 5 Young Street Sheffield S1 4UP	
Independent examiner	Philip Allsop FCA BHP LLP 2 Rutland Park Sheffield S10 2PD	
Bankers	Bank of Scotland 33 Old Broad Street London EC2N 1HZ	

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2021

The trustees, who are also directors for the purposes of company law, present their report with the financial statements for the year ended 31 March 2021.

Structure, Governance and Management

Sheffield Carers Centre is a company limited by guarantee and therefore does not have any paid up share capital. Each member of the company has, however, guaranteed an amount not exceeding £1. The Centre is also an independent local charity (registered charity no 1041250).

The Board of Trustees are responsible for managing the business of the organisation, safeguarding the charity's assets, managing its funds and ensuring Sheffield Carers Centre carries out the charity's purpose as defined in its Articles of Association. At the end of March 2021 Sheffield Carers Centre had about 400 members.

The Carers Centre's governing document requires four of the trustees to be carers or former carers, and this requirement is exceeded, with 6 out of 10 Trustees having current or former experience. The Trustees are also well networked into key sectors in the city, including Sheffield City Council, the Sheffield Clinical Commissioning Group, the NHS Teaching Hospitals Foundation and Health and Social Care Foundation Trust, the faith sector, the University of Sheffield and Sheffield Hallam University.

The Board of Trustees usually meets a minimum of four times during the year and is responsible for decision-making, with advice from the Chief Executive and any of the relevant sub-committees. The sub-committees (Finance and Resources; Quality, Outcomes and Performance Management and Corporate Governance) met regularly during 2020-21.

In addition, three Covid related Task and Finish Groups (resources, services for carers, staffing and volunteering) also met regularly until the autumn, and a further Task and Finish Group has been involved in the more detailed work of preparing for the tender for the next carers' service contract.

Sheffield Carers Centre is a member of the Carers Trust national network. The main benefits this year have included keeping abreast with national policy and campaign developments, representation with national government on carers' issues, access to a wide range of information and resources on the Knowledge Hub and hardship grants for individual carers.

Risk assessment

The Board of Trustees has discussed, and reviewed, all of the major risks to which the charity is exposed and has established systems to mitigate these risks. By maintaining the charity's reserves in accordance with the levels set out in the Financial Review, the charity will have sufficient resources to deal with any foreseeable adverse situations.

Objectives and Activities

Mission

The trustees have referred to the Charity Commission's general guidance on public benefit when reviewing the Carers Centre's objectives and planning future activities.

The charity's objects as stated in the governing document are:

- To help people who are caring, or who have cared, for elderly, sick or disabled people at home, who are in need, and to promote their welfare;
- To help carers who have been physically and mentally affected by their caring role;
- To raise awareness of caring amongst carers and the public.

Mission and values
The charity's mission is: to be the major independent charity offering support to Sheffield carers by providing high quality information, advice, advocacy and support and by reaching out to all carers to ensure that their needs are met. By carer, we mean a person who, unpaid, looks after or supports someone who is unable to manage alone because of frailty, disability or illness.

We believe all carers should be recognised, valued and effectively supported to enable them to continue caring in the way they choose and to have a life of their own, regardless of their caring situation. We aim to be carer-focussed, professional, responsive and accessible to all carers.

Quality Accreditation
Sheffield Carers Centre achieved accreditation of ISO 9001, which is an internationally recognised Quality Management System.

Overview of the year
The year 2020-21 has been dominated by three major disruptive issues:

- The Coronavirus pandemic
- Relocation to new office premises
- The final year of the Centre's main source of funding, a five-year contract to deliver the City-wide Carers Service, and preparing to compete for the new contract.

It has been a major achievement that Sheffield Carers Centre has maintained service delivery to a high standard and without interruption, adapted to respond to carers' needs arising from the pandemic, re-located office and prepared extensively for the re-tendering of its key contract with the Council.

Covid Pandemic

The Carers Centre adapted quickly and effectively to the changes brought about by lockdowns and the shift to working at home, thanks to the commitment and adaptability of staff and volunteers and the possibilities afforded by technology. Staff and volunteers began working at home from the beginning of the first lockdown in March 2020. At the same time processes for carers to access the services were adapted to maintain essential service delivery. A steep technological learning curve was climbed to deliver all functions by phone and internet from the homes of 19 staff, 10 Trustees and other volunteers.

Staff and volunteer sickness absence from Covid has thankfully been at very low levels, however there has been reduced staff and volunteering capacity for extended periods of time due to vacant posts and other Covid related circumstances. Due to the isolation of working at home in exceptionally challenging circumstances, considerable attention was paid to the wellbeing of staff and volunteers. Measures included additional leave for staff for a short period to compensate for dealing with often complex and distressing cases, new guidelines for working from home, wellbeing resources, a virtual 'staff room' for dropping in to see colleagues, and an online chat function for internal communications. New protocols were put in place to ensure GDPR compliance and confidentiality for home working.

It has been a major achievement that the services have continued to be delivered without interruption. A total of 54 volunteers remained involved, though circumstances meant that some were 'paused', for example some volunteers could not carry out their role from their home. Three former employees came forward to volunteer their time making triage calls for several weeks.

Tender preparation
The main source of funding, a contract with Sheffield Council, was due to end in December 2021. There has been considerable work during the year to prepare for the competitive procurement process for the next contract, which was due to start in May 2021. This involved an extensive review of existing provision, posts and structure, ideas for improvements or new initiatives and competitor analysis. This work involved all staff and volunteers and carers, in particular the Board and management team. As a result, the charity was in a strong position of preparedness.

Premises
The lease on the office premises expired at the end of March 2021. The Board considered an options appraisal of future premises requirements, prompted by the possibilities of the new home working arrangements. A decision was made to maintain a city centre office base that would accommodate the existing staffing complement, so the search for new premises began in the autumn 2020. Suitable new premises were secured and the relocation took place at the end of March.

Service Delivery

The Covid pandemic has had an enormous impact on carers, and the sectors, services, systems and activities that affect their lives, thus creating a 'perfect storm'. The number of carers is estimated to have increased by around 50% (Caring Behind Closed Doors, Carers UK), they have been providing more hours of care, carrying out more caring tasks, and the activities and services that would usually enable carers to have breaks either shut down or were considerably reduced due to lockdowns and Covid restrictions.

Sheffield Carers Centre therefore quickly adapted its service provision to meet the needs of carers during these challenging times, focussing on providing trusted information about Covid safety, providing connection to other carers and online activities, access to emotional support and maintaining the Carer Advice Line and Carers Assessments.

- Total of 3,093 carers received support during the year.
- 1,378 carers were added to the Carers Register
- The main caring situations were: carers of someone with dementia (32%), carers of someone with a mental health condition (15%), carers of someone with a learning disability (10%) and carers of someone with autism/Asperger's
- 95 carers received regular check-in calls and ongoing support from 25 Community Connect volunteers, who contributed a total of 1,751 hours.
- 701 new Tier 1 and 41 Tier 2 Carers Assessments carried out.
- 72 reviews of carers assessments carried out.
- At the year-end 208 carers had a Personal Budget, with a total value of £236,350, enabling them to purchase support to reduce the impact of caring.
- 17,422 people visited the website for a total of 24,206 sessions.
- A total of 64,500 pageviews were made on the website.
- The most visited webpages were the home page (24% of total), services (8%), Carer Card (7%) and Contact Us
- 266 carers received a time for a Break grant, totalling £45,374.
- £163,346 additional income from welfare benefits was secured.
- £21,250 was granted to carers to purchase essential items such as cookers and washing machines.

At risk carers

One of the priorities of the first lockdown was to identify which carers' situations were at high risk of breakdown under the strain of the pandemic. The huge range of community activities and services upon which they, and the person they look after, depended, came to a halt. Many carers therefore found themselves providing more care with no means of getting a break. A list of most 'at risk' carers was drawn up and the Council made initial check-up calls, and the Carers Centre ensured that support, such as regular Community Connect calls, was put in place. This partnership working was highly valued by those most at risk.

The Carers Centre also contributed to another important piece of work with the Council, involving the roll-out of the Covid vaccination to carers. The data from the Carers Register was transferred securely to the Council, to then be passed to the NHS so that eligible carers would be invited for vaccination. This was carried out in line with the national requirement to share data to respond to the public health emergency.

Community Connect

Recognising that isolation would be a major issue, the Carers Centre adapted the Community Connect service to provide ongoing support for a growing number of carers who were isolated and would benefit from a regular check-in call from a volunteer. The number of carers who received the service almost doubled during the year, from 50 in the first quarter to 95 in the final quarter. Before the first lockdown there were 4 volunteers in the service, quickly joined by Advice Line volunteers moving across to the role, bringing the number to 11 volunteers. Two rounds of recruitment brought the total figure to 25 volunteers by the final quarter of the year. Each volunteer called several carers on a regular basis (weekly or fortnightly). The total number of hours of support provided by the volunteers increased from 282 in the first quarter to 641 in the final quarter. In addition, 5 volunteers delivered Christmas Goody Bags to 38 carers.

The quote encapsulates the value of this service:
"... And may I thank the Carers Centre for having this most wonderful and extraordinary service of a volunteer ringing in. This is really and I cannot desist from emphasising it, this is really the most important service for me in your portfolio. It is a great privilege and I am very grateful for the conversations with your volunteer. I always look forward to them. In general and especially now with the virus I feel this is a key and important part of my social network to keep me going as I feel that I should continue to be in near lockdown simply to protect my mother. I do go out to do the necessary shopping, but that's about it almost. So thank you again for all of your hard and dedicated work!"

Digital and social exclusion

The issue of carers who, for a variety of reasons, do not use the internet, became very significant during a period when being able to use the internet became an essential lifeline to information and support. A grant from the Carers Trust enabled the Carers Centre to enhance its support by purchasing 4 tablets for loan and producing the 'Keep in Touch' guide. The guide, which was viewed by 101 carers, encouraged carers to keep in social contact with others during a time of social distancing, and gave examples of how to do so with introductory information about popular digital platforms such as WhatsApp and Zoom.

The Carers Café and other groups moved to meeting online, and the Community Liaison Coordinator and a volunteer provided coaching for carers to use Zoom so they could participate. The number of carers participating in online groups grew to 90.

Carers of People with Dementia

Carers of people with dementia were particularly affected by the pandemic restrictions. Additional project funding from the Clinical Commissioning Group increased the Carers Centre's capacity to support those carers, and respond to an increase in the number of referrals. During a five-month period 230 carers in this group received support, of whom 153 had not been in contact with the Carers Centre before.

Information and Advice

The provision of up to date and trusted information during the pandemic has been of paramount importance, and was a particular challenge during the initial crisis period when circumstances were constantly changing. In the first few weeks many calls to the Carer Advice Line were about daily practical challenges such as how to buy food and worries about being stopped whilst travelling to provide care during lockdowns.

Pandemic related information also became the focus of much of the content in social media, website and Carers Enews for many months. A new Coronavirus webpage was created to provide a single place for trusted information, including links to Government guidance, information about the Covid vaccination, PPE and bereavement support. This was the fifth most visited webpage during the year, indicating how much this was needed. There was considerable promotion of the emergency planning booklet and template plan to encourage carers to plan for such events.

The Enews was given a new format and sent to over 6,000 subscribers every month. An average of 440 people per edition 'clicked' on items to read more about them. Items about the Covid vaccination and other Covid related items received the highest levels of engagement, Thanks to a grant from the Carers Trust, a one-off printed newsletter was sent to 5,000 carers who did not have email addresses.

The Carers Centre has supported campaigns to address Covid misinformation and reach groups who were vaccine hesitant. During the roll-out of the vaccination programme, the Centre also took the lead in clarifying the processes by which carers would receive their invitation, raising issues about the barriers that some carers experienced and communicating updates and information with other organisations.

The Carers Trust introduced a new brand during the year, which was applied across all digital and printed materials. This gave carers even more assurance that our information and support was legitimate.

Having a Break

As stated earlier, the lockdowns and restrictions had a major negative impact on carers' opportunities to have a break, which was reflected in the reduction in Time for a Break grants. Carers were encouraged to find more creative ways to take a break other than going away, and examples included subscribing to magazines, purchasing tablets and arts and craft materials. 266 carers received a Time for a Break grant, totalling £45,374. The quotes below demonstrate the value of the grants:

"Hello, just a note to say that my lovely new Samsung Tablet has arrived .... I really like it - I've downloaded Zoom, Skype and What's App so I can keep in touch with friends and family and that's a great boost for my outlook. I've also downloaded a free daily newspaper (Metro which I really prefer to reading the news on websites and also has puzzles and games each day) as well as some other games an BBC I player so I can watch things in the garden or away from everyone else. It takes great photos too! It's been a really helpful and useful buy which I'm keeping separate from all the other stuff I have to deal with for my son."

"Please know you've made a huge difference in my life. Not just because of the bike, but because you saw a need and you were willing to help me out. I look forward to continued discussions and support as well. I can't thank you enough. Even in my emotional state right now, I know that if nothing else, I have the bike (from T4B) to look forward to. It really is everything."

Sub-contracts

The partnerships with Citizens Advice Sheffield and Sheffield Mencap and Gateway continued to deliver specialist services, with their staff also maintaining service continuity whilst working from home. £163,346 additional income for carers was secured.

Reaching new carers

Community outreach activities that contribute towards reaching new carers either moved online or stopped as a result of Covid restrictions, thus reducing some opportunities to raise awareness of carers. Nevertheless, 1,378 carers were added to the Carers Register, of whom 7% were from Black, Asian or minority ethnic groups.

Awareness raising, training, talks and presentations moved to online delivery. Sessions included training to mental health professionals working in primary care localities and staff in the Health and Social Care Trust, the Adult Safeguarding Partnership, the celebration of good practice in social care and pastoral workers in the Methodist Church. A webinar was recorded which has become part of the mandatory training for staff in Adult Social care, and the Centre contributed on carers issues to a series of 'lunch-time learning' sessions about dementia, including diagnosis and dealing with crisis.

A communications campaign was delivered in Carers Week, working in partnership with Sheffield Young Carers. A social media pack with key messages and imagery was provided for other organisations to use, the Director of Public Health wrote a column about carers for a local newspaper,

The campaign was successful in increasing our reach to carers, with 250 visits to the self-registration webpage and a large increase in carers making contact from posts on Facebook. Forty carers received a home delivered afternoon tea and activity pack during Carers Week.

Carers Rights Day

Twenty carers attended a webinar about carers rights delivered by the legal firm Irwin Mitchell. Another joint awareness raising campaign was delivered with Sheffield Young Carers. The CEO and a carer took part in live interviews on BBC Radio Sheffield, with an emphasis on how Covid has impacted carers.

Carer voice and partnerships

The Carers Centre has continued to provide information about consultations and other relevant opportunities for carers to have their say on issues that are important to them through the Have Your Say webpage, Enews and social media. It has participated in a variety of partnerships, bringing carers' views and raising issues.

Areas and partnerships in which carers' issues and perspectives have been contributed include:

- The Covid Prevention and Management Board
- Rapid Health Impact Assessments that were carried out in response to the disproportionate impact of the pandemic on disadvantaged groups.
- Relatives visits to care homes during pandemic restrictions
- Home Care Transformation project
- Review of Adult Social Care
- Physical Health Strategy for People with Severe Mental Illness, Learning Disability and Autism
- The new Covid Hubs network of voluntary and community groups and organisations
- The End of Life group led by Sheffield Teaching Hospitals
- Dementia Strategy Implementation Group

Funding and Fundraising

The events of the year have required significant investment in new premises and laptops and other equipment to enable working at home. Small grants from South Yorkshire Community Foundation and the Sheffield City Council Covid Response Fund have contributed towards some of the additional costs of the pandemic, however the majority of the funding has come from the Charity's reserves. The Cutler's Charity launched a Covid response fund, from which a donation of £500 was given towards carers' hardship grants.

Sickleholme Golf Club adopted Sheffield Carers Centre as the Club's charity of the year for fundraising, just before the pandemic struck. Not to be deterred, the Club members still raised a total of £5,025. A portion of this was used for 'treats' that were delivered to carers in Carers Week and at Christmas, and the remainder will be used to provide social activities when safe.

Financial Review

The accumulated funds of the Charity at 31 March 2021 are shown in total in the Balance Sheet and details of the restricted funds are shown in the notes.

Unrestricted funds amounted to £333,844, but £48,096 of these has been designated for specific purposes as explained on page 20. This leaves free funds of £285,748. The trustees have considered the level of unrestricted funds which is appropriate in order to safeguard the Charity's activities and have concluded that this should be the equivalent of three to six months operational expenditure. The trustees have therefore set a target for free funds of a minimum of £225,000.

The main item of expenditure continues to be staffing, followed by premises and office costs. These are all directed towards the core objectives referred to above.

Trustees' responsibilities for the financial statements

The trustees are responsible for preparing the Trustees' Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the trustees to prepare financial statements for each financial period, which give a true and fair view of the state of affairs of the company and of the surplus or deficit of income over expenditure of the company for that period. In preparing those financial statements, the trustees are required to:

- Select suitable accounting policies and apply them consistently;
- Observe the methods and principles of the Charity SORP 2019 FRS 102;
- Make judgements and estimates that are reasonable and prudent;
- State whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements;
- Prepare the financial statements on the going concern basis unless it is inappropriate to presume that the company will continue in operation.

The trustees are responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the company and to enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

By order of the Board

A Forrest

Trustee

16 November 2021

SHEFFIELD CARERS CENTRE

INDEPENDENT EXAMINER'S REPORT

TO THE TRUSTEES OF SHEFFIELD CARERS CENTRE

I report on the accounts of the Charity for the year ended 31 March 2021 which are set out on pages 10 to 20.

Respective responsibilities of trustees and examiner

The trustees (who are also the directors of the company for the purposes of company law) are responsible for the preparation of the accounts. The trustees consider that an audit is not required for this year under section 144(2) of the Charities Act 2011 (the 2011 Act) and that an independent examination is needed. The charity's gross income exceeded £250,000 and I am qualified to undertake the examination by being a qualified member of the ICAEW.

Having satisfied myself that the charity is not subject to audit under company law and is eligible for independent examination, it is my responsibility to:

- examine the accounts under section 145 of the 2011 Act;
- to follow the procedures laid down in the general directions given by the Charity Commission under section 145(5)(b) of the 2011 Act; and
- state whether particular matters have come to my attention.

Basis of independent examiner's statement

My examination was carried out in accordance with general directions given by the Charity Commission. An examination includes a review of the accounting records kept by the charity and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or disclosures in the accounts, and seeking explanations from you as trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit, and consequently no opinion is given as to whether the accounts present a "true and fair view" and the report is limited to those matters set out in the statement below.

Independent examiner's statement

In connection with my examination, no matter has come to my attention:

1 which gives me reasonable cause to believe that, in any material respect, the requirements:
   - to keep accounting records in accordance with section 386 of the Companies Act 2006; and
   - to prepare accounts which accord with the accounting records, comply with the accounting requirements of section 396 of the Companies Act 2006 and with the methods and principles of the Statement of Recommended Practice: Accounting and Reporting by Charities

   have not been met; or

2 to which, in my opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached.

Philip Allsop FCA
BHP LLP
Chartered Accountants
2 Rutland Park
Sheffield
S10 2PD

16 November 2021

SHEFFIELD CARERS CENTRE

STATEMENT OF FINANCIAL ACTIVITIES
FOR THE YEAR ENDED 31 MARCH 2021

	Notes	Unrestricted Funds £	Designated Funds £	Restricted Funds £	Total 2021 £	Total 2020 £
Income from:						
Donations and legacies	2	13,955	-	-	13,955	11,010
Charitable activities	3	518,635	-	266,936	785,571	850,031
Investments	4	827	-	-	827	3,486
Other income	5	92	-	-	92	6,831
Total income		533,509	-	266,936	800,445	871,358
Expenditure on:	6					
Charitable activities						
City Wide Support Service		356,773	-	59,776	416,549	493,986
Sundry projects		185,966	635	136,784	323,385	308,320
Total expenditure		542,739	635	196,560	739,934	802,306
Net (expenditure) / income		(9,230)	(635)	70,376	60,511	69,052
Transfer of funds		(4,498)	3,225	1,273	-	-
Net movement in funds		(13,728)	2,590	71,649	60,511	69,052
Reconciliation of funds:						
Total funds brought forward		299,476	45,506	259,057	604,039	534,987
Fund balances at 31 March 2021		285,748	48,096	330,706	664,550	604,039

The statement of financial activities includes all gains and losses recognised in the year.

The statement of financial activities has been prepared on the basis that all operations are continuing operations.

SHEFFIELD CARERS CENTRE

BALANCE SHEET
AS AT 31 MARCH 2021

Assets employed:	Notes	2021 £	£	2020 £
Fixed assets				
Tangible assets	10		9,221	7,405
Current assets				
Debtors	11	4,625		18,588
Cash at bank and in hand		685,581		599,874
		690,206		618,462
Creditors: amounts falling due within one year	12	(34,877)		(21,828)
Net current assets			655,329	596,634
Net assets			664,550	604,039
Income funds				
Restricted funds	13		330,706	259,057
Designated funds	14		48,096	45,506
Unrestricted funds:			285,748	299,476
Total funds			664,550	604,039

For the year ending 31 March 2021 the company was entitled to exemption from audit under section 477 of the Companies Act 2006 relating to small companies.

Directors responsibilities:

(a) The members have not required the company to obtain an audit of its accounts for the year in question in accordance with section 476;

(b) The directors acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and the preparation of accounts.

The financial statements were approved by the Board on 16 November 2021

L T Griffiths
Trustee

A Forrest
Trustee

Company registration number 02966792

SHEFFIELD CARERS CENTRE

STATEMENT OF CASH FLOWS
FOR THE YEAR ENDED 31 MARCH 2021

	Note	2021 £	2020 £
Cash flow from operating activities	18	91,868	69,129
Cash flows from investing activities			
Purchase of tangible assets		(6,161)	(7,374)
Net cash used in investing activities		(6,161)	(7,374)
Change in cash and cash equivalents in the reporting period		85,707	61,755
Cash and cash equivalents at the beginning of the reporting period		599,874	538,119
Cash and cash equivalents at the end of the reporting period		685,581	599,874

1. Accounting Policies

(a) Basis of preparation

The charity constitutes a public benefit entity as defined by FRS 102. The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019) - (Charities SORP (FRS 102)) and the Companies Act 2006.

(b) Company status

The charity is a company limited by guarantee. The members of the company are specified within the legal and administrative information. In the event of the charity being wound up, the liability in respect of the guarantee is limited to £1 per member of the charity.

(c) Fund accounting

General funds are unrestricted funds which are available for use at the discretion of the trustees in furtherance of the general objectives of the charity and which have not been designated for other purposes.

Designated funds comprise unrestricted funds that have been set aside by the trustees for particular purposes. The aim and use of each designated fund is set out in the notes to the financial statements.

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors or which have been raised by the charity for particular purposes. The cost of raising and administering such funds are charged against the specific fund. The aim and use of each restricted fund is set out in the notes to the financial statements.

(d) Income recognition

Grants receivable and donations are recognised on the Statement of Financial Activities when the conditions for receipt have been complied with. Grants receivable in respect of many activities are paid in relation to a given period such as a year and in these circumstances the grants are deferred to the extent that they relate to future accounting periods.

Investment and other income is recognised on a receivable basis.

(e) Expenditure recognition

All expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all costs related to the category. Expenditure is recognised where there is a legal or constructive obligation to make payments to third parties, it is probable that the settlement will be required and the amount of the obligation can be measured reliably.

Irrecoverable VAT is charged as an expense against the activity for which expenditure arose.

(f) Support costs allocation

Support costs are those that assist the work of the charity but do not directly represent charitable activities and include office costs, governance costs, administrative payroll costs. They are incurred directly in support of expenditure on the objects of the charity and include project management costs.

(g) Fixed Assets and depreciation

Expenditure in respect of the acquisition and/or enhancement of fixed assets by the Centre are capitalised. Depreciation is then calculated so as to write off the cost over the expected useful lives of the relevant fixed assets on a straight line basis. The rates used are as follows:

Improvements to short leasehold property	- 33.33%
Office equipment	- 33.33%

(h) Operating leases

Operating lease rentals are charged to the Statement of Financial Activities as incurred.

(I) Pensions

The pension cost charged in the financial statements represents the contributions payable by the company during the year into defined contribution arrangements for staff.

2. Donations and legacies

	2021	2020
	£	£
Emily Welrcroft Charitable Trust	250	250
C Thomas-Cooke	600	600
Swatlakis Solicitors LLB	-	250
Raffle donations	-	4,114
A F Forrest	340	210
Sickleholme Golf Club	4,525	-
British Land	1,000	-
St Marks Church	975	-
Other donations and fundraising	6,265	5,586
	13,955	11,010

Donations and legacies of £13,955 (2020: £11,010) were unrestricted. £Nil (2020: £Nil) were for restricted funds.

3. Income in relation to charitable activities

	2021	2020
	£	£
City Wide Support Service	506,706	545,456
Personal Budgets	146,849	146,864
Short Breaks	99,996	99,996
DTOC Project	7,500	57,715
Isolation Project	20,091	-
Covid-19 Response	3,429	-
Hardship Fund	1,000	-
	785,571	850,031

Charitable activities income of £518,635 (2020: £545,456) was unrestricted. £266,936 (2020: £304,575) was restricted.

4. Investment income

	2021	2020
	£	£
Rental income	(260)	1,135
Interest receivable	1,087	2,351
	827	3,486

All income from investments for the current and previous year relates to unrestricted funds.

5. Other income

	2021	2020
	£	£
Sundry sales & other income	92	6,831
	92	6,831

All other income for the current and previous year relates to unrestricted funds.

6. Direct charitable expenditure

	Staff Costs	Depreciation	Other Costs	Total 2021	Total 2020
	£	£	£	£	£
Activities undertaken directly	367,635	-	49,464	417,099	493,986
Support costs	-	4,345	318,490	322,835	308,320
	367,635	4,345	367,954	739,934	802,306

Charitable expenditure of £542,739 (2020: £492,576) was unrestricted, £635 (2020: £1,994) was in designated funds, and £196,560 (2020: £307,736) was restricted.

7. Trustees and key management personnel remuneration and expenses

During the year remuneration of £Nil was paid to trustees (2020: £Nil). No trustees were reimbursed expenses in the year (2020: 2 trustees reimbursed £97 for travel expenses).

The trustees consider its key management personnel to comprise of the Chief Executive and the Carer Services Manager. The total amount of employee benefits received by key management personnel is £46,905 (2020: £54,104).

8. Employees

	2021	2020
	No.	No.
Average monthly number of employees	18	20

	2021	2020
	£	£
Wages and salaries	316,471	342,608
Social security costs	22,993	21,773
Other pension costs	28,171	32,322
	367,635	396,703

No employees received remuneration over £60,000 (2020: none).

9. Net (expenditure)/income for the year

Net (expenditure)/income is stated after charging -

	2021	2020
	£	£
Depreciation of tangible fixed assets	4,345	1,999
Independent examiner's remuneration	2,484	2,436
Operating lease rentals	39,945	39,945
Exceptional relocation costs:		
- Removal costs	4,199	
- Legal fees	1,800	
- Agents fees	500	
- Dilapidations	12,000	

10. Tangible fixed assets

	Leasehold Property Improvements £	Office equipment £	Total £
Cost			
At 1 April 2020	19,023	79,567	98,590
Additions	-	6,161	6,161
Disposals	-	-	-
At 31 March 2021	19,023	85,728	104,751
Depreciation			
At 1 April 2020	19,023	72,162	91,185
Charge	-	4,345	4,345
Disposals	-	-	-
At 31 March 2021	19,023	76,507	95,530
Net book value			
At 31 March 2021	-	9,221	9,221
At 30 March 2020	-	7,405	7,405

11. Debtors

	2021 £	2020 £
Other debtors	4,625	18,588

12. Creditors: amounts falling due within one year

	2021 £	2020 £
Other creditors	34,877	21,828

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2021

13. Restricted funds

	Personal Budgets £	Short Breaks £	Carers card £	Lloyds TSB Fund £	Isolation Project £	Total £
Balance at 1 April 2020	161,068	88,295	-	9,694	-	259,057
Income	146,849	99,996	-	-	20,091	266,936
Expenditure	(126,282)	(48,914)	-	-	(21,364)	(196,560)
Transfers	-	-	-	-	1,273	1,273
Balance at 31 March 2021	181,635	139,377	-	9,694	-	330,706

Restricted funds - prior year

	Personal Budgets £	Short Breaks £	Carers card £	Lloyds TSB Fund £	Cancer Champions £	DTOC Project £	Total £
Balance at 1 April 2019	133,586	85,582	12,281	14,519	16,250	-	262,218
Income	146,864	99,996	-	-	-	57,715	304,575
Expenditure	(119,382)	(97,283)	(12,281)	(4,825)	(16,250)	(57,715)	(307,736)
Transfers	-	-	-	-	-	-	-
Balance at 31 March 2020	161,068	88,295	-	9,694	-	-	259,057

Personal Budgets - to meet carers' eligible needs for support (Carers Act 2014)
Short Breaks - to provide breaks for carers.
Carers Card - to provide a discount and emergency contact card for carers
Lloyds TSB fund - to enable the Carers Centre to purchase specialist professional advice
Cancer Champions - to encourage carers to become aware of the signs of cancer and to access screening
DTOC Project - to provide information and support to carers looking after someone returning home from hospital
Isolation Project - to provide services to carers to reduce their social isolation.

14. Designated funds

The income funds of the charity include the following designated funds which have been set aside out of unrestricted funds for specific purposes:

	Balance at 1.4.20 £	Income £	Resources expended £	Transfers £	Balance at 31.3.21 £
Future Initiatives	33,295	-	-	-	33,295
Fundraising	12,000	-	-	-	12,000
Carers Hardship Fund	211	-	(635)	3,225	2,801
	45,506	-	(635)	3,225	48,096

Designated funds- prior year

	Balance at 1.4.19 £	Income £	Resources expended £	Transfers £	Balance at 31.3.20 £
Future Initiatives	35,000	-	(1,705)	-	33,295
Fundraising	12,000	-	-	-	12,000
Carers Hardship Fund	-	-	(289)	500	211
	47,000	-	(1,994)	500	45,506

Future Initiatives - to support additional management and administration hours for further development of the charity
Fundraising - to support fundraising activities.
Carers Hardship Fund - to provide small grants to carers experiencing hardship.

15. Analysis of net assets between funds

	Unrestricted funds	Designated funds	Restricted funds	Total
Fund balances at 31/03/2021 are represented by:	£	£	£	£
Tangible fixed assets	-	-	9,221	9,221
Cash and current investments	316,000	48,096	321,485	685,581
Other current assets / liabilities	(30,252)	-	-	(30,252)
	285,748	48,096	330,706	664,550

Analysis of net assets between funds - prior year

	Unrestricted funds	Designated funds	Restricted funds	Total
Fund balances at 31/03/2020 are represented by:	£	£	£	£
Tangible fixed assets	-	-	7,405	7,405
Cash and current investments	307,381	45,506	246,987	599,874
Other current assets / liabilities	(7,905)	-	4,665	(3,240)
	299,476	45,506	259,057	604,039

16. Financial commitments

Annual commitments in relation to the premises lease are as follows-

	2021	2020
	£	£
Leases which expire:		
In less than one year	-	39,945
In two to five years	25,000	-
	25,000	39,945

17. Taxation

As a charity, Sheffield Carers Centre is exempt from tax on income and gains falling within the available tax exemptions to the extent that these are applied to its charitable objects. No tax charges have arisen in the charity.

18. Reconciliation of net (expenditure)/income to net cash flow (used in)/from operations

	2021	2020
	£	£
Net income	60,511	69,052
Adjustments for -		
Depreciation of tangible assets	4,345	1,999
Decrease/ (increase) in debtors	13,963	1,017
(Decrease)/increase in creditors	13,049	(2,939)
Cash flow from operating activities	91,868	69,129

19. Related Party Transactions

There are no related party transactions during the period (2020: £ nil).

20. Post Balance Sheet Events

Following the year end the charity was awarded a new contract. This contract secured income for the charity until December 2026.

THE SHEFFIELD CARERS CENTRE

England & Wales - Charity number 1041250

Accounts

Registered Charity Number: 1041250
Company Number: 02966792 (England and Wales)

SHEFFIELD CARERS CENTRE

TRUSTEES REPORT AND UNAUDITED ACCOUNTS

YEAR ENDED 31 MARCH 2021

SHEFFIELD CARERS CENTRE

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SHEFFIELD CARERS CENTRE

LEGAL AND ADMINISTRATION DETAILS

Trustees	L Warren	
	B Broome	
	A Forrest	
	L T Griffiths	
	C Register	
	A J Stocks	
	A M Rowland	
	S Bhurtun	
	A Barney	
	F Jeferzade	
	C Neal	Resigned 25 November 2020
	S J Simpson	Resigned 25 November 2020
Chief Executive	P Kimantas	
Carers Services Manager	H Fawcett	
Charity number	1041250	
Company number	02966792	
Registered office	Ground Floor Concept House 5 Young Street Sheffield S1 4UP	
Independent examiner	Philip Allsop FCA BHP LLP 2 Rutland Park Sheffield S10 2PD	
Bankers	Bank of Scotland 33 Old Broad Street London EC2N 1HZ	

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2021

The trustees, who are also directors for the purposes of company law, present their report with the financial statements for the year ended 31 March 2021.

Structure, Governance and Management

Sheffield Carers Centre is a company limited by guarantee and therefore does not have any paid up share capital. Each member of the company has, however, guaranteed an amount not exceeding £1. The Centre is also an independent local charity (registered charity no 1041250).

The Board of Trustees are responsible for managing the business of the organisation, safeguarding the charity's assets, managing its funds and ensuring Sheffield Carers Centre carries out the charity's purpose as defined in its Articles of Association. At the end of March 2021 Sheffield Carers Centre had about 400 members.

The Carers Centre's governing document requires four of the trustees to be carers or former carers, and this requirement is exceeded, with 6 out of 10 Trustees having current or former experience. The Trustees are also well networked into key sectors in the city, including Sheffield City Council, the Sheffield Clinical Commissioning Group, the NHS Teaching Hospitals Foundation and Health and Social Care Foundation Trust, the faith sector, the University of Sheffield and Sheffield Hallam University.

The Board of Trustees usually meets a minimum of four times during the year and is responsible for decision-making, with advice from the Chief Executive and any of the relevant sub-committees. The sub-committees (Finance and Resources; Quality, Outcomes and Performance Management and Corporate Governance) met regularly during 2020-21.

In addition, three Covid related Task and Finish Groups (resources, services for carers, staffing and volunteering) also met regularly until the autumn, and a further Task and Finish Group has been involved in the more detailed work of preparing for the tender for the next carers' service contract.

Sheffield Carers Centre is a member of the Carers Trust national network. The main benefits this year have included keeping abreast with national policy and campaign developments, representation with national government on carers' issues, access to a wide range of information and resources on the Knowledge Hub and hardship grants for individual carers.

Risk assessment

The Board of Trustees has discussed, and reviewed, all of the major risks to which the charity is exposed and has established systems to mitigate these risks. By maintaining the charity's reserves in accordance with the levels set out in the Financial Review, the charity will have sufficient resources to deal with any foreseeable adverse situations.

Objectives and Activities

Mission

The trustees have referred to the Charity Commission's general guidance on public benefit when reviewing the Carers Centre's objectives and planning future activities.

The charity's objects as stated in the governing document are:

- To help people who are caring, or who have cared, for elderly, sick or disabled people at home, who are in need, and to promote their welfare;
- To help carers who have been physically and mentally affected by their caring role;
- To raise awareness of caring amongst carers and the public.

Mission and values
The charity's mission is: to be the major independent charity offering support to Sheffield carers by providing high quality information, advice, advocacy and support and by reaching out to all carers to ensure that their needs are met. By carer, we mean a person who, unpaid, looks after or supports someone who is unable to manage alone because of frailty, disability or illness.

We believe all carers should be recognised, valued and effectively supported to enable them to continue caring in the way they choose and to have a life of their own, regardless of their caring situation. We aim to be carer-focussed, professional, responsive and accessible to all carers.

Quality Accreditation
Sheffield Carers Centre achieved accreditation of ISO 9001, which is an internationally recognised Quality Management System.

Overview of the year
The year 2020-21 has been dominated by three major disruptive issues:

- The Coronavirus pandemic
- Relocation to new office premises
- The final year of the Centre's main source of funding, a five-year contract to deliver the City-wide Carers Service, and preparing to compete for the new contract.

It has been a major achievement that Sheffield Carers Centre has maintained service delivery to a high standard and without interruption, adapted to respond to carers' needs arising from the pandemic, re-located office and prepared extensively for the re-tendering of its key contract with the Council.

Covid Pandemic

The Carers Centre adapted quickly and effectively to the changes brought about by lockdowns and the shift to working at home, thanks to the commitment and adaptability of staff and volunteers and the possibilities afforded by technology. Staff and volunteers began working at home from the beginning of the first lockdown in March 2020. At the same time processes for carers to access the services were adapted to maintain essential service delivery. A steep technological learning curve was climbed to deliver all functions by phone and internet from the homes of 19 staff, 10 Trustees and other volunteers.

Staff and volunteer sickness absence from Covid has thankfully been at very low levels, however there has been reduced staff and volunteering capacity for extended periods of time due to vacant posts and other Covid related circumstances. Due to the isolation of working at home in exceptionally challenging circumstances, considerable attention was paid to the wellbeing of staff and volunteers. Measures included additional leave for staff for a short period to compensate for dealing with often complex and distressing cases, new guidelines for working from home, wellbeing resources, a virtual 'staff room' for dropping in to see colleagues, and an online chat function for internal communications. New protocols were put in place to ensure GDPR compliance and confidentiality for home working.

It has been a major achievement that the services have continued to be delivered without interruption. A total of 54 volunteers remained involved, though circumstances meant that some were 'paused', for example some volunteers could not carry out their role from their home. Three former employees came forward to volunteer their time making triage calls for several weeks.

Tender preparation
The main source of funding, a contract with Sheffield Council, was due to end in December 2021. There has been considerable work during the year to prepare for the competitive procurement process for the next contract, which was due to start in May 2021. This involved an extensive review of existing provision, posts and structure, ideas for improvements or new initiatives and competitor analysis. This work involved all staff and volunteers and carers, in particular the Board and management team. As a result, the charity was in a strong position of preparedness.

Premises
The lease on the office premises expired at the end of March 2021. The Board considered an options appraisal of future premises requirements, prompted by the possibilities of the new home working arrangements. A decision was made to maintain a city centre office base that would accommodate the existing staffing complement, so the search for new premises began in the autumn 2020. Suitable new premises were secured and the relocation took place at the end of March.

Service Delivery

The Covid pandemic has had an enormous impact on carers, and the sectors, services, systems and activities that affect their lives, thus creating a 'perfect storm'. The number of carers is estimated to have increased by around 50% (Caring Behind Closed Doors, Carers UK), they have been providing more hours of care, carrying out more caring tasks, and the activities and services that would usually enable carers to have breaks either shut down or were considerably reduced due to lockdowns and Covid restrictions.

Sheffield Carers Centre therefore quickly adapted its service provision to meet the needs of carers during these challenging times, focussing on providing trusted information about Covid safety, providing connection to other carers and online activities, access to emotional support and maintaining the Carer Advice Line and Carers Assessments.

- Total of 3,093 carers received support during the year.
- 1,378 carers were added to the Carers Register
- The main caring situations were: carers of someone with dementia (32%), carers of someone with a mental health condition (15%), carers of someone with a learning disability (10%) and carers of someone with autism/Asperger's
- 95 carers received regular check-in calls and ongoing support from 25 Community Connect volunteers, who contributed a total of 1,751 hours.
- 701 new Tier 1 and 41 Tier 2 Carers Assessments carried out.
- 72 reviews of carers assessments carried out.
- At the year-end 208 carers had a Personal Budget, with a total value of £236,350, enabling them to purchase support to reduce the impact of caring.
- 17,422 people visited the website for a total of 24,206 sessions.
- A total of 64,500 pageviews were made on the website.
- The most visited webpages were the home page (24% of total), services (8%), Carer Card (7%) and Contact Us
- 266 carers received a time for a Break grant, totalling £45,374.
- £163,346 additional income from welfare benefits was secured.
- £21,250 was granted to carers to purchase essential items such as cookers and washing machines.

At risk carers

One of the priorities of the first lockdown was to identify which carers' situations were at high risk of breakdown under the strain of the pandemic. The huge range of community activities and services upon which they, and the person they look after, depended, came to a halt. Many carers therefore found themselves providing more care with no means of getting a break. A list of most 'at risk' carers was drawn up and the Council made initial check-up calls, and the Carers Centre ensured that support, such as regular Community Connect calls, was put in place. This partnership working was highly valued by those most at risk.

The Carers Centre also contributed to another important piece of work with the Council, involving the roll-out of the Covid vaccination to carers. The data from the Carers Register was transferred securely to the Council, to then be passed to the NHS so that eligible carers would be invited for vaccination. This was carried out in line with the national requirement to share data to respond to the public health emergency.

Community Connect

Recognising that isolation would be a major issue, the Carers Centre adapted the Community Connect service to provide ongoing support for a growing number of carers who were isolated and would benefit from a regular check-in call from a volunteer. The number of carers who received the service almost doubled during the year, from 50 in the first quarter to 95 in the final quarter. Before the first lockdown there were 4 volunteers in the service, quickly joined by Advice Line volunteers moving across to the role, bringing the number to 11 volunteers. Two rounds of recruitment brought the total figure to 25 volunteers by the final quarter of the year. Each volunteer called several carers on a regular basis (weekly or fortnightly). The total number of hours of support provided by the volunteers increased from 282 in the first quarter to 641 in the final quarter. In addition, 5 volunteers delivered Christmas Goody Bags to 38 carers.

The quote encapsulates the value of this service:
"... And may I thank the Carers Centre for having this most wonderful and extraordinary service of a volunteer ringing in. This is really and I cannot desist from emphasising it, this is really the most important service for me in your portfolio. It is a great privilege and I am very grateful for the conversations with your volunteer. I always look forward to them. In general and especially now with the virus I feel this is a key and important part of my social network to keep me going as I feel that I should continue to be in near lockdown simply to protect my mother. I do go out to do the necessary shopping, but that's about it almost. So thank you again for all of your hard and dedicated work!"

Digital and social exclusion

The issue of carers who, for a variety of reasons, do not use the internet, became very significant during a period when being able to use the internet became an essential lifeline to information and support. A grant from the Carers Trust enabled the Carers Centre to enhance its support by purchasing 4 tablets for loan and producing the 'Keep in Touch' guide. The guide, which was viewed by 101 carers, encouraged carers to keep in social contact with others during a time of social distancing, and gave examples of how to do so with introductory information about popular digital platforms such as WhatsApp and Zoom.

The Carers Café and other groups moved to meeting online, and the Community Liaison Coordinator and a volunteer provided coaching for carers to use Zoom so they could participate. The number of carers participating in online groups grew to 90.

Carers of People with Dementia

Carers of people with dementia were particularly affected by the pandemic restrictions. Additional project funding from the Clinical Commissioning Group increased the Carers Centre's capacity to support those carers, and respond to an increase in the number of referrals. During a five-month period 230 carers in this group received support, of whom 153 had not been in contact with the Carers Centre before.

Information and Advice

The provision of up to date and trusted information during the pandemic has been of paramount importance, and was a particular challenge during the initial crisis period when circumstances were constantly changing. In the first few weeks many calls to the Carer Advice Line were about daily practical challenges such as how to buy food and worries about being stopped whilst travelling to provide care during lockdowns.

Pandemic related information also became the focus of much of the content in social media, website and Carers Enews for many months. A new Coronavirus webpage was created to provide a single place for trusted information, including links to Government guidance, information about the Covid vaccination, PPE and bereavement support. This was the fifth most visited webpage during the year, indicating how much this was needed. There was considerable promotion of the emergency planning booklet and template plan to encourage carers to plan for such events.

The Enews was given a new format and sent to over 6,000 subscribers every month. An average of 440 people per edition 'clicked' on items to read more about them. Items about the Covid vaccination and other Covid related items received the highest levels of engagement, Thanks to a grant from the Carers Trust, a one-off printed newsletter was sent to 5,000 carers who did not have email addresses.

The Carers Centre has supported campaigns to address Covid misinformation and reach groups who were vaccine hesitant. During the roll-out of the vaccination programme, the Centre also took the lead in clarifying the processes by which carers would receive their invitation, raising issues about the barriers that some carers experienced and communicating updates and information with other organisations.

The Carers Trust introduced a new brand during the year, which was applied across all digital and printed materials. This gave carers even more assurance that our information and support was legitimate.

Having a Break

As stated earlier, the lockdowns and restrictions had a major negative impact on carers' opportunities to have a break, which was reflected in the reduction in Time for a Break grants. Carers were encouraged to find more creative ways to take a break other than going away, and examples included subscribing to magazines, purchasing tablets and arts and craft materials. 266 carers received a Time for a Break grant, totalling £45,374. The quotes below demonstrate the value of the grants:

"Hello, just a note to say that my lovely new Samsung Tablet has arrived .... I really like it - I've downloaded Zoom, Skype and What's App so I can keep in touch with friends and family and that's a great boost for my outlook. I've also downloaded a free daily newspaper (Metro which I really prefer to reading the news on websites and also has puzzles and games each day) as well as some other games an BBC I player so I can watch things in the garden or away from everyone else. It takes great photos too! It's been a really helpful and useful buy which I'm keeping separate from all the other stuff I have to deal with for my son."

"Please know you've made a huge difference in my life. Not just because of the bike, but because you saw a need and you were willing to help me out. I look forward to continued discussions and support as well. I can't thank you enough. Even in my emotional state right now, I know that if nothing else, I have the bike (from T4B) to look forward to. It really is everything."

Sub-contracts

The partnerships with Citizens Advice Sheffield and Sheffield Mencap and Gateway continued to deliver specialist services, with their staff also maintaining service continuity whilst working from home. £163,346 additional income for carers was secured.

Reaching new carers

Community outreach activities that contribute towards reaching new carers either moved online or stopped as a result of Covid restrictions, thus reducing some opportunities to raise awareness of carers. Nevertheless, 1,378 carers were added to the Carers Register, of whom 7% were from Black, Asian or minority ethnic groups.

Awareness raising, training, talks and presentations moved to online delivery. Sessions included training to mental health professionals working in primary care localities and staff in the Health and Social Care Trust, the Adult Safeguarding Partnership, the celebration of good practice in social care and pastoral workers in the Methodist Church. A webinar was recorded which has become part of the mandatory training for staff in Adult Social care, and the Centre contributed on carers issues to a series of 'lunch-time learning' sessions about dementia, including diagnosis and dealing with crisis.

A communications campaign was delivered in Carers Week, working in partnership with Sheffield Young Carers. A social media pack with key messages and imagery was provided for other organisations to use, the Director of Public Health wrote a column about carers for a local newspaper,

The campaign was successful in increasing our reach to carers, with 250 visits to the self-registration webpage and a large increase in carers making contact from posts on Facebook. Forty carers received a home delivered afternoon tea and activity pack during Carers Week.

Carers Rights Day

Twenty carers attended a webinar about carers rights delivered by the legal firm Irwin Mitchell. Another joint awareness raising campaign was delivered with Sheffield Young Carers. The CEO and a carer took part in live interviews on BBC Radio Sheffield, with an emphasis on how Covid has impacted carers.

Carer voice and partnerships

The Carers Centre has continued to provide information about consultations and other relevant opportunities for carers to have their say on issues that are important to them through the Have Your Say webpage, Enews and social media. It has participated in a variety of partnerships, bringing carers' views and raising issues.

Areas and partnerships in which carers' issues and perspectives have been contributed include:

- The Covid Prevention and Management Board
- Rapid Health Impact Assessments that were carried out in response to the disproportionate impact of the pandemic on disadvantaged groups.
- Relatives visits to care homes during pandemic restrictions
- Home Care Transformation project
- Review of Adult Social Care
- Physical Health Strategy for People with Severe Mental Illness, Learning Disability and Autism
- The new Covid Hubs network of voluntary and community groups and organisations
- The End of Life group led by Sheffield Teaching Hospitals
- Dementia Strategy Implementation Group

Funding and Fundraising

The events of the year have required significant investment in new premises and laptops and other equipment to enable working at home. Small grants from South Yorkshire Community Foundation and the Sheffield City Council Covid Response Fund have contributed towards some of the additional costs of the pandemic, however the majority of the funding has come from the Charity's reserves. The Cutler's Charity launched a Covid response fund, from which a donation of £500 was given towards carers' hardship grants.

Sickleholme Golf Club adopted Sheffield Carers Centre as the Club's charity of the year for fundraising, just before the pandemic struck. Not to be deterred, the Club members still raised a total of £5,025. A portion of this was used for 'treats' that were delivered to carers in Carers Week and at Christmas, and the remainder will be used to provide social activities when safe.

Financial Review

The accumulated funds of the Charity at 31 March 2021 are shown in total in the Balance Sheet and details of the restricted funds are shown in the notes.

Unrestricted funds amounted to £333,844, but £48,096 of these has been designated for specific purposes as explained on page 20. This leaves free funds of £285,748. The trustees have considered the level of unrestricted funds which is appropriate in order to safeguard the Charity's activities and have concluded that this should be the equivalent of three to six months operational expenditure. The trustees have therefore set a target for free funds of a minimum of £225,000.

The main item of expenditure continues to be staffing, followed by premises and office costs. These are all directed towards the core objectives referred to above.

Trustees' responsibilities for the financial statements

The trustees are responsible for preparing the Trustees' Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the trustees to prepare financial statements for each financial period, which give a true and fair view of the state of affairs of the company and of the surplus or deficit of income over expenditure of the company for that period. In preparing those financial statements, the trustees are required to:

- Select suitable accounting policies and apply them consistently;
- Observe the methods and principles of the Charity SORP 2019 FRS 102;
- Make judgements and estimates that are reasonable and prudent;
- State whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements;
- Prepare the financial statements on the going concern basis unless it is inappropriate to presume that the company will continue in operation.

The trustees are responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the company and to enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

By order of the Board

A Forrest

Trustee

16 November 2021

SHEFFIELD CARERS CENTRE

INDEPENDENT EXAMINER'S REPORT

TO THE TRUSTEES OF SHEFFIELD CARERS CENTRE

I report on the accounts of the Charity for the year ended 31 March 2021 which are set out on pages 10 to 20.

Respective responsibilities of trustees and examiner

The trustees (who are also the directors of the company for the purposes of company law) are responsible for the preparation of the accounts. The trustees consider that an audit is not required for this year under section 144(2) of the Charities Act 2011 (the 2011 Act) and that an independent examination is needed. The charity's gross income exceeded £250,000 and I am qualified to undertake the examination by being a qualified member of the ICAEW.

Having satisfied myself that the charity is not subject to audit under company law and is eligible for independent examination, it is my responsibility to:

- examine the accounts under section 145 of the 2011 Act;
- to follow the procedures laid down in the general directions given by the Charity Commission under section 145(5)(b) of the 2011 Act; and
- state whether particular matters have come to my attention.

Basis of independent examiner's statement

My examination was carried out in accordance with general directions given by the Charity Commission. An examination includes a review of the accounting records kept by the charity and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or disclosures in the accounts, and seeking explanations from you as trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit, and consequently no opinion is given as to whether the accounts present a "true and fair view" and the report is limited to those matters set out in the statement below.

Independent examiner's statement

In connection with my examination, no matter has come to my attention:

1 which gives me reasonable cause to believe that, in any material respect, the requirements:
   - to keep accounting records in accordance with section 386 of the Companies Act 2006; and
   - to prepare accounts which accord with the accounting records, comply with the accounting requirements of section 396 of the Companies Act 2006 and with the methods and principles of the Statement of Recommended Practice: Accounting and Reporting by Charities

   have not been met; or

2 to which, in my opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached.

Philip Allsop FCA
BHP LLP
Chartered Accountants
2 Rutland Park
Sheffield
S10 2PD

16 November 2021

SHEFFIELD CARERS CENTRE

STATEMENT OF FINANCIAL ACTIVITIES
FOR THE YEAR ENDED 31 MARCH 2021

	Notes	Unrestricted Funds £	Designated Funds £	Restricted Funds £	Total 2021 £	Total 2020 £
Income from:						
Donations and legacies	2	13,955	-	-	13,955	11,010
Charitable activities	3	518,635	-	266,936	785,571	850,031
Investments	4	827	-	-	827	3,486
Other income	5	92	-	-	92	6,831
Total income		533,509	-	266,936	800,445	871,358
Expenditure on:	6					
Charitable activities						
City Wide Support Service		356,773	-	59,776	416,549	493,986
Sundry projects		185,966	635	136,784	323,385	308,320
Total expenditure		542,739	635	196,560	739,934	802,306
Net (expenditure) / income		(9,230)	(635)	70,376	60,511	69,052
Transfer of funds		(4,498)	3,225	1,273	-	-
Net movement in funds		(13,728)	2,590	71,649	60,511	69,052
Reconciliation of funds:						
Total funds brought forward		299,476	45,506	259,057	604,039	534,987
Fund balances at 31 March 2021		285,748	48,096	330,706	664,550	604,039

The statement of financial activities includes all gains and losses recognised in the year.

The statement of financial activities has been prepared on the basis that all operations are continuing operations.

SHEFFIELD CARERS CENTRE

BALANCE SHEET
AS AT 31 MARCH 2021

Assets employed:	Notes	2021 £	£	2020 £
Fixed assets				
Tangible assets	10		9,221	7,405
Current assets				
Debtors	11	4,625		18,588
Cash at bank and in hand		685,581		599,874
		690,206		618,462
Creditors: amounts falling due within one year	12	(34,877)		(21,828)
Net current assets			655,329	596,634
Net assets			664,550	604,039
Income funds				
Restricted funds	13		330,706	259,057
Designated funds	14		48,096	45,506
Unrestricted funds:			285,748	299,476
Total funds			664,550	604,039

For the year ending 31 March 2021 the company was entitled to exemption from audit under section 477 of the Companies Act 2006 relating to small companies.

Directors responsibilities:

(a) The members have not required the company to obtain an audit of its accounts for the year in question in accordance with section 476;

(b) The directors acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and the preparation of accounts.

The financial statements were approved by the Board on 16 November 2021

L T Griffiths
Trustee

A Forrest
Trustee

Company registration number 02966792

SHEFFIELD CARERS CENTRE

STATEMENT OF CASH FLOWS
FOR THE YEAR ENDED 31 MARCH 2021

	Note	2021 £	2020 £
Cash flow from operating activities	18	91,868	69,129
Cash flows from investing activities			
Purchase of tangible assets		(6,161)	(7,374)
Net cash used in investing activities		(6,161)	(7,374)
Change in cash and cash equivalents in the reporting period		85,707	61,755
Cash and cash equivalents at the beginning of the reporting period		599,874	538,119
Cash and cash equivalents at the end of the reporting period		685,581	599,874

1. Accounting Policies

(a) Basis of preparation

The charity constitutes a public benefit entity as defined by FRS 102. The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019) - (Charities SORP (FRS 102)) and the Companies Act 2006.

(b) Company status

The charity is a company limited by guarantee. The members of the company are specified within the legal and administrative information. In the event of the charity being wound up, the liability in respect of the guarantee is limited to £1 per member of the charity.

(c) Fund accounting

General funds are unrestricted funds which are available for use at the discretion of the trustees in furtherance of the general objectives of the charity and which have not been designated for other purposes.

Designated funds comprise unrestricted funds that have been set aside by the trustees for particular purposes. The aim and use of each designated fund is set out in the notes to the financial statements.

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors or which have been raised by the charity for particular purposes. The cost of raising and administering such funds are charged against the specific fund. The aim and use of each restricted fund is set out in the notes to the financial statements.

(d) Income recognition

Grants receivable and donations are recognised on the Statement of Financial Activities when the conditions for receipt have been complied with. Grants receivable in respect of many activities are paid in relation to a given period such as a year and in these circumstances the grants are deferred to the extent that they relate to future accounting periods.

Investment and other income is recognised on a receivable basis.

(e) Expenditure recognition

All expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all costs related to the category. Expenditure is recognised where there is a legal or constructive obligation to make payments to third parties, it is probable that the settlement will be required and the amount of the obligation can be measured reliably.

Irrecoverable VAT is charged as an expense against the activity for which expenditure arose.

(f) Support costs allocation

Support costs are those that assist the work of the charity but do not directly represent charitable activities and include office costs, governance costs, administrative payroll costs. They are incurred directly in support of expenditure on the objects of the charity and include project management costs.

(g) Fixed Assets and depreciation

Expenditure in respect of the acquisition and/or enhancement of fixed assets by the Centre are capitalised. Depreciation is then calculated so as to write off the cost over the expected useful lives of the relevant fixed assets on a straight line basis. The rates used are as follows:

Improvements to short leasehold property	- 33.33%
Office equipment	- 33.33%

(h) Operating leases

Operating lease rentals are charged to the Statement of Financial Activities as incurred.

(I) Pensions

The pension cost charged in the financial statements represents the contributions payable by the company during the year into defined contribution arrangements for staff.

2. Donations and legacies

	2021	2020
	£	£
Emily Welrcroft Charitable Trust	250	250
C Thomas-Cooke	600	600
Swatlakis Solicitors LLB	-	250
Raffle donations	-	4,114
A F Forrest	340	210
Sickleholme Golf Club	4,525	-
British Land	1,000	-
St Marks Church	975	-
Other donations and fundraising	6,265	5,586
	13,955	11,010

Donations and legacies of £13,955 (2020: £11,010) were unrestricted. £Nil (2020: £Nil) were for restricted funds.

3. Income in relation to charitable activities

	2021	2020
	£	£
City Wide Support Service	506,706	545,456
Personal Budgets	146,849	146,864
Short Breaks	99,996	99,996
DTOC Project	7,500	57,715
Isolation Project	20,091	-
Covid-19 Response	3,429	-
Hardship Fund	1,000	-
	785,571	850,031

Charitable activities income of £518,635 (2020: £545,456) was unrestricted. £266,936 (2020: £304,575) was restricted.

4. Investment income

	2021	2020
	£	£
Rental income	(260)	1,135
Interest receivable	1,087	2,351
	827	3,486

All income from investments for the current and previous year relates to unrestricted funds.

5. Other income

	2021	2020
	£	£
Sundry sales & other income	92	6,831
	92	6,831

All other income for the current and previous year relates to unrestricted funds.

6. Direct charitable expenditure

	Staff Costs	Depreciation	Other Costs	Total 2021	Total 2020
	£	£	£	£	£
Activities undertaken directly	367,635	-	49,464	417,099	493,986
Support costs	-	4,345	318,490	322,835	308,320
	367,635	4,345	367,954	739,934	802,306

Charitable expenditure of £542,739 (2020: £492,576) was unrestricted, £635 (2020: £1,994) was in designated funds, and £196,560 (2020: £307,736) was restricted.

7. Trustees and key management personnel remuneration and expenses

During the year remuneration of £Nil was paid to trustees (2020: £Nil). No trustees were reimbursed expenses in the year (2020: 2 trustees reimbursed £97 for travel expenses).

The trustees consider its key management personnel to comprise of the Chief Executive and the Carer Services Manager. The total amount of employee benefits received by key management personnel is £46,905 (2020: £54,104).

8. Employees

	2021	2020
	No.	No.
Average monthly number of employees	18	20

	2021	2020
	£	£
Wages and salaries	316,471	342,608
Social security costs	22,993	21,773
Other pension costs	28,171	32,322
	367,635	396,703

No employees received remuneration over £60,000 (2020: none).

9. Net (expenditure)/income for the year

Net (expenditure)/income is stated after charging -

	2021	2020
	£	£
Depreciation of tangible fixed assets	4,345	1,999
Independent examiner's remuneration	2,484	2,436
Operating lease rentals	39,945	39,945
Exceptional relocation costs:		
- Removal costs	4,199	
- Legal fees	1,800	
- Agents fees	500	
- Dilapidations	12,000	

10. Tangible fixed assets

	Leasehold Property Improvements £	Office equipment £	Total £
Cost			
At 1 April 2020	19,023	79,567	98,590
Additions	-	6,161	6,161
Disposals	-	-	-
At 31 March 2021	19,023	85,728	104,751
Depreciation			
At 1 April 2020	19,023	72,162	91,185
Charge	-	4,345	4,345
Disposals	-	-	-
At 31 March 2021	19,023	76,507	95,530
Net book value			
At 31 March 2021	-	9,221	9,221
At 30 March 2020	-	7,405	7,405

11. Debtors

	2021 £	2020 £
Other debtors	4,625	18,588

12. Creditors: amounts falling due within one year

	2021 £	2020 £
Other creditors	34,877	21,828

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2021

13. Restricted funds

	Personal Budgets £	Short Breaks £	Carers card £	Lloyds TSB Fund £	Isolation Project £	Total £
Balance at 1 April 2020	161,068	88,295	-	9,694	-	259,057
Income	146,849	99,996	-	-	20,091	266,936
Expenditure	(126,282)	(48,914)	-	-	(21,364)	(196,560)
Transfers	-	-	-	-	1,273	1,273
Balance at 31 March 2021	181,635	139,377	-	9,694	-	330,706

Restricted funds - prior year

	Personal Budgets £	Short Breaks £	Carers card £	Lloyds TSB Fund £	Cancer Champions £	DTOC Project £	Total £
Balance at 1 April 2019	133,586	85,582	12,281	14,519	16,250	-	262,218
Income	146,864	99,996	-	-	-	57,715	304,575
Expenditure	(119,382)	(97,283)	(12,281)	(4,825)	(16,250)	(57,715)	(307,736)
Transfers	-	-	-	-	-	-	-
Balance at 31 March 2020	161,068	88,295	-	9,694	-	-	259,057

Personal Budgets - to meet carers' eligible needs for support (Carers Act 2014)
Short Breaks - to provide breaks for carers.
Carers Card - to provide a discount and emergency contact card for carers
Lloyds TSB fund - to enable the Carers Centre to purchase specialist professional advice
Cancer Champions - to encourage carers to become aware of the signs of cancer and to access screening
DTOC Project - to provide information and support to carers looking after someone returning home from hospital
Isolation Project - to provide services to carers to reduce their social isolation.

14. Designated funds

The income funds of the charity include the following designated funds which have been set aside out of unrestricted funds for specific purposes:

	Balance at 1.4.20 £	Income £	Resources expended £	Transfers £	Balance at 31.3.21 £
Future Initiatives	33,295	-	-	-	33,295
Fundraising	12,000	-	-	-	12,000
Carers Hardship Fund	211	-	(635)	3,225	2,801
	45,506	-	(635)	3,225	48,096

Designated funds- prior year

	Balance at 1.4.19 £	Income £	Resources expended £	Transfers £	Balance at 31.3.20 £
Future Initiatives	35,000	-	(1,705)	-	33,295
Fundraising	12,000	-	-	-	12,000
Carers Hardship Fund	-	-	(289)	500	211
	47,000	-	(1,994)	500	45,506

Future Initiatives - to support additional management and administration hours for further development of the charity
Fundraising - to support fundraising activities.
Carers Hardship Fund - to provide small grants to carers experiencing hardship.

15. Analysis of net assets between funds

	Unrestricted funds	Designated funds	Restricted funds	Total
Fund balances at 31/03/2021 are represented by:	£	£	£	£
Tangible fixed assets	-	-	9,221	9,221
Cash and current investments	316,000	48,096	321,485	685,581
Other current assets / liabilities	(30,252)	-	-	(30,252)
	285,748	48,096	330,706	664,550

Analysis of net assets between funds - prior year

	Unrestricted funds	Designated funds	Restricted funds	Total
Fund balances at 31/03/2020 are represented by:	£	£	£	£
Tangible fixed assets	-	-	7,405	7,405
Cash and current investments	307,381	45,506	246,987	599,874
Other current assets / liabilities	(7,905)	-	4,665	(3,240)
	299,476	45,506	259,057	604,039

16. Financial commitments

Annual commitments in relation to the premises lease are as follows-

	2021	2020
	£	£
Leases which expire:		
In less than one year	-	39,945
In two to five years	25,000	-
	25,000	39,945

17. Taxation

As a charity, Sheffield Carers Centre is exempt from tax on income and gains falling within the available tax exemptions to the extent that these are applied to its charitable objects. No tax charges have arisen in the charity.

18. Reconciliation of net (expenditure)/income to net cash flow (used in)/from operations

	2021	2020
	£	£
Net income	60,511	69,052
Adjustments for -		
Depreciation of tangible assets	4,345	1,999
Decrease/ (increase) in debtors	13,963	1,017
(Decrease)/increase in creditors	13,049	(2,939)
Cash flow from operating activities	91,868	69,129

19. Related Party Transactions

There are no related party transactions during the period (2020: £ nil).

20. Post Balance Sheet Events

Following the year end the charity was awarded a new contract. This contract secured income for the charity until December 2026.