

THE CARERS' RESOURCE

England & Wales · Charity number 1049278

Details

Other names	THE CARERS RESOURCE
Status	Registered
Legal form	Charitable company
Company number	03054273
Registered	1995-09-19
Register	View on the Charity Commission register

Contact

Address	Carers Resource 3 Grove Park Court Harrogate North Yorkshire HG1 4DP
Phone	01423500555
Email	HWATSON@CARERSRESOURCE.ORG
Website	www.carersresource.org

Activities

Objects: TO PROVIDE A RESOURCE FOR THE RELIEF OF ILLNESS AND SUFFERING IN SUCH WAYS AS THE CHARITY SHALL FROM TIME TO TIME THINK FIT.

Activities: The Carers' Resource gives tailored support and information to unpaid carers and vulnerable people. It is an independent, award-winning Yorkshire charity which is open to everyone and offers emotional and practical help to enable them to cope.

Classification

- **How:** Provides Services, Provides Advocacy/advice/information, Acts As An Umbrella Or Resource Body
- **What:** General Charitable Purposes, Education/training, The Advancement Of Health Or Saving Of Lives, Disability, The Prevention Or Relief Of Poverty, Economic/community Development/employment
- **Who:** Children/young People, Elderly/old People, People With Disabilities, The General Public/mankind

Geography

- **Area of benefit:** HARROGATE AND CRAVEN DISTRICTS OF NORTH YORKSHIRE AND ADJACENT DISTRICTS
- Bradford City
- Leeds City
- North Yorkshire

Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£4,395,853	£4,374,061	£-255,660	163
2024-03-31	£4,426,595	£5,104,242	£-187,487	205
2023-03-31	£4,618,492	£4,688,464	£603,359	206
2022-03-31	£4,191,388	£4,192,166	£673,331	196
2021-03-31	£3,751,311	£3,727,379	£674,109	187

Trustees

Name	Role	Appointed
Elizabeth Ann Jones	Chair	2015-11-19
Catherine Schofield		2024-03-21
Fiona Rogers		2025-09-18
John Hayward		2023-05-25
Rebecca Gray		2024-06-04
Simon Arnold		2023-05-25
Willaim Damian Boddy		2022-03-24

THE CARERS' RESOURCE

England & Wales - Charity number 1049278

Accounts

Charity registration number 1049278 (England and Wales)

Company registration number 03054273

THE CARERS' RESOURCE
ANNUAL REPORT AND FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2025

THE CARERS' RESOURCE

LEGAL AND ADMINISTRATIVE INFORMATION

Trustees	Elizabeth Jones (Chair) Damian Boddy Simon Arnold John Hayward Catherine Schofield Rebecca Gray	(Appointed 12 June 2024)
Secretary	Heidi Watson	
Senior management	Heidi Watson	Chief Executive Officer
Charity number (England and Wales)	1049278	
Company number	03054273	
Registered office	3 Grove Park Court Harrogate HG1 4DP	
Auditor	Holeys Limited Stuart House 15/17 North Park Road Harrogate North Yorkshire HG1 5PD	
Bankers	Lloyds Bank 11 Cambridge Crescent Harrogate North Yorkshire England HG1 1PQ	

THE CARERS' RESOURCE

CONTENTS

	Page
Chair's Statement	1 - 2
Trustees' report	3 - 11
Statement of trustees' responsibilities	12
Independent auditor's report	13 - 15
Statement of financial activities	16
Balance sheet	17
Statement of cash flows	18
Notes to the financial statements	19 - 36

THE CARERS' RESOURCE

CHAIR'S STATEMENT

FOR THE YEAR ENDED 31 MARCH 2025

Introduction

The financial year ending March 2025 proved to be another challenging period for Carers' Resource, as we remained focused on stabilising the organisation. The financial pressures highlighted in the previous annual report required us to make difficult decisions regarding the future structure of the organisation, with the overarching aim of ensuring both affordability and long-term sustainability.

Organisational Restructuring

In July 2024, we implemented a new, fully costed staffing structure to secure the organisation's financial health in the years ahead. This was a difficult transition for all, as it meant saying farewell to many dedicated and long-serving staff members whose commitment has been deeply valued. These changes, though challenging, were necessary to safeguard the future of Carers' Resource.

Financial Support and Stability

To help us navigate this period of upheaval, we applied for a loan from the Key Fund. With their support, we were able to secure the necessary funding to maintain our operations for the next twelve months, extending through to autumn 2025. This financial backing was crucial in ensuring continuity of our core services during a period of instability.

Review of Core Services and Care@

Following the restructuring of our core services, it became clear that a thorough review of Care@ was also required. With anticipated rises in the minimum wage and National Insurance contributions, it was evident that Care@ would face difficulties covering its costs, which could place an additional financial burden on our main operations.

Future of Care@

Towards the end of 2024, we began discussions about transferring Care@ to another provider. The main objectives in these negotiations were to protect staff employment and ensure uninterrupted care for our clients. These conversations were extensive and approached with the best interests of all involved. In March Care@ staff were informed that Care@ services were going to be transferred to Hales Group. TUPE consultation commenced on 7th April and the transfer took effect on 9th May 2025. Special thanks go to everyone involved, particularly Simon Arnold, one of our trustees and our CEO, Heidi Watson, for their dedication and efforts in bringing this transition to completion.

Charity Impact and Achievements

Despite the challenges and changes faced during the year, the charity's positive impact on individuals within our local communities remained evident. Over the past twelve months, Carers' Resource provided vital support for unpaid carers, assisting over 9,000 individuals in need and some £164,000 of essential financial assistance was distributed to those who required it most. Our Carer Navigator Service assisted carers during hospital stays and our Home from Hospital services supported more than 3,800 clients, ensuring smooth transitions from hospital to home. We also successfully retained the Matrix Award, reflecting our ongoing commitment to quality and best practice. Our volunteers, numbering 90, played an invaluable role in delivering these services.

THE CARERS' RESOURCE

CHAIR'S STATEMENT (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2025

Looking Ahead

In the coming year, we will review our three-year strategy to reaffirm our commitment to unpaid carers and vulnerable people. Our focus will remain on maximising benefits to clients and maintaining financial sustainability. We also aim to raise additional funds to broaden the range of activities we can offer. Collaboration with our partners and commissioners will be key to influencing planning, enabling us to support our clients in managing their responsibilities. We remain committed to fostering a supportive environment for our staff and volunteers.

We recognise that more work is needed to ensure Carers' Resource is prepared for the changes ahead in Health and Social Care, and to meet both the growing demand for our services and the increasing pressures on carers. It is more important than ever that we are "fit for purpose and fit for the future."

I would like to thank all staff and volunteers, including my fellow trustees, who have worked tirelessly to improve the lives of so many in our communities.

E. A. Jones

Elizabeth Jones
Chair

Date: 2 December 2025

THE CARERS' RESOURCE

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT)

FOR THE YEAR ENDED 31 MARCH 2025

The trustees present their annual report and financial statements for the year ended 31 March 2025.

The Charity number is 1049278, its Company number is 03054273, its principal place of business is Park View Court, St Paul's Road, Shipley BD18 3DZ and its Registered office is 3 Grove Park Court, Harrogate HG1 4DP.

The Trustees have adopted the provisions of the Statement of Recommended Practice (SORP) "Accounting and Reporting Charities" (FRS 102) in preparing the Trustees' Annual Report and financial statements.

The financial statements have been prepared in accordance with the accounting policies set out in the notes to the accounts and comply with the Charity's governing document, the Charities Act 2011 and Charities SORP (FRS102): 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.

The financial statements have been prepared in accordance with the accounting policies set out in note 1 to the financial statements and comply with the charity's governing document, the Companies Act 2006, FRS 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland" and the Charities SORP "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)".

Objectives and activities

The Carers' Resource gives tailored support and information to unpaid carers and those in need of care and support. It is an independent, award-winning Yorkshire charity which is open to everyone and offers emotional and practical help to enable carers to cope positively with their caring responsibilities and to support vulnerable people returning home from hospital.

We exist to:

- work with and for carers and vulnerable people, promoting awareness of their needs
- provide information, advice and support for carers and those who work with them
- support other organisations, statutory and independent, in their work with carers

We offer:

- an expert, independent, comprehensive, non-judgmental and confidential support and advice service for all carers, including parent carers and young carers - at no cost to them
- a community-based service that delivers care and support, to enhance quality of life
- an efficient, effective, quality service providing information to professional referrers, which proves the value of supporting carers and vulnerable people
- support to our partners from experienced, professional teams focused on working with carers and vulnerable people
- a supportive and nurturing environment to our staff, valuing their unique skills and their commitment to carers and vulnerable people

THE CARERS' RESOURCE

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2025

We are committed to:

- involving and empowering carers and vulnerable people in developing and influencing our own and other services
- achieving recognition for every carer and vulnerable person and promoting equal opportunities
- improving the quality of life for carers and vulnerable people
- addressing the training needs of carers and vulnerable people and supporting organisations to understand the needs of carers
- responding to perceived and identified carers and vulnerable people
- working in partnership with other organisations
- influencing the planning and commissioning of mainstream, carer and vulnerable people sensitive services

We specialise in helping carers and those in need of care and support.

We believe carers need support and time for themselves.

We confirm that we have referred to the information contained in the Charity Commission's general guidance on public benefit when reviewing the Charity's aims and objectives and in planning future activities.

STRATEGIC REPORT

This year was a very challenging one for Carers' Resource, but we have exited in a much better place when looking ahead. Due to rising costs and reducing funding a significant review of the structure and staffing of Carers' Resource was necessary, early in this financial year. This included a root and branch examination of all our costs, the highest of which was staffing. All infrastructure costs which could be reduced or re-negotiated were, but as staffing was our biggest cost, a restructure of the organisation was necessary. Necessary redundancies were made in back-office and management wherever possible, prioritising the retention of front-line delivery posts. It was with great sadness that this action, which ensured the future of the charity, had to be taken.

It is a testament to the staff who remained with us that they continued to deliver a high-quality service to the high volume of the clients we supported throughout the year and client feedback was excellent as usual.

The cost of living continued to rise for carers which meant that support requests continued to be focussed on tackling poverty, debt and providing emotional support. The Carer Wellbeing Grants and Household Support Fund we administer on behalf of Bradford Council proved crucial for many of our carers as did our support for carers to access the necessary benefit advice.

Unfortunately, the number of organisations that clients can be signposted to continues to reduce compared to pre-Covid levels which means that Carers' Resource staff have had to step in to provide ongoing support to clients to bridge the gaps left by services which no longer exist.

The commissioning landscape for paid for domiciliary care has changed over recent years, making it unviable for small scale delivery organisations like ours. The financial pressure this put on our paid for care division, Care@, proved too much to retain the service. We informed related staff that we would be transferring the service to another provider (Hales Group) and staff would be subject to TUPE and transfer took place on 9th May 2025.

Both of our local authority Commissioners were given CQC inspections this year and, as their delivery against the Care Act is core to this, Carers' Resource staff were interviewed, as were a representative group of our carers. We have also been working closely with our NHS Commissioners and colleagues to collectively navigate the substantial changes expected from the new 10 Year Health Plan for England: fit for the future.

THE CARERS' RESOURCE

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2025

ACHIEVEMENTS AND PERFORMANCE -

A summary of the work of the Charity over the year beginning April 2024 to the end of March 2025 is set out below:

- We supported around 9100 adult and young carers across Bradford and North Yorkshire in total across the year, with advice and guidance, and support for their health and wellbeing.
- Our Home from Hospital Services in Bradford and North Yorkshire (along with our North Yorkshire sub-contractor Carers Plus Yorkshire), supported over 3800 people in the early days of discharge after in-patient stays.
- Our Hospital Carer Navigator Team supported almost 700 carers who had a loved one or friend admitted to hospital, during their hospital stay.
- Our new Digital Inclusion Team, which was created later in the year, helped around 60 carers to become familiar with using digital technology.
- Our Carer Sitting Service in North Yorkshire, Carers Time Off, supported almost 140 people to have a regular break away from the person they care for during the reporting year, safe in the knowledge that a volunteer was there with their loved one throughout their time away.
- Over 3500 adult and young carers were given a detailed assessment of their needs in order to put an informed support plan in place.
- Our staff carried out around 12,600 casework meetings with adult and young carers.
- In total over 900 Carer Cards were issued giving carers legitimate proof of their caring roles.
- Over 380 Emergency Plans were created with statutory services to ensure vital continuing care for loved ones should the unpaid carer become unavailable or unable to care for any reason.
- Grants to directly benefit our carers, totalling over £164k, were secured during the year from a number of sources, the key one being Bradford Council
- Around 8500 of our carers attended over 650 groups and activities staff ran throughout the year.

THE CARERS' RESOURCE

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2025

BENEFITS TO THE PUBLIC FROM THE SERVICES OF THE CARERS' RESOURCE

Nationally, it is calculated that carers in the UK provide unpaid support worth an estimated £184 billion per annum, a significant increase from previous years. The Carers Week Report for 2025 estimates that there are 11.9 million unpaid carers across the UK.

For many people caring, it is what they do, it is part of their life and they don't give themselves the label of carer. This is particularly so among many of the BAME populations we serve. This is why we have commenced an action plan to target our BAME communities to raise awareness of caring and the support which is available through Carers' Resource.

The range of support we offer is encompassed below:

For unpaid carers:

- **Information and advice:** Information and advice continues to be a key pillar of the services offered, accessed by telephone or in person or through our website.
- **One-to-one support:** This can take place by phone, video or in person. A key tool in understanding the needs of each adult carer is our:
- **Carer Wellbeing Review** which offers the opportunity to discuss their caring role in detail and explore how it impacts on health and wellbeing. It is essential to carers to support them to identify the things that could make their caring role more manageable.
- **Group Support.** We recognise that for many carers where loneliness and isolation is a factor, regular attendance at a group with other people experiencing many of the same challenges may be more beneficial than one to one support.
- **Support to navigate the health and care system:** For many carers the health and care system is baffling and they experience serious stress when trying to navigate the system to ensure that the person they are caring for is getting the services they need. We support them with this.
- **Support for families and carers when people are in hospital.** Carer Navigators based in two Bradford hospitals support families to make appropriate arrangements for when patients are medically fit for discharge so that they are able to leave hospital as quickly as possible with the necessary plans in place.
- **Emergency planning:** Contacts and procedures in case of emergencies, either for the carer or the cared for person are set up for each person who requires it, giving peace of mind when carers are away from their caring role. There is help with logistics and advice on who to involve and how.
- **Applying for Financial Support and Filling in Forms:** Carers are referred to qualified benefits advice projects where they need specialist advice, however carers often struggle to complete application forms and staff help them, offering suggestions in terms of the information required. There are also a number of grants that carers may be eligible for, some administered by the organisation and others by organisations with whom we work in partnership.

This year, on behalf of Bradford Council, we have administered

- **Carers Wellbeing Grant:** A staff member discusses with an individual what might ease the strain of caring for them and a recommendation is made for a small amount of money that pays for a hobby, a treat or a relaxing activity to give the carer something for themselves.
- **Household Support Fund:** This meets the needs of carers who are experiencing real hardship, either due to the loss of an essential item required for day to day living, for example a cooker or fridge, or where there is not enough money to adequately feed the household.

THE CARERS' RESOURCE

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2025

- **Emotional support:** As feelings of loneliness and isolation have grown so has the need for emotional support, despite the difficulty many people have in asking for it. The incidence of carers calling in real distress continues to be high, with ever more complex caring situations to navigate.
- **In North Yorkshire our Carer Sitting Service** allows carers to have regular time away from their caring role whilst a volunteer looks after the person they care for, either by spending time in the home with them or taking them out.

Support for Families with caring responsibilities

We give holistic support to families in which caring is required. This could be a child caring for a parent or grandparent, a parent caring for a disabled child or siblings caring for a brother or sister with a disability or illness. The comprehensive service includes:

- **Young Carer Support:** On referral all young carers meet with staff to assess the impact caring is having on them, allowing the right level of service to be offered.

There are then a number of options

- One to one support for young carers going through particularly challenging times
 - Peer support youth groups with a range of activities and talks
 - Trips and activities during school holidays to reduce social isolation and increase resilience.
 - Social media pages and website for peer support and information.
- **Support for parents:** Information, advice and support for parent-carers and parents who are being looked after by children. Support with applying for benefits, establishing support services and emotional support on a one to one or group basis.
 - **Breaks, trips and activities:** Day trips, practical and emotional support to ease the pressures resulting from caring responsibilities.

Hospital Services for vulnerable adults and their carers

The Home from Hospital teams ease the process of settling back home. They enable people to regain confidence and independence and help prevent the need for hospital re-admission. The team discuss any concerns and immediate needs the person may have, and will:

- Ensure there is essential food provision
- liaise with health and social care professionals
- provide help to access appropriate benefits, services and organise ongoing support/befriending
- In some cases, support with immediate light household tasks and prescription collection
- Keep in touch by telephone during the early weeks of recovery if required

In Bradford **our Carer Navigator Team** work with carers and their loved ones during their in-patient hospital stay to:

- Support the carer emotionally and with practical needs such as form filling, benefit and assessment entitlements.
- Help carers to be recognised and supported where they have concerns.
- Support in meetings around discharge from hospital.
- Support with organising social and personal care.
- Help with putting an emergency plan in place.
- Connect the carer with other services such as Carer Card and Advice Line.
- Link with community-based staff who can support them once the person they care for has been discharged from hospital.
- Refer them to our Locality Workers for ongoing carer support once home.

THE CARERS' RESOURCE

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2025

Assisted by our valuable volunteers

Our volunteers underpin our service delivery, adding valuable extra support for the organisation and directly to our clients. Volunteers help with:

- **Admin and office work:** Helping our office run more efficiently by taking on additional office tasks.
- **Caring callers:** Telephone support for carers. A friendly phone call is often a lifeline for those isolated by their caring role.
- **Group/Activity support:** Supporting staff and carers at lunches, groups, trips and activities – both for adult and young carers.
- **Fundraising & events:** Helping with events to raise awareness, forming satellite fundraising groups or choosing Carers' Resource as a workplace charity helps us to raise vital funds.
- **Sitting Service:** Volunteers offer a regular sitting service to enable carers to take a break knowing the cared for person is having quality time at home or having some time out in the community.

A journey through Carers' Resource can involve as much support from each team as is appropriate, with carers often accessing support from more than one team at any one time. This gives the client a comprehensive, person centred, professional and understanding support service that enables them to continue caring whilst still looking after their own health and wellbeing.

Financial review

The statement of financial activities ("SOFA") for the year is set out on page 16 of the financial statements.

The Charity saw another decrease in income in a very challenging financial year. Although our main funded contracts continued to run we did not gain cost of living increases on contract prices from all our Commissioners and some project and pilot funding was withdrawn. At the same time supplementary grant funding and major donor funding was harder to secure.

This year saw a total income of £4,395,853 (2024 as restated £4,416,218)

However, after implementing our recovery plans from 2024 the expenditure was significantly lower than previous years (primarily resulting from our planned headcount reduction) and we are pleased with the impact that this has had on our total expenditure, which was £4,374,061 (2024 £5,104,242).

After the complete depletion of our reserves in 2024, we are making steady progress with our recovery plan and our aim to reestablish a positive reserve position in the short-medium term.

RESERVES

At 31 March 2025, the funds held by the charity consisted of Restricted Funds of £163,309 and negative Unrestricted Funds of £(418,969), giving net negative reserves of £(255,660) against our policy of £405,900. The Trustees are committed to building the reserves in line with the Charities policy.

As discussed elsewhere in this report, following the financial issues over the last 2 years, the charity currently has negative reserves. The charity is aiming to reestablish its reserves in the next 18 months and the Trustees will be considering the appropriate level required to be set aside to cover any shortfalls in funding and to take advantage of changes and opportunities.

THE CARERS' RESOURCE

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2025

PRINCIPAL RISKS AND UNCERTAINTIES

The Board of Trustees takes the issue of risk seriously and mitigates risk by regularly reviewing and monitoring processes and ensuring contingency plans are in place through engagement with executive leadership.

The nature of the organisation means that risk is a key factor to be considered with all new and ongoing pieces of work and a strategic risk register is in place and regularly reviewed.

The senior leadership team continues to seek diversification of funding and activities in line with the organisation's core functions. Internal control and regulatory risks are managed by the implementation and monitoring of detailed procedures.

Internal risks continue to be managed by the implementation of procedures in pursuit of best practice.

The key risks and response that the Charity has identified are as below:-

Funding Risk: There continues to be a competitive environment for our predominantly contract based funding. The Trustees are aware of the need to clearly demonstrate the value and benefit that our projects deliver. Regular assessment is in place to ensure that we meet our objective(s) and that we communicate effectively to our funders. We are also proactive in seeking out new opportunities, where appropriate. Active cash flow management and decisive action planning is also key to ensuring that we stay viable in case of loss of funding.

Financial risk: To ensure against the possibility of fraud or mismanagement of the Charity's finances, there is a system of internal controls, refreshed management accounts are monitored by Trustees, an external audit is performed annually and a whistle blowing procedure is in place. A governance review has identified areas of enhancement and a new governance model and controls framework has been implemented which includes a Finance, Risk and Audit Committee, launched in 2024.

Reputational risk: Operational processes and procedures are in place to reduce the possibility of damage to reputation – this is monitored through reports from the CEO to Trustees. Due diligence reporting is submitted to commissioners at their request covering all our key policies and procedures.

Safeguarding: Safeguarding is taken extremely seriously; all staff receive regular training and discuss issues in regular supervision sessions. Any possible issues are responded to immediately, following clear policies and procedures in line with local authority requirements.

IT System Failure and data protection: A hybrid of server and cloud-based provision is in place to protect data and provide back up in case of system failure. Staff receive data protection training with reporting of breaches required.

PLANS FOR THE FUTURE

The organisation will be reviewing its strategic plan that will be focussed on providing a holistic approach for unpaid carers in our geographical area and on continuing to provide Home from hospital support services. We also need to work across the sector to raise the profile of unpaid carers as we know that many of them feel ignored and undervalued by decision makers.

The outlook for the economy and also the health & care sector mean that we must ensure the charity is 'fit for the future' – in terms of people, process and technology - building on the foundations we have set in 2023-2024. This includes a continuous journey of improvement where we re-evaluate our systems, processes, policies and infrastructure. In the next financial year, we will create a new Strategic Plan for the next 3 years which will take into account service delivery and growth as well as infrastructure and support systems.

The engagement of carers and other clients in the design and delivery of Carers' Resource services is important in order to remain responsive and in touch with need and this is an area where we will try to innovate in order to engage as many people as possible. Crucially, as part of that, we must ensure that we reach out to all the diverse communities that we cover and are representative within our organisation. This will be a key focus in our next financial year.

THE CARERS' RESOURCE

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2025

STRUCTURE, GOVERNANCE AND MANAGEMENT

The Company was incorporated on 9 May 1995 under a Memorandum of Association which established the objects and powers of the Charitable Company and is governed under its Articles of Association. The Company is limited by guarantee with the liability of members in the event of a winding up being limited to £1 each.

Charity Governance Code

The charity previously completed an initial assessment against the Charity Governance Code to strengthen its governance practices. This review highlighted several areas for improvement, and work is now in progress to implement a new governance model and controls framework, which will be regularly reviewed in line with the 2020 Charity Governance Code.

New Trustees had induction training in the year.

The trustees, who are also the directors for the purpose of company law, and who served during the year and up to the date of signature of the financial statements were:

Elizabeth Jones (Chair)

Damian Boddy

Simon Arnold

John Hayward

Julie Lawlor

(Resigned 3 September 2024)

Garry Luxford

(Resigned 27 June 2025)

Catherine Schofield

Rebecca Gray

(Appointed 12 June 2024)

Recruitment and appointment of Trustees

The Trustees all have professional and/or commercial backgrounds with a range of complementary skills including a number with a health service and/or care sector background. Trustees are required to retire by rotation.

In the event of particular skills being lost due to retirement, new Trustees are recruited following Corporate Governance Policy guidelines (8.2 Recruitment of Trustees and 8.11 Board and Sub-Committees Composition and Arrangements Policy).

The roles are advertised via our website, newsletter and social media, followed by a recruitment process.

A review of the skills and characteristics required for the Board of Trustees was undertaken in 2025 (including from an EDI perspective). This has informed the next stage of trustee recruitment for 2025-2026.

Trustees Induction and Training

All trustees are provided with relevant documents including the Charity Commission guidance "The Essential Trustee". Generally, Trustees are familiar with the practical work of the Charity prior to appointment. New Trustees meet with the senior leadership team and fellow Trustees to familiarise themselves with the work and structure of the Charity and the obligations of Trustees in line with an induction programme.

Board Performance

As part of the governance model, performance review principles and processes have been set for the Board of Trustees in 2025 to enable it to review its performance in a robust manner going forward. There will be an annual report to full board on governance matters.

Diversity

Carers' Resource prides itself on offering a service to all carers and vulnerable people regardless of their ethnicity, age, gender or sexual orientation. The Board of Trustees works hard to reflect the diversity of the population Carers' Resource serves in its membership, and where appropriate, specifically looks for new members who can bring an added dimension to the membership of the Board.

THE CARERS' RESOURCE

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2025

Details of organisational structure and how decisions are made

Strategic decisions are taken by the Board of Trustees, advised by management, which meets formally at least six times per annum.

The Trustee Board meets with the auditors to discuss their findings. At other times the Trustees will be involved in decision making and/or advising management as necessary.

Operational matters and day-to-day decision making are vested in the Chief Executive Officer (CEO) and supporting staff.

Arrangements for setting pay of key management personnel

The key management personnel are the CEO and Heads of Service with authority/responsibility for planning, directing and controlling activities.

Remuneration for the key management personnel is reviewed by the Board of Trustees in line with the annual pay reviews (paid from April). Further appraisals (e.g. probationary review, 2-year review) are paid in line with the pay policy, and again reviewed by the Board of Trustees.

Auditor

In accordance with the company's articles, a resolution proposing that Holeys Limited be reappointed as auditor of the company will be put at a General Meeting.

Disclosure of information to auditor

Each of the trustees has confirmed that there is no information of which they are aware which is relevant to the audit, but of which the auditor is unaware. They have further confirmed that they have taken appropriate steps to identify such relevant information and to establish that the auditor is aware of such information.

The trustees' report was approved by the Board of Trustees.

E. A. Jones

Elizabeth Jones (Chair)
Trustee

2 December 2025

THE CARERS' RESOURCE

STATEMENT OF TRUSTEES' RESPONSIBILITIES

FOR THE YEAR ENDED 31 MARCH 2025

The trustees, who are also the directors of The Carers' Resource for the purpose of company law, 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 year which give a true and fair view of the state of affairs of the charity and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that year.

In preparing these financial statements, the trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP;
- 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; and
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in operation.

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

THE CARERS' RESOURCE

INDEPENDENT AUDITOR'S REPORT

TO THE MEMBERS OF THE CARERS' RESOURCE

Opinion

We have audited the financial statements of The Carers' Resource (the 'charity') for the year ended 31 March 2025 which comprise the statement of financial activities, the balance sheet, the statement of cash flows and notes to the financial statements, including significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 *The Financial Reporting Standard applicable in the UK and Republic of Ireland* (United Kingdom Generally Accepted Accounting Practice).

In our opinion, the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2025 and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the *Auditor's responsibilities for the audit of the financial statements* section of our report. We are independent of the charity in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

In auditing the financial statements, we have concluded that the trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charity's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the trustees with respect to going concern are described in the relevant sections of this report.

Other information

The other information comprises the information included in the annual report other than the financial statements and our auditor's report thereon. The trustees are responsible for the other information contained within the annual report. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon. Our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the course of the audit, or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006

In our opinion, based on the work undertaken in the course of our audit:

- the information given in the trustees' report for the financial year for which the financial statements are prepared, which includes the directors' report prepared for the purposes of company law, is consistent with the financial statements; and
- the directors' report included within the trustees' report has been prepared in accordance with applicable legal requirements.

THE CARERS' RESOURCE

INDEPENDENT AUDITOR'S REPORT (CONTINUED)

TO THE MEMBERS OF THE CARERS' RESOURCE

Matters on which we are required to report by exception

In the light of the knowledge and understanding of the charity and its environment obtained in the course of the audit, we have not identified material misstatements in the directors' report included within the trustees' report.

We have nothing to report in respect of the following matters in relation to which the Companies Act 2006 requires us to report to you if, in our opinion:

- adequate accounting records have not been kept, or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit; or
- the trustees were not entitled to prepare the financial statements in accordance with the small companies regime and take advantage of the small companies' exemptions in preparing the trustees' report and from the requirement to prepare a strategic report.

Responsibilities of trustees

As explained more fully in the statement of trustees' responsibilities, the trustees, who are also the directors of the charity for the purpose of company law, are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error. In preparing the financial statements, the trustees are responsible for assessing the charity's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

Auditor's responsibilities for the audit of the financial statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

The extent to which our procedures are capable of detecting irregularities, including fraud, is detailed below.

- The engagement partner ensured that the engagement team collectively had the appropriate competence, capabilities and skills to identify or recognise non-compliance with applicable laws and regulations;
- We identified the laws and regulations applicable to the company through discussions with directors and other management, and from our commercial knowledge and experience of the care sector;
- We focused on specific laws and regulations which we considered may have a direct material effect on the financial statements or the operations of the company, including the Companies Act 2006, FRS 102, Charities SORP, data protection, anti-bribery and employment;
- We assessed the extent of compliance with the laws and regulations identified above through making enquiries of management and inspecting legal correspondence; and these were communicated within the audit team regularly and the team remained alert to instances of non-compliance throughout the audit.

THE CARERS' RESOURCE

INDEPENDENT AUDITOR'S REPORT (CONTINUED)

TO THE MEMBERS OF THE CARERS' RESOURCE

We assessed the susceptibility of the company's financial statements to material misstatement, including obtaining an understanding of how fraud might occur by:

- Making enquiries of management as to where they considered there was susceptibility to fraud, their knowledge of actual, suspected and alleged fraud.
- Considering the internal controls in place to mitigate risks of fraud and non-compliance with laws and regulations.
- Auditing the risk of management override of controls, including through testing journal entries and other adjustments for appropriateness, and evaluating the business rationale of significant transactions outside the normal course of business.
- We assessed whether judgements and assumptions made in determining the accounting estimates were indicative of potential bias and investigated the rationale behind significant or unusual transactions.

In response to the risk of irregularities and non-compliance with laws and regulations, we designed procedures which included, but were not limited to:

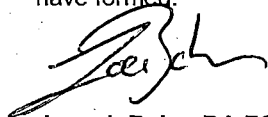
- Agreeing financial statement disclosures to underlying supporting documentation;
- Reading the minutes of meetings of those charged with governance;
- Enquiring of management and those charged with governance as to actual and potential litigation and claims.

Because of the inherent limitations of an audit, there is a risk that we will not detect all irregularities, including those leading to a material misstatement in the financial statements or non-compliance with regulation. This risk increases the more that compliance with a law or regulation is removed from the events and transactions reflected in the financial statements, as we will be less likely to become aware of instances of non-compliance. The risk is also greater regarding irregularities occurring due to fraud rather than error, as fraud involves intentional concealment, forgery, collusion, omission or misrepresentation. We communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

A further description of our responsibilities is available on the Financial Reporting Council's website at: <https://www.frc.org.uk/auditorsresponsibilities>. This description forms part of our auditor's report.

Use of our report

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company's members as a body, for our audit work, for this report, or for the opinions we have formed.



Joseph Baker BA FCA (Senior Statutory Auditor)

For and on behalf of Holey's Limited, Statutory Auditor

Chartered Accountants

Stuart House

15/17 North Park Road

Harrogate

North Yorkshire

HG1 5PD

2 December 2025

THE CARERS' RESOURCE

STATEMENT OF FINANCIAL ACTIVITIES INCLUDING INCOME AND EXPENDITURE ACCOUNT

FOR THE YEAR ENDED 31 MARCH 2025

	Notes	Unrestricted funds 2025 £	Restricted funds 2025 £	Total 2025 £	Unrestricted funds 2024 £ as restated	Restricted funds 2024 £ as restated	Total 2024 £ as restated
Income from:							
Donations and legacies	3	75,135	2,089	77,224	154,581	-	154,581
Charitable activities	4	2,948,260	1,370,369	4,318,629	2,787,228	1,474,409	4,261,637
Total income		<u>3,023,395</u>	<u>1,372,458</u>	<u>4,395,853</u>	<u>2,941,809</u>	<u>1,474,409</u>	<u>4,416,218</u>
Expenditure on:							
Raising funds	5	1,289	-	1,289	5,452	-	5,452
Charitable activities	6	2,934,060	1,438,712	4,372,772	3,671,018	1,427,772	5,098,790
Total expenditure		<u>2,935,349</u>	<u>1,438,712</u>	<u>4,374,061</u>	<u>3,676,470</u>	<u>1,427,772</u>	<u>5,104,242</u>
Net income/(expenditure)		88,046	(66,254)	21,792	(734,661)	46,637	(688,024)
Transfers between funds		(20,694)	20,694	-	4,811	(4,811)	-
Net movement in funds	8	67,352	(45,560)	21,792	(729,850)	41,826	(688,024)
Reconciliation of funds:							
Fund balances at 1 April 2024		(486,321)	208,869	(277,452)	243,529	167,043	410,572
Fund balances at 31 March 2025		<u>(418,969)</u>	<u>163,309</u>	<u>(255,660)</u>	<u>(486,321)</u>	<u>208,869</u>	<u>(277,452)</u>

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

THE CARERS' RESOURCE

BALANCE SHEET

AS AT 31 MARCH 2025

		2025		2024 as restated	
	Notes	£	£	£	£
Fixed assets					
Tangible assets	12		44,922		86,977
Current assets					
Debtors	13	317,776		264,911	
Cash at bank and in hand		589,084		440,135	
		<u>906,860</u>		<u>705,046</u>	
Creditors: amounts falling due within one year	15	<u>(1,176,896)</u>		<u>(1,069,475)</u>	
Net current liabilities			<u>(270,036)</u>		<u>(364,429)</u>
Total assets less current liabilities			<u>(225,114)</u>		<u>(277,452)</u>
Creditors: amounts falling due after more than one year	16		<u>(30,546)</u>		<u>-</u>
Net liabilities			<u>(255,660)</u>		<u>(277,452)</u>
The funds of the charity					
Restricted income funds	19		163,309		208,869
Unrestricted funds	20		<u>(418,969)</u>		<u>(486,321)</u>
			<u>(255,660)</u>		<u>(277,452)</u>

The financial statements were approved by the trustees on 2 December 2025

E.A. Jones

Elizabeth Jones (Chair)
Trustee

Company registration number 03054273 (England and Wales)

THE CARERS' RESOURCE

STATEMENT OF CASH FLOWS

FOR THE YEAR ENDED 31 MARCH 2025

	Notes	2025 £	£	2024 £	£
Cash flows from operating activities					
Cash generated from/(absorbed by) operations	25		44,120		(49,383)
Investing activities					
Purchase of tangible fixed assets		(2,384)		(49,974)	
Net cash used in investing activities			(2,384)		(49,974)
Financing activities					
Proceeds from borrowings		140,000		-	
Repayment of borrowings		(32,787)		-	
Net cash generated from financing activities			107,213		-
Net increase/(decrease) in cash and cash equivalents			148,949		(99,357)
Cash and cash equivalents at beginning of year			440,135		539,492
Cash and cash equivalents at end of year			<u>589,084</u>		<u>440,135</u>

THE CARERS' RESOURCE

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2025

1 Accounting policies

Charity information

The Carers' Resource is a private company limited by guarantee incorporated in England and Wales. The registered office is 3 Grove Park Court, Harrogate, HG1 4DP.

1.1 Basis of preparation

The financial statements have been prepared in accordance with the charity's governing document, the Companies Act 2006, FRS 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland" ("FRS 102") and the Charities SORP "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). The charity is a Public Benefit Entity as defined by FRS 102.

The financial statements are prepared in sterling, which is the functional currency of the charity. Monetary amounts in these financial statements are rounded to the nearest £.

The financial statements have been prepared under the historical cost convention. The principal accounting policies adopted are set out below.

1.2 Prior period error

During the year, the Trustees identified grant income that had been accounted for in the incorrect period amounting to £89,965. The effect of this was to understate deferred income and overstate income by £10,377 in 2024 and £79,588 in prior periods.

1.3 Going concern

The financial statements have been prepared on a going concern basis as the trustees believe that no material uncertainties exist. The trustees have considered the level of funds held and the expected level of income and expenditure for 12 months from authorising these financial statements. The budgeted income and expenditure, together with our cash flow projections are sufficient to indicate that the charity is able to continue as a going concern.

At the time of approving the financial statements, the trustees have a reasonable expectation that the charity has adequate resources to continue in operational existence for the foreseeable future. Thus the trustees continue to adopt the going concern basis of accounting in preparing the financial statements.

1.4 Charitable funds

Unrestricted funds 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 costs 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.

Restricted funds are subject to specific conditions by donors or grantors as to how they may be used. The purposes and uses of the restricted funds are set out in the notes to the financial statements.

Endowment funds are subject to specific conditions by donors that the capital must be maintained by the charity.

THE CARERS' RESOURCE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2025

1 Accounting policies

(Continued)

1.5 Income

All incoming resources are included in the Statement of Financial Activities (SoFA) when the Charity is legally entitled to the income after any performance conditions have been met, the amount can be measured reliably, and it is probable that the income will be received.

For donations to be recognised, the Charity will have been notified of the amounts and the settlement date in writing. If there are conditions attached to the donation and this requires a level of performance before entitlement can be obtained, then income is deferred until those conditions are fully met or the fulfilment of those conditions is within the control of the Charity and it is probable that they will be fulfilled.

Donated facilities and donated professional services are recognised in income at their fair value when their economic benefit is probable, it can be measured reliably, and the Charity has control over the item. Fair value is determined on the basis of the value of the gift to the Charity. For example, the amount the Charity would be willing to pay in the open market for such facilities and services. A corresponding amount is recognised in expenditure.

No amount is included in the financial statements for volunteer time in line with the Charities SORP (FRS 102). Further detail is given in the Trustees' Annual Report.

Income from trading activities includes income earned from fundraising events and trading activities to raise funds for the Charity. Income is received in exchange for supplying goods and services in order to raise funds and is recognised when entitlement has occurred.

Income from the provision of charitable services and government and other grants is recognised at fair value when the Charity has entitlement after any performance conditions have been met, it is probable that the income will be received and the amount can be measured reliably. If entitlement is not met, then these amounts are deferred.

Investment income is earned on bank deposits and is recognised in the period in which it is receivable.

Cash donations are recognised on receipt. Other donations are recognised once the charity has been notified of the donation, unless performance conditions require deferral of the amount. Income tax recoverable in relation to donations received under Gift Aid or deeds of covenant is recognised at the time of the donation.

Legacies are recognised on receipt or otherwise if the charity has been notified of an impending distribution, the amount is known, and receipt is expected. If the amount is not known, the legacy is treated as a contingent asset.

1.6 Expenditure

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. It is categorised under the following headings:

- Costs of raising funds; and
- Expenditure on charitable activities.

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

THE CARERS' RESOURCE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2025

1 Accounting policies

(Continued)

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, professional fees and governance costs. They are incurred directly in support of expenditure on the objects of the Charity and include project management carried out at the Charity's Headquarters. Where support costs cannot be directly attributed to particular headings they have been allocated to cost of raising funds and expenditure on charitable activities on a basis consistent with use of the resources.

Fund-raising costs are those incurred in seeking voluntary contributions and do not include the costs of disseminating information in support of the charitable activities.

The analysis of these costs is included in note 7.

1.7 Tangible fixed assets

Tangible fixed assets are initially measured at cost and subsequently measured at cost or valuation, net of depreciation and any impairment losses.

Depreciation is recognised so as to write off the cost or valuation of assets less their residual values over their useful lives on the following bases:

Fixtures and equipment	Over 3 to 6 years straight line
------------------------	---------------------------------

The gain or loss arising on the disposal of an asset is determined as the difference between the sale proceeds and the carrying value of the asset, and is recognised in the statement of financial activities.

1.8 Impairment of fixed assets

At each reporting end date, the charity reviews the carrying amounts of its tangible assets to determine whether there is any indication that those assets have suffered an impairment loss. If any such indication exists, the recoverable amount of the asset is estimated in order to determine the extent of the impairment loss (if any).

1.9 Cash and cash equivalents

Cash and cash equivalents include cash in hand, deposits held at call with banks, other short-term liquid investments with original maturities of three months or less, and bank overdrafts. Bank overdrafts are shown within borrowings in current liabilities.

1.10 Financial instruments

The charity has elected to apply the provisions of Section 11 'Basic Financial Instruments' and Section 12 'Other Financial Instruments Issues' of FRS 102 to all of its financial instruments.

Financial instruments are recognised in the charity's balance sheet when the charity becomes party to the contractual provisions of the instrument.

Financial assets and liabilities are offset, with the net amounts presented in the financial statements, when there is a legally enforceable right to set off the recognised amounts and there is an intention to settle on a net basis or to realise the asset and settle the liability simultaneously.

Basic financial assets

Basic financial assets, which include debtors and cash and bank balances, are initially measured at transaction price including transaction costs and are subsequently carried at amortised cost using the effective interest method unless the arrangement constitutes a financing transaction, where the transaction is measured at the present value of the future receipts discounted at a market rate of interest. Financial assets classified as receivable within one year are not amortised.

THE CARERS' RESOURCE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2025

1 Accounting policies

(Continued)

Basic financial liabilities

Basic financial liabilities, including creditors and bank loans are initially recognised at transaction price unless the arrangement constitutes a financing transaction, where the debt instrument is measured at the present value of the future payments discounted at a market rate of interest. Financial liabilities classified as payable within one year are not amortised.

Debt instruments are subsequently carried at amortised cost, using the effective interest rate method.

Trade creditors are obligations to pay for goods or services that have been acquired in the ordinary course of operations from suppliers. Amounts payable are classified as current liabilities if payment is due within one year or less. If not, they are presented as non-current liabilities. Trade creditors are recognised initially at transaction price and subsequently measured at amortised cost using the effective interest method.

Derecognition of financial liabilities

Financial liabilities are derecognised when the charity's contractual obligations expire or are discharged or cancelled.

1.11 Taxation

The Charity is an exempt charity within the meaning of schedule 3 of the Charities Act 2011 and is considered to pass the tests set out in Paragraph 1 Schedule 6 of the Finance Act 2010 and therefore it meets the definition of a charitable company for UK corporation tax purposes.

1.12 Employee benefits

The cost of any unused holiday entitlement is recognised in the period in which the employee's services are received.

Termination benefits are recognised immediately as an expense when the charity is demonstrably committed to terminate the employment of an employee or to provide termination benefits.

1.13 Retirement benefits

Payments to defined contribution retirement benefit schemes are charged as an expense as they fall due.

2 Critical accounting estimates and judgements

In the application of the charity's accounting policies, the trustees are required to make judgements, estimates and assumptions about the carrying amount of assets and liabilities that are not readily apparent from other sources. The estimates and associated assumptions are based on historical experience and other factors that are considered to be relevant. Actual results may differ from these estimates.

The estimates and underlying assumptions are reviewed on an ongoing basis. Revisions to accounting estimates are recognised in the period in which the estimate is revised where the revision affects only that period, or in the period of the revision and future periods where the revision affects both current and future periods.

THE CARERS' RESOURCE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2025

3 Income from donations and legacies

	Unrestricted funds 2025 £	Restricted funds 2025 £	Total 2025 £	Unrestricted funds 2024 £	Restricted funds 2024 £	Total 2024 £
Donations and gifts	32,838	2,089	34,927	108,603	-	108,603
Legacies	42,297	-	42,297	45,978	-	45,978
	<u>75,135</u>	<u>2,089</u>	<u>77,224</u>	<u>154,581</u>	<u>-</u>	<u>154,581</u>

4 Income from charitable activities

	Unrestricted funds 2025 £	Restricted funds 2025 £	Total 2025 £	Unrestricted funds 2024 £	Restricted funds 2024 £	Total 2024 £
Income from charitable activities						
Carer support	1,894,972	1,370,369	3,265,341	1,718,454	1,474,409	3,192,863
Care@	1,053,288	-	1,053,288	1,068,774	-	1,068,774
	<u>2,948,260</u>	<u>1,370,369</u>	<u>4,318,629</u>	<u>2,787,228</u>	<u>1,474,409</u>	<u>4,261,637</u>

5 Expenditure on raising funds

	Unrestricted funds 2025 £	Unrestricted funds 2024 £
Fundraising and publicity		
Other fundraising costs	1,289	5,452
	<u>1,289</u>	<u>5,452</u>

THE CARERS' RESOURCE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2025

6 Expenditure on charitable activities

	Expenditure on charitable activities 2025 £	Expenditure on charitable activities 2024 £
Direct costs		
Staff costs	3,390,948	4,023,426
Travel	75,348	119,984
Carer activities	54,963	66,356
Recruitment and advertising	15,072	31,369
Bad debt expense	-	93
Other direct costs	206,484	228,301
	<u>3,742,815</u>	<u>4,469,529</u>
Share of support and governance costs (see note 7)		
Support	629,957	629,261
	<u>4,372,772</u>	<u>5,098,790</u>
Analysis by fund		
Unrestricted funds	2,934,060	3,671,018
Restricted funds	1,438,712	1,427,772
	<u>4,372,772</u>	<u>5,098,790</u>

7 Support costs allocated to activities

	2025 £	2024 £
Depreciation	44,439	45,477
Premises	146,121	172,664
Utilities	66,673	59,498
Printing, stationery & postage	25,512	54,228
Insurance	42,822	30,310
Professional fees	70,495	15,687
Repairs and maintenance	9,150	5,540
Equipment	68,253	112,371
Communications	42,465	38,257
Interest and fines	11,573	23,627
Staff training	10,987	24,989
Governance costs	91,467	46,613
	<u>629,957</u>	<u>629,261</u>
Analysed between:		
Expenditure on charitable activities	<u>629,957</u>	<u>629,261</u>

THE CARERS' RESOURCE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2025

8	Net movement in funds	2025	2024
		£	£

The net movement in funds is stated after charging/(crediting):

Fees payable to the charity's auditor:		
- for the audit of the charity's financial statements	31,000	9,500
- for other financial services	13,500	3,000
Depreciation of owned tangible fixed assets	44,091	45,477
Loss on disposal of tangible fixed assets	348	-
	<u> </u>	<u> </u>

9 Trustees

None of the trustees (or any persons connected with them) received any remuneration or benefits from the charity during the year.

10 Employees

The average monthly number of employees during the year was:

	2025	2024
	Number	Number
Information	5	29
Development	-	9
Administration	13	19
Carer support officers	58	48
Children & families	11	16
Training	1	5
Volunteering	-	5
Case workers	75	74
	<u> </u>	<u> </u>
Total	163	205
	<u> </u>	<u> </u>

Employment costs

	2025	2024
	£	£
Wages and salaries	3,081,155	3,650,431
Social security costs	229,845	274,788
Other pension costs	79,948	98,207
	<u> </u>	<u> </u>
	3,390,948	4,023,426
	<u> </u>	<u> </u>

Redundancy and termination payments totalling £83,177 (2024: £Nil) were made in the reporting period.

THE CARERS' RESOURCE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2025

10 Employees

(Continued)

The number of employees whose annual remuneration was more than £60,000 is as follows:

	2025 Number	2024 Number
£60,000 to £70,000	1	1

Remuneration of key management personnel

The remuneration of key management personnel was as follows:

	2025 £	2024 £
Aggregate compensation	290,070	346,052

11 Taxation

The charity is exempt from taxation on its activities because all its income is applied for charitable purposes.

12 Tangible fixed assets

	Fixtures and equipment £
Cost	
At 1 April 2024	410,123
Additions	2,384
Disposals	(966)
At 31 March 2025	411,541
Depreciation and impairment	
At 1 April 2024	323,146
Depreciation charged in the year	44,091
Eliminated in respect of disposals	(618)
At 31 March 2025	366,619
Carrying amount	
At 31 March 2025	44,922
At 31 March 2024	86,977

THE CARERS' RESOURCE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2025

13 Debtors

	2025	2024
	£	£
Amounts falling due within one year:		
Trade debtors	168,713	105,281
Other debtors	4,302	2,194
Prepayments and accrued income	144,761	157,436
	<u>317,776</u>	<u>264,911</u>

14 Loans and overdrafts

	2025	2024
	£	£
Other loans	107,213	-
	<u>107,213</u>	<u>-</u>
Payable within one year	76,667	-
Payable after one year	30,546	-
	<u>107,213</u>	<u>-</u>

15 Creditors: amounts falling due within one year

	2025	2024
	£	£
	Notes	as restated
Borrowings	76,667	-
Other taxation and social security	99,678	255,790
Government grants	17 595,293	298,184
Trade creditors	214,870	260,842
Other creditors	52,188	104,580
Accruals and deferred income	138,200	150,079
	<u>1,176,896</u>	<u>1,069,475</u>

16 Creditors: amounts falling due after more than one year

	2025	2024
	£	£
Borrowings	30,546	-
	<u>30,546</u>	<u>-</u>

17 Government grants

Deferred income is included in the financial statements in respect of funds received in advance for unearned income from performance related grants.

THE CARERS' RESOURCE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2025

17 Government grants	(Continued)	
	2025 £	2024 £ as restated
Deferred income is included within:		
Current liabilities	595,293	298,184
	<u> </u>	<u> </u>
Movements in the year:		
Deferred income at 1 April 2024	298,184	321,227
Released from previous periods	(298,184)	(241,639)
Resources deferred in the year	595,293	218,596
	<u> </u>	<u> </u>
Deferred income at 31 March 2025	595,293	298,184
	<u> </u>	<u> </u>
18 Retirement benefit schemes		
	2025	2024
Defined contribution schemes	£	£
Charge to profit or loss in respect of defined contribution schemes	79,948	98,207
	<u> </u>	<u> </u>

The amounts above are all allocated to unrestricted funds.

The charity operates a defined contribution pension scheme for all qualifying employees. The assets of the scheme are held separately from those of the charity in an independently administered fund.

The defined contribution liability as at 31 March 2025 is allocated to unrestricted funds and amounted to £17,325 (2024 - £26,277).

THE CARERS' RESOURCE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2025

19 Restricted funds

The restricted funds of the charity comprise the unexpended balances of donations and grants held on trust subject to specific conditions by donors as to how they may be used.

	At 1 April 2024	Incoming resources	Resources expended	Transfers	At 31 March 2025
	£	£	£	£	£
Airedale and Craven CCT	48,073	117,644	(117,449)	-	48,268
North Yorkshire Home from Hospital	27,611	471,250	(448,296)	-	50,565
Personal Support Navigator	1,841	147,291	(149,303)	171	-
Tarn Moor	2,800	-	-	-	2,800
Opportunity Daycare Fund	5,137	-	-	(5,137)	-
Bradford Worth Connecting	2,374	250	(2,624)	-	-
Making Carers Count (Men Care Too)	26,025	9,504	(35,529)	-	-
Bradford HAF Funding	-	11,380	(11,380)	-	-
Home from Hospital	-	254,300	(279,094)	24,794	-
Carers Sitting/Time Off	9,399	131,473	(141,738)	866	-
MAST Project 6 Bradford	29,458	69,915	(71,937)	-	27,436
North Yorkshire Autism Peer Mentoring	15,000	-	(15,000)	-	-
Hammerton Harrogate Wellbeing Activities	3,825	-	(1,169)	-	2,656
Ilkley Round Table	734	-	(209)	-	525
Rotary Club of Ilkley	1,000	500	(582)	-	918
ABCD Wharfedale	1,869	-	(899)	-	970
Bingley Bubble Mini Hub	-	4,200	(4,200)	-	-
Carers Hospital Discharge Tool Kit	5,000	-	(5,000)	-	-
Carers Transport	4,050	-	(4,050)	-	-
Feast Funding	954	2,183	(1,919)	-	1,218
Harrogate and Selby Young Carers	10,000	85	(2,496)	-	7,589
Inner Warrior	886	-	(420)	-	466
Local Community Support Grant	2,490	11,905	(14,395)	-	-
Parent Carer Voice	5,620	-	(5,620)	-	-
Parent Carer Work Bradford	4,723	21,600	(25,587)	-	736
Bramall Foundation	-	20,000	(20,000)	-	-
Digital Inclusion	-	39,913	(22,973)	-	16,940
Stronger Starts Selby	-	1,000	(103)	-	897
Stronger Starts Craven	-	1,125	-	-	1,125
Creative Lives	-	400	(200)	-	200
Active Travel	-	4,400	(4,400)	-	-
Selby Coffee Morning	-	887	(887)	-	-
ICB Micro Grant	-	616	(616)	-	-
Digital Social Care	-	7,000	(7,000)	-	-
Better Care Fund	-	43,637	(43,637)	-	-
	<u>208,869</u>	<u>1,372,458</u>	<u>(1,438,712)</u>	<u>20,694</u>	<u>163,309</u>

THE CARERS' RESOURCE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2025

19 Restricted funds

(Continued)

Previous year:	At 1 April 2023 £	Incoming resources £	Resources expended £	Transfers £	At 31 March 2024 £
Airedale and Craven CCT	30,744	89,758	(72,429)	-	48,073
North Yorkshire Home from Hospital	6,385	489,082	(467,856)	-	27,611
Personal Support Navigator	31,321	137,849	(167,329)	-	1,841
Tarn Moor	2,905	-	(105)	-	2,800
Opportunity Daycare Fund	7,551	-	(2,414)	-	5,137
Bradford Worth Connecting	41,796	70,000	(108,519)	(903)	2,374
NHS Charities	3,674	-	-	(3,674)	-
Making Carers Count (Men Care Too)	23,637	52,734	(50,346)	-	26,025
Bradford HAF Funding	2,730	22,847	(25,577)	-	-
Bradford - Carers Assessment	16,300	-	(16,300)	-	-
Home from Hospital	-	254,380	(254,380)	-	-
Carers Sitting/Time Off	-	127,172	(117,773)	-	9,399
Bramall Foundation	-	20,000	(20,000)	-	-
MAST Project 6 Bradford	-	90,835	(61,377)	-	29,458
North Yorkshire Autism Peer Mentoring	-	20,000	(5,000)	-	15,000
Hammerton Harrogate Wellbeing Activities	-	4,000	(175)	-	3,825
Ilkley Round Table	-	800	(66)	-	734
Theatre Trips	-	1,000	(864)	(136)	-
Rotary Club of Ilkley	-	1,000	-	-	1,000
ABCD Wharfedale	-	2,000	(131)	-	1,869
Bingley Bubble Mini Hub	-	2,050	(2,050)	-	-
Carers Hospital Discharge Tool Kit	-	5,000	-	-	5,000
Carers Transport	-	4,050	-	-	4,050
Feast Funding	-	954	-	-	954
Harrogate and Selby Young Carers	-	10,000	-	-	10,000
Inner Warrior	-	1,100	(214)	-	886
Local Community Support Grant	-	11,141	(8,651)	-	2,490
NHS West Yorkshire BYC Microgrant	-	-	(202)	202	-
Parent Carer Voice	-	5,620	-	-	5,620
Parent Carer Work Bradford	-	6,000	(1,277)	-	4,723
Rotary Club Keighley	-	150	-	(150)	-
Skipton Library	-	150	-	(150)	-
Better Care Fund	-	44,737	(44,737)	-	-
	<u>167,043</u>	<u>1,474,409</u>	<u>(1,427,772)</u>	<u>(4,811)</u>	<u>208,869</u>

THE CARERS' RESOURCE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2025

19 Restricted funds

(Continued)

Purposes of restricted funds

a) Airedale and Craven Collaborative Care Teams

This contract was awarded to provide carer specialist services across all of the general practices in Airedale. A large portion of it was subsumed in the Integrated Carer Services contract which was competitively tendered in mid-2014. Carers' Resource was successful in winning the ICS. Carers' Resource continues to receive the remaining portion of the former funding to provide additional specialist carer support. We are raising awareness of the role and needs of carers and encouraging health care staff to work in partnership with others to better support carers.

b) Home from Hospital Bradford

Funding to provide a support service for people discharged from hospital after a lengthy stay, but generally without any support package in place, has been received for many years. It operates across all hospitals in the Bradford District and is a community based service.

c) North Yorkshire Home from Hospital

This contract was awarded at the end of 2017 for a start date of the 1 April 2018; the contract was for four years, and was successfully re-tendered for in 2022. Funding is to support vulnerable people recently discharged from hospital, and to prevent early re-admission. This contract works in partnership with Carers Plus Yorkshire. The geography of this contract covers all districts of North Yorkshire.

d) North Yorkshire Carers' Sitting Service

This contract uses volunteers to provide a carers short break service where the cared for person is supported either in their own home or outside in order for the carer to have a break. The break is for a short period of time (2 to 4 hours). This project is funded by North Yorkshire County Council.

e) Worth Connecting

The aim of the service is to introduce older people who are lonely, isolated, and digitally excluded to IT, so that they are able to communicate using Skype, e-mails etc thus enabling them to communicate with others and to aid them in day-to-day tasks such as shopping, ordering prescriptions etc.

f) Bramall Foundation

The Bramall Foundation donated a sum towards the cost of services to support children and young people with autism. This has helped to support young carers, parent carers and to enable us to run trips and activities.

g) Tarn Moor Trust

A grant received for driving lessons and refresher lessons for Carers of all ages but living within Skipton Parish only.

h) Opportunity Daycare Fund

This fund has been used to focus on the development of support groups for carers specifically in the Shipley and Bradford East areas by employing a group development worker.

i) Better Care Fund

Since July 2013, money from the Better Care Fund has enabled us to work with the District Nursing, Fast Response, Community Rehabilitation and Long Term Conditions Nursing Teams, across the Harrogate and Rural District; to identify and support carers. This has been a highly successful initiative and has resulted in now working closely with the newly formed Community Care Teams and GP practices.

THE CARERS' RESOURCE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2025

19 Restricted funds

(Continued)

j) Bradford Household Support Fund

The Household Support Fund is central government funding given to Local Authorities to distribute to help families and individuals struggling with the cost of living. There have been several rounds of the HSF, and Bradford Council allocated a proportion of the fund to Carers' Resource to distribute to carers and their families. Grants of up to £300 go towards essential household items and repair; or supermarket vouchers to help with the cost of food shopping. Locality Workers submit recommendations, to be approved by managers and a Panel.

k) Local Community Support Grant

The project allowed groups of carers and their cared for to spend time at the allotment where they can be involved in tending to the space or just socialise in the natural surroundings, the allotment was used by carers and cared for of all ages. The funded worker left Carers Resource in August 2023, and the allotment was passed back to the council. With the agreement of the funders the remaining grant was used to support a number of new unpaid carer groups and initiatives in Bradford District.

l) Making Carers Count (Men Care too)

The 'Men Care Too' project was launched to improve the wellbeing of male carers, who make up more than 40 per cent of unpaid carers. It gives them the chance to take part in activities, meet other male carers, and support each other.

m) MAST project 6 Bradford

This project provides a Multi Agency Support Team service in the Bradford Royal Infirmary and Airedale General Hospital and in the community. The focus is on getting the right services in place for people on discharge, and working with those in the community who need support to reduce the number of unnecessary re-admissions to hospital. It supports people with challenges who no longer have a clinical need to remain in hospital but need ongoing support due to the challenges they face in relation to mental ill health, alcohol misuse or frailty in older age.

n) Carer Support Navigator

This project aimed to measure the impact of embedding Personal Support Navigators (Age UK) and Carer Support Navigators (Carers' Resource) roles within identified community nursing teams, specifically focussing on the direct impact on the demand for, and dependency on these clinical staff through their interventions with Carers (Carers' Resource) and the patient (Age UK).

o) Stronger Starts (Selby and Craven)

This project relates to the Tesco Blue token scheme to support activities and groups for Young Carers in the Selby and Craven areas.

p) Digital Inclusion

The Carers Digital Inclusion Project is funded through the Accelerating Reform Fund (ARF). The focus is to support digitally excluded carers to get them using online services confidently and safely including supporting carers to develop the skills they need to allow them to utilise online tools to lead a more independent and empowered life.

q) Creative Lives

This project related to the City of Culture Bradford 2025 grant, we are running 2 wicker/willow weaving sessions for carers in Bradford using the micro grant.

THE CARERS' RESOURCE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2025

19 Restricted funds

(Continued)

r) Active Travel

This project relates to a programme of walks for carers.

s) Selby Coffee Morning

This is a peer support group for carers in the Selby area.

t) ICB Micro Grant

This project relates to Bradford 2025 Do Your Thing - City of Culture with 2 sessions of basket weaving.

u) Digital Social Care

This project assists with the implementation of a digital social care record system.

Unrestricted general funds include:

a) Care@

Crossroads Care (Airedale and Bradford) provided care for over 20 years and in 2013 was absorbed by Carers' Resource. Its assets and liabilities were transferred to the Carers' Resource with effect from 1 April 2013 and services are open to anyone over the age of 18 who requires social care support in the areas where we operate. Funding for our services comes from a variety of sources including individuals themselves and health or social care agencies.

b) Integrated Care Services (Bradford and Craven)

Services for carers across Bradford District and Craven are pulled together in one integrated contract that ensures a comprehensive service for all carers, and enables our offer to be person centred and meet their individual needs.

20 Unrestricted funds

The unrestricted funds of the charity comprise the unexpended balances of donations and grants which are not subject to specific conditions by donors and grantors as to how they may be used. These include designated funds which have been set aside out of unrestricted funds by the trustees for specific purposes.

	At 1 April 2024 £ as restated	Incoming resources £	Resources expended £	Transfers £	At 31 March 2025 £
General funds	(486,321)	3,023,395	(2,935,349)	(20,694)	(418,969)
Previous year: (As restated)	At 1 April 2023 £ as restated	Incoming resources £ as restated	Resources expended £	Transfers £	At 31 March 2024 £ as restated
General funds	243,529	2,941,809	(3,676,470)	4,811	(486,321)

THE CARERS' RESOURCE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2025

21 Analysis of net assets between funds

	Unrestricted funds 2025 £	Restricted funds 2025 £	Total 2025 £
At 31 March 2025:			
Tangible assets	44,922	-	44,922
Current assets/(liabilities)	(433,345)	163,309	(270,036)
Long term liabilities	(30,546)	-	(30,546)
	<u>(418,969)</u>	<u>163,309</u>	<u>(255,660)</u>
	<u><u>(418,969)</u></u>	<u><u>163,309</u></u>	<u><u>(255,660)</u></u>
	Unrestricted funds 2024 As restated £	Restricted funds 2024 £	Total 2024 As restated £
At 31 March 2024:			
Tangible assets	86,977	-	86,977
Current assets/(liabilities)	(573,298)	208,869	(364,429)
	<u>(486,321)</u>	<u>208,869</u>	<u>(277,452)</u>
	<u><u>(486,321)</u></u>	<u><u>208,869</u></u>	<u><u>(277,452)</u></u>

22 Operating lease commitments

Lessee

At the reporting end date the charity had outstanding commitments for future minimum lease payments under non-cancellable operating leases, which fall due as follows:

	2025 £	2024 £
Within one year	67,851	85,557
Between two and five years	59,083	104,333
	<u>126,934</u>	<u>189,890</u>
	<u><u>126,934</u></u>	<u><u>189,890</u></u>

23 Events after the reporting date

On 9th May 2025, the company disposed of the "Care@" part of the business. During the year ended 31 March 2025, the income from this activity was £1,053,288 and it had an estimated overall deficit in the year of £339,000.

THE CARERS' RESOURCE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2025

24 Related party transactions

Transactions with related parties

During the year the Chair of Trustees, E. A. Jones, lent the charity £40,000. Interest is payable at 3% p.a. The loan is being repaid over 12 months commencing in January 2026 and the balance outstanding, including interest, at 31 March 2025 was £40,546.

25 Cash generated from/(absorbed by) operations	2025 £	2024 £
Surplus/(deficit) for the year	21,792	(688,024)
Adjustments for:		
Loss on disposal of tangible fixed assets	348	-
Depreciation and impairment of tangible fixed assets	44,091	45,477
Movements in working capital:		
(Increase)/decrease in debtors	(52,865)	228,362
(Decrease)/increase in creditors	(266,355)	387,845
Increase/(decrease) in deferred income	297,109	(23,043)
Cash generated from/(absorbed by) operations	<u>44,120</u>	<u>(49,383)</u>

26 Analysis of changes in net funds

	At 1 April 2024 £	Cash flows At 31 March 2025	
		£	£
Cash at bank and in hand	440,135	148,949	589,084
Loans falling due within one year	-	(76,667)	(76,667)
Loans falling due after more than one year	-	(30,546)	(30,546)
	<u>440,135</u>	<u>41,736</u>	<u>481,871</u>

THE CARERS' RESOURCE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2025

27 Prior period adjustment

Changes to the balance sheet

	At 31 March 2024		
	As previously reported	Adjustment	As restated
	£	£	£
Creditors due within one year			
Other creditors	(94,203)	(10,377)	(104,580)
Deferred income	(218,596)	(79,588)	(298,184)
	<u> </u>	<u> </u>	<u> </u>
Net Liabilities	(187,487)	(89,965)	(277,452)
	<u> </u>	<u> </u>	<u> </u>
Capital funds			
Income funds			
Restricted funds	208,869	-	208,869
Unrestricted funds	(396,356)	(89,965)	(486,321)
	<u> </u>	<u> </u>	<u> </u>
Total equity	(187,487)	(89,965)	(277,452)
	<u> </u>	<u> </u>	<u> </u>

Changes to the profit and loss account

	Period ended 31 March 2024		
	As previously reported	Adjustment	As restated
	£	£	£
Charitable activities	4,272,014	(10,377)	4,261,637
	<u> </u>	<u> </u>	<u> </u>
Net movement in funds	(677,647)	(10,377)	(688,024)
	<u> </u>	<u> </u>	<u> </u>

THE CARERS' RESOURCE

England & Wales - Charity number 1049278

Accounts

Charity registration number 1049278

Company registration number 03054273 (England and Wales)

THE CARERS' RESOURCE
ANNUAL REPORT AND FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2024

THE CARERS' RESOURCE

LEGAL AND ADMINISTRATIVE INFORMATION

Trustees	Liz Jones (Chair) Damian Boddy Simon Arnold John Hayward Garry Luxford Catherine Schofield Rebecca Gray	(Appointed 25 May 2023) (Appointed 25 May 2023) (Appointed 21 March 2024) (Appointed 21 March 2024) (Appointed 12 June 2024)
Secretary	Heidi Watson	
Senior management	Christine Whiley Heidi Watson	Chief Executive Officer (to April 2024) Chief Executive Officer (from April 2024)
Charity number	1049278	
Company number	03054273	
Registered office	3 Grove Park Court Harrogate HG1 4DP	
Auditor	Holeys Limited Stuart House 15/17 North Park Road Harrogate North Yorkshire HG1 5PD	
Bankers	Lloyds Bank 11 Cambridge Crescent Harrogate North Yorkshire England HG1 1PQ	

THE CARERS' RESOURCE

CONTENTS

	Page
Chair's Statement	1 - 2
Trustees' report	3 - 12
Statement of trustees' responsibilities	13
Independent auditor's report	14 - 16
Statement of financial activities	17
Balance sheet	18
Statement of cash flows	19
Notes to the financial statements	20 - 36

THE CARERS' RESOURCE

CHAIR'S STATEMENT

FOR THE YEAR ENDED 31 MARCH 2024

The last financial year has probably been the most challenging I have seen for the organisation in my time as Chair in terms of both our finances and our people – even compared to COVID-19. There is an ever-growing demand for services to support carers as the fiscal environment has impacted the communities we work with and our teams who support them. At the same time, the rapidly worsening economic situation experienced in the health & care sector has had a major impact on the organisation as we have experienced significant withdrawal and reduction in public sector funding streams, as well as a significantly increased cost base (resulting from headcount increases associated with our previous growth, living wage increases and rapid cost inflation). This has placed an extreme pressure on the organisation over a relatively short period.

Coupled with this, we have seen significant change in our senior leadership with our CEO, Chris Whiley, having enforced absence for several months early in the year for health reasons prior to retirement in April 2024 and also, the departure of 2 heads of finance. Not only this, but we have a relatively new Board of Trustees as new faces have joined and previous Trustees have left the Board. As such, I would like to take this chance to thank everyone for their efforts throughout the course of such a challenging year, including Trustees who have left the Board over the last 12-18 months.

Nevertheless, the combination of these factors had a significant negative impact for the financial position of the organisation and, sadly, we have found it necessary to take some very difficult decisions in terms of our structure and removing some added-value services (previously funded by Carers' Resource) in order to set the foundations for a viable future.

I am pleased to have welcomed Heidi Watson as our new CEO, who has been leading the work with great energy to make us 'fit for the future' – especially in such challenging and uncertain times. I also welcome Cathy Schofield, Garry Luxford and Rebecca Gray as Trustees, who bring excellent skills and experience to benefit the organisation.

Despite all the challenges thrown at us, our purpose remains true - to enrich and enhance the lives of those we work with. I am proud of the fact that we continue to make a positive difference for so many in our local communities and receive such excellent feedback. Our services continue to be in demand as life for carers becomes ever more challenging in the UK.

Over the course of the year there have also been some highlights:

- Our unpaid carer support service continued to thrive with staff holding 12,209 casework meetings with carers and 2,329 carers receiving a thorough review of their caring role and wellbeing with a resulting action plan
- The value of groups has been shown with over 4,600 attendances
- We have increased the number of carers accessing our Selby service by 17% with 366 carers attending groups.
- Our work with young carers has thrived with 1,847 attending activities in Bradford and North Yorkshire and an increased number of young carers accessing support services
- Our Home from Hospital Services supported a total of 4,136 people and our Bradford hospital based Carer Navigator Service received 465 referrals
- 1,432 digital inclusion sessions were run supporting 263 individuals to understand digital technology, which is key for unpaid carers, as so much of what they need to access is now in digital format
- The Care@ CQC regulated service has seen growth in managed direct payments services
- Our website, which was updated and relaunched last year, continued to be well received with 63,097 page views
- We retained our investment in Volunteers Award

THE CARERS' RESOURCE

CHAIR'S STATEMENT (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2024

Over the year we have been supported in making our changes by our clients and the long-term contracts we hold continue to give us the foundation on which to move forward. Of course, councils and the NHS are also under pressure and that has been reflected in the decisions they have had to take regarding funding availability and limited rate increases, but we continue to work well together to benefit carers.

As we look ahead, 2024-2025 will be a year for resetting our foundations and planning our way ahead for a successful future. We are also reshaping our governance and financial planning processes to help us charter our way through such turbulent times. Our guiding principle for all decision making is to effectively support as many unpaid carers and cared-for people as we possibly can and those returning home from inpatient hospital stays who are being supported by our services.

I would like to take this opportunity to thank the Trustees, who volunteer their time and share their knowledge and expertise so freely, which has been so critical over the course of the last 12 months.

Finally, I would especially like to thank our staff and volunteers, who have continued to commit themselves to those we support despite the various challenges and changes we have faced. I know we are all proud of what is achieved every day to improve the lives of others and that can only be achieved through your dedication and commitment.

E A Jones

.....
E A Jones
Chair

Date: 29/1/25
.....

THE CARERS' RESOURCE

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT)

FOR THE YEAR ENDED 31 MARCH 2024

The trustees present their annual report and financial statements for the year ended 31 March 2024.

The Trustees have adopted the provisions of the Statement of Recommended Practice (SORP) "Accounting and Reporting Charities" (FRS 102) in preparing the Trustees' Annual Report and financial statements.

The financial statements have been prepared in accordance with the accounting policies set out in the notes to the accounts and comply with the Charity's governing document, the Charities Act 2011 and Charities SORP (FRS102): 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.

Objectives and activities

The Carers' Resource gives tailored support and information to unpaid carers and those in need of care and support. It is an independent, award winning Yorkshire charity which is open to everyone and offers emotional and practical help to enable them to cope positively with their caring responsibilities.

We exist to:

- work with and for carers and vulnerable people, promoting awareness of their needs
- provide information, advice and support for carers and those who work with them
- support other organisations, statutory and independent, in their work with carers

We offer an independent , expert service focused on carers:

- for all carers, including parent carers and young carers: a comprehensive, free, non-judgemental and confidential service
- to provide a community-based service that delivers care and support, to enhance quality of life
- for planners and commissioners: an efficient, effective, quality service providing information (qualitative and quantitative) proving the value of supporting carers and vulnerable people
- for providers: partnership with an experienced, professional team focused on working with carers and vulnerable people
- for our staff: a supportive and creative environment, valuing their unique skills and their commitment to carers and vulnerable people

We are committed to:

- involving and empowering carers and vulnerable people in developing and influencing our own and other services
- achieving recognition for every carer and vulnerable person and promoting equal opportunities
- improving the quality of life for carers and vulnerable people
- addressing the training needs of carers, vulnerable people and supporting organisations
- responding to perceived and identified carers and vulnerable people
- working in partnership with other organisations
- influencing the planning and commissioning of mainstream, carer and vulnerable people sensitive services

We specialise in helping carers and those in need of care and support.

We believe carers need support and time for themselves.

We confirm that we have referred to the information contained in the Charity Commission's general guidance on public benefit when reviewing the Charity's aims and objectives and in planning future activities.

THE CARERS' RESOURCE

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2024

STRATEGIC REPORT

The challenges facing both the population and the health and care system have become ever more acute over the course of the last 12-24 months. At an economic level, people are significantly worse off and often struggling to meet the costs of day-to-day living. At the same time our health and social care system continues to juggle with funding and service restrictions, spending less in real terms on those communities who need the greatest support.

Nowhere are these factors more sharply felt than for unpaid carers and other vulnerable people that we assist. Life for them has become extremely challenging and there is little wider support available. Over the course of the last 12-18 months, we have experienced a significant adverse impact in the form of a 'perfect storm' for both the sector and Carers' Resource.

Notably, whilst we have continued to provide excellent services to unpaid carers and those in need of domiciliary care (through Care@), the level of funding that most councils can afford continues to fall sharply in real terms. Restricted/zero contract price uplifts, withdrawal and reduction in funding and a significantly increasing cost base (via national living wage and rapidly growing operating costs) means that the financial viability for the sector is under major pressure.

Throughout the year 2023-24, Carers' Resource has continued to provide high quality services and received excellent feedback, at a time when support for unpaid carers is more important than ever and we are seeing greater need for services. Unfortunately, the number of organisations that people can be signposted to continues to reduce compared to pre-Covid levels.

Like others across the sector, we are bridging more and more gaps in the health and care system – most notably in transfers from hospital to the home environment where care packages are slow to be put in place (if at all), which demands more from our people and more of our resource and time.

This combination of factors has had major adverse implications for Carers' Resource in 2023-24. With a refreshed board of Trustees and new executive leadership joining the organisation from April 2024 (CEO and, later, Head of Finance), an urgent review was undertaken. This resulted in the need to renegotiate the scope of some commercial contracts, withdraw unfunded services, which are no longer affordable, and also undertake a significant internal restructure in Summer 2024, in order to sustain the organisation into the future. This has proven to be a very difficult period for the organisation and redundancies were made with a heavy heart. It is worth noting that more recent Government policy and taxation plans will further increase this pressure from 2025 and ongoing work for the sector as a whole will be crucial if it is to be sustainable.

In addition, pressure on our paid-for care division – Care@ - continues to grow. Funding uplifts continue to track below inflation, particularly given the increases in National living Wage and other sustained cost inflation post-COVID. This is an area of the organisation which will be undergoing a cost-efficiency review in 2025.

Nevertheless, our clients and commissioners have supported us as we have made the necessary changes for a sustainable future and, looking ahead, the fact that many of our contracts are now secured until at least 2028 has given us a basis on which to strategically reset the organisation for the future under the prevailing economic outlook.

Aligned to this, at a time of ongoing economic and healthcare system uncertainty, our review of the governance of the organisation in 2024 has identified areas of enhancement. Under our new executive leadership, there is currently work underway to redefine the governance model and controls frameworks across the organisation.

THE CARERS' RESOURCE

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2024

ACHIEVEMENTS AND PERFORMANCE

A summary of the work of the Charity over the year is set out below:

- In 2023-4 our support staff had 12,209 casework meetings with carers and 2,329 carers received a thorough review of their caring role and wellbeing with a resulting action plan, which was then carried out and 687 carer cards were issued.
- The number of attendances at groups and activities increased substantially to 4,613
- 1,432 digital inclusion sessions were run supporting 263 individuals over 55 to understand digital technology.
- In our Young Carer Services, Selby saw a 12% increase in young carers accessing services, North Yorkshire saw a 9% increase overall and Bradford supported 1,105 young carers
- Our Home from Hospital Services operate across Bradford District and North Yorkshire, (working in partnership with Carers Plus Yorkshire to cover the whole of North Yorkshire). These services are recognised as playing a fundamental role in keeping people at home in the short to medium term after being discharged from hospital. The teams report a significant increase in the complexity of need, but nevertheless continue to exceed targets. This year we were given additional funding to assist hospitals with system pressures due to demand. Our Home from Hospital Services supported a total of 4,136 people, 3,004 of these were across North Yorkshire and 1,132 in Bradford.
- Our Carer Navigator Service which operates in Bradford and Airedale Hospitals continued to perform well. Our staff work directly with inpatient families when it is apparent that the patient is going to need significantly different care arrangements once they leave hospital. They help families understand the options available and ensure that the views and situation of the family/carer are clearly articulated, then a plan of action is drawn up with the family/carer to achieve a positive outcome which meets discharge timescales. This service received 465 referrals in 2023-4.
- Care @, the CQC-regulated service within Carers' Resource, has faced challenges throughout the year, with increasing demand and ongoing recruitment difficulties. Covid and flu spikes continued to impact service delivery at times, with several surges affecting operations. However, we have seen growth in managed direct payments, empowering individuals to make choices and manage their budgets with our support. Changes to the inspection process and the shift to a fully digital solution have prompted the service to explore options to ensure future compliance. The service remains committed to providing quality care, ensuring that each individual's needs remain a top priority.
- We run a number of events throughout the year to raise awareness of unpaid caring and to support our volunteers - key focus points included:-
- Volunteers Week, 1st-7th June 2023, where we held a number of social events to thank our team of 140 volunteers who pay a vital role in the charity across Bradford, Harrogate, Craven and Selby.
- Carers Week, 5th-11th June 2023, had the theme of 'Recognising and Supporting Carers in the Community'. Scores of local organisations, politicians, council officers, health officials, businesses and community groups flocked to the Carers' Resource offices during the week, to find out how they could better support unpaid carers and staff/volunteers held stands in supermarkets. Activities were held for Carers across Bradford and North Yorkshire.
- Carer's Rights Day 23rd November when we held events at all our locations. Carers were keen to share their thoughts; many spoke of the issues they face daily. Comments included: "The system is broken,"; "The biggest challenge is knowing where to go and who will help you get the support you need to help you care," and: "Voluntary carers are treated as 'nothing'. Many carers talked about the difficulty of getting respite care, or any time to themselves. One carer said: "As an unpaid carer full time, I go hungry every lunchtime. I care for my mum 24 hours a day, 7 days a week." Comments were anonymised and collated then fed back to local authorities in order to inform their service planning.

THE CARERS' RESOURCE

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2024

BENEFITS TO THE PUBLIC FROM THE SERVICES OF THE CARERS' RESOURCE

Nationally, it is calculated that carers save the economy £162 billion per year (roughly equivalent to a second NHS in terms of annual spend). Across the UK today 6.5 million people are unpaid carers – supporting a loved one who is older, disabled or seriously ill.

For many people caring, it is what they do, it is part of their life and they don't give themselves the label of carer. The challenge for the organisation is to reach out to these people to ensure that they know that support is available if they need it. Lessons learned from the experiences in the pandemic mean that there is now a much wider range of ways to engage with the organisation, including exclusively by phone, by virtual meeting or through the website. An 8am to 8pm service is offered and services are shaped to meet the needs of individuals. There is no charge for any of our services thus reducing as many barriers to access as is possible. However, profile raising in the local media is a key strategy to try to remind different sections of our communities about the role of carers in our society. Examples of the support provided include:

- **Information and advice:** Information and advice continues to be a key pillar of the services offered, accessed by telephone or in person or through the website. Our electronic library NELLY enables staff to access up to date information easily and quickly whilst engaging with carers, and ensures that all information given is current.
- **One-to-one support:** For many carers, meeting people outside of their home is a major undertaking so we continue to offer home visits. For others, where they are happy to meet in a different setting, we utilise a range of local community venues as well as our premises. The key tool we use when meeting one to one is the:
- **Wellbeing Review** which offers the opportunity to discuss their caring role in more detail and explore how it impacts on health and wellbeing. It is essential to carers to support them to identify the things that could make their caring role more manageable.
- **Group Support.** The number and range of groups we offer has increased significantly this year. We recognise that for many carers where loneliness and isolation is a factor, regular attendance at a group with other people experiencing many of the same challenges may be more beneficial than one to one support.
- **Support to navigate the health and care system:** For many carers the health and care system is baffling and they experience serious stress when trying to navigate the system to ensure that the person they are caring for is getting the services they need. The level of unmet need in this area is growing and we are developing expertise to meet this.
- **Support for families and carers when people are in hospital.** Carer Navigators based in two Bradford hospitals support families to make appropriate arrangements for when patients are medically fit for discharge so that they are able to leave hospital in a timely fashion.
- **Emergency planning:** Contacts and procedures in case of emergencies, either for the carer or the cared for person are set up for each person who requires it, giving peace of mind when carers are away from their caring role. There is help with logistics and advice on who to involve and how.
- **Applying for Financial Support and Filling in Forms:** Carers are referred to qualified benefits advice projects where they need specialist advice, however carers often struggle to complete application forms and staff help them, offering suggestions in terms of the information required. There are also a number of grants that carers may be eligible for, some administered by the organisation and others by organisations with whom we work in partnership.

THE CARERS' RESOURCE

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2024

This year we have administered

- **Carers Wellbeing Grant:** A staff member discusses with an individual what might ease the strain of caring for them and a recommendation is made for a small amount of money that pays for a hobby, a treat or a relaxing activity to give the carer something for themselves.
- **Household Support Fund:** This meets the needs of carers who are experiencing real hardship, either due to the loss of an essential item required for day to day living, for example a cooker or fridge, or where there is not enough money to adequately feed the household.
- **Emotional support:** As feelings of loneliness and isolation have grown so has the need for emotional support, despite the difficulty many people have in asking for it. The incidence of carers calling in in real distress continues to be high. Situations have also become more complex, and staff were challenged to find ways of supporting people when often the needs were for the cared for person.

Support for Families

Families in which caring is an issue (whether it is a child caring for a parent or grandparent, a parent caring for a disabled child or issues where siblings are caring for a brother or sister with a disability or illness) receive holistic support. The comprehensive service includes:

- **Young Carer Support:** On referral all young carers meet with staff to assess the impact caring is having, allowing the right level of service to be offered. There are then a number of options:
 - One to one support for young carers going through particularly challenging times.
 - Evening youth groups with a range of activities plus discussions and one to one support.
 - Trips and activities during school holidays to reduce social isolation and increase resilience.
 - Social media pages and website for peer support and information.
- **Support for parents:** Information, advice and support for parent carers and parents who are being looked after by children. Support with applying for benefits, establishing support services and emotional support including closed Facebook groups and group meetings.
- **Breaks, trips and activities:** Day trips, practical and emotional support to ease the pressures resulting from caring responsibilities.

Volunteers:

Many carers and vulnerable older people benefit either by receiving help from our many volunteers, or by offering to work as a volunteer with us. Our volunteers underpin all of our services, adding valuable extra support for the organisation and directly to our clients. Volunteers help with:

- **Admin and office work:** Helping our office run more efficiently by taking on additional office tasks.
- **Communications and IT Support:** Helping with the production of Choices, with website content and other IT support.
- **Caring callers:** Telephone support for carers. A friendly phone call is often a lifeline for those isolated by their caring role.
- **Group/Activity support:** Supporting staff and carers at lunches, groups, trips and activities – both for adult and young carers.
- **Befrienders:** One-to-one support for lonely carers, in their home or out in the community. This helps raise their confidence and independence and grants them a break from caring.
- **Fundraising & events:** Helping with events, choosing Carers' Resource for sponsorship or forming satellite fundraising groups all help provide additional funds to support carers.

THE CARERS' RESOURCE

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2024

- **Sitting Service:** Volunteers offer a regular sitting service to enable carers to take a break knowing the cared for person is having quality time at home. Whilst many volunteers do sit at home with people others go out for walks, a visit to a local café or to enjoy a hobby.

A journey through Carers' Resource can involve as much support from each team as is appropriate, with carers often accessing support from more than one team at any one time. This gives the client a comprehensive, person centred, professional and understanding support service that hopefully enables them to continue caring whilst still looking after their own health and wellbeing.

FINANCIAL REVIEW

The statement of financial activities ("SOFA") for the year is set out on page 17 of the financial statements.

The Charity saw a decrease in income in a very challenging financial year. Although our main funded contracts continued to run we did not gain cost of living increases on contract prices from all our Commissioners and some project and pilot funding was withdrawn. At the same time supplementary grant funding and major donor funding was harder to secure.

This year saw a total income of £4,426,595 (2023 £4,687,077)

The expenditure was also higher than previous years and there was a significant increase in our cost base (resulting from headcount increases associated with our previous growth, cost of living increases and rapid cost inflation), which was not accurately provided to the Board for appropriate and timely actions to be put in place.

This resulted in a total expenditure of £5,104,242 (2023 £4,757,049)

The overall result was a complete depletion of our reserves and a need for careful cashflow management. A recovery plan was devised and actioned after the year end for these accounts.

As part of the management of risk, the charity sets aside some of its income to form a reserve to cover any shortfalls in funding and to take advantage of changes and opportunities. The Carers' Resource is experienced in managing both short-term and long-term funding streams.

Our Reserves policy was adopted with a figure of £300k, which takes into account contractually committed expenditure from lease and partner agreements, 60 days' operational expenditure and statutory redundancy (excluding activity which would be subject to TUPE).

Due to factors discussed in this report at 31 March 2024 our total reserves have fallen to £-187,487 (2023: £490,160) however, our aim going forward is to re-build our reserves back to policy level as quickly as possible.

This will be closely monitored through our Finance Risk and Audit Committee who will monitor and report to the main Trustee Board.

THE CARERS' RESOURCE

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2024

PRINCIPAL RISKS AND UNCERTAINTIES

The Board of Trustees takes the issue of risk seriously and mitigates risk by regularly reviewing and monitoring processes and ensuring contingency plans are in place through engagement with executive leadership.

The nature of the organisation means that risk is a key factor to be considered with all new and ongoing pieces of work and a strategic risk register is in place and regularly reviewed.

The senior leadership team continues to seek diversification of funding and activities in line with the organisation's core functions. Internal control and regulatory risks are managed by the implementation and monitoring of detailed procedures.

Internal risks continue to be managed by the implementation of procedures in pursuit of best practice.

The key risks and response that the Charity has identified are as below:-

Funding Risk: There continues to be a competitive environment for our predominantly contract based funding – both within the Carers' Resource charitable activities and the Care@ paid-for care division. The Trustees are aware of the need to clearly demonstrate the value and benefit that our projects deliver. Regular assessment is in place to ensure that we meet our objective(s) and that we communicate effectively to our funders. We are also proactive in seeking out new opportunities, where appropriate. Active cash flow management and decisive action planning is also key to ensuring that we stay viable in case of loss of funding.

Financial risk: To ensure against the possibility of fraud or mismanagement of the Charity's finances, there is a system of internal controls, refreshed management accounts are monitored by Trustees, an external audit is performed annually and a whistle blowing procedure is in place. A governance review has identified areas of enhancement and a new governance model and controls framework is in development for launch in 2025. This includes a Finance, Risk and Audit Committee being launched in 2024.

Reputational risk: Operational processes and procedures are in place to reduce the possibility of damage to reputation – this is monitored through reports from the CEO to Trustees. Regulatory accountabilities with CQC in particular are managed via the Care@ business head and reviews undertaken as part of the CQC inspection programme. The Care@ business also has in-depth supervision and quality control processes in place.

Safeguarding: Safeguarding is taken extremely seriously; all staff receive regular training and discuss issues in regular supervision sessions. Any possible issues are responded to immediately, following clear policies and procedures in line with local authority requirements.

IT System Failure and data protection: A hybrid of server and cloud-based provision is in place to protect data and provide back up in case of system failure. Staff receive data protection training with reporting of breaches required.

COVID 19/Pandemic. The organisation has moved to a more blended approach to delivering services which enable it to respond positively to any national or regional directives as to lockdown or other restrictions on population movement.

THE CARERS' RESOURCE

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2024

Plans for future periods

The organisation has a clear strategy that is focussed on being the 'go to' organisation in our geographical area for unpaid carers and others in need of support. This remains paramount in our plans going forward as the need for support for unpaid carers continues to grow. We also need to work across the sector to raise the profile of unpaid carers as we know that many of them feel ignored and undervalued by decision makers.

The outlook for the economy and also the health & care sector mean that we must ensure the charity is 'fit for the future' – in terms of people, process and technology - building on the foundations we have set in 2023-2024. This includes the Care@ business as well, which will be reviewed in 2024-2025. We will also redefine our governance model to improve its effectiveness.

The engagement of carers and others in the design and delivery of Carers' Resource services is important in order to remain responsive and in touch with need and this continues to be an area where we try to innovate in order to engage as many people as possible. Crucially, as part of that, we must ensure that we reach out to all the diverse communities that we cover and are representative within our organisation.

Structure, governance and management

The Company was incorporated on 9 May 1995 under a Memorandum of Association which established the objects and powers of the Charitable Company and is governed under its Articles of Association. The Company is limited by guarantee with the liability of members in the event of a winding up being limited to £1 each.

Charity Governance Code

The charity has undertaken an initial review against the new 2020 Charity Governance Code, to develop best practice. This has identified a number of areas for improvement of the governance and controls framework. Work is underway to establish a new governance model and controls framework, which will be reviewed against the 2020 Charity Governance Code on a regular basis going forward.

New Trustees had induction training in the year.

The trustees, who are also the directors for the purpose of company law, and who served during the year and up to the date of signature of the financial statements were:

Liz Jones (Chair)	
Sarah Shaw (Vice Chair)	(Resigned 9 June 2023)
Julia Lister	(Resigned 18 January 2024)
Corinne Jeffrey	(Resigned 20 October 2023)
Damian Boddy	
Simon Arnold	(Appointed 25 May 2023)
John Hayward	(Appointed 25 May 2023)
Robert Simpson	(Appointed 25 May 2023 and resigned 21 September 2023)
Julie Lawlor	(Appointed 25 May 2023 and resigned 3 September 2024)
Garry Luxford	(Appointed 21 March 2024)
Catherine Schofield	(Appointed 21 March 2024)
Rebecca Gray	(Appointed 12 June 2024)

THE CARERS' RESOURCE

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2024

RECRUITMENT AND APPOINTMENT OF TRUSTEES

The Trustees all have professional and/or commercial backgrounds with a range of complementary skills including a number with a health service and/or care sector background. Trustees are required to retire by rotation.

In the event of particular skills being lost due to retirement, new Trustees are recruited following Corporate Governance Policy guidelines (8.2 Recruitment of Trustees and 8.11 Board and Sub-Committees Composition and Arrangements Policy).

The roles are advertised via our website, newsletter and social media, followed by a recruitment process.

A review of the skills and characteristics required for the Board of Trustees will be undertaken in 2025 (including from an EDI perspective). A skills audit of the current Trustees will be completed as an input to this work.

Trustees Induction and Training

All trustees are provided with relevant documents including the Charity Commission guidance "The Essential Trustee". Generally, Trustees are familiar with the practical work of the Charity prior to appointment. New Trustees meet with the senior leadership team and fellow Trustees to familiarise themselves with the work and structure of the Charity and the obligations of Trustees in line with an induction programme.

Board Performance

As part of the new governance model, performance review principles and processes will be set for the Board of Trustees in 2025 to enable it to review its performance in a robust manner on a regular basis going forward.

The Board continues to be open to the possibility of undertaking peer review with another similar Board of Trustees.

Diversity

Carers' Resource prides itself on offering a service to all carers and vulnerable people regardless of their ethnicity, age, gender or sexual orientation. The Board of Trustees works hard to reflect the diversity of the population Carers' Resource serves in its membership, and where appropriate, specifically looks for new members who can bring an added dimension to the membership of the Board.

As part of the Trustee skills review process, a particular focus will be placed on how to make the Board of Trustees representative of the communities that we serve.

Details of organisational structure and how decisions are made

Strategic decisions are taken by the Board of Trustees, advised by management, which meets formally at least six times per annum. This includes the management of Care@, whose Governance Board was dissolved in 2023 to ensure that all trustees were fully engaged in its oversight and key decisions.

The Trustee Board meets with the auditors to discuss their findings. At other times the Trustees will be involved in decision making and/or advising management as necessary. Operational matters and day-to-day decision making are vested in the Chief Executive Officer (CEO) and supporting staff.

The new governance model is expected to result in delegation of certain responsibilities to various sub-committees, which will ensure more effective control and timeliness of decision-making.

Arrangements for setting pay of key management personnel

The key management personnel are the CEO and all Heads of Service, with authority/responsibility for planning, directing and controlling activities.

Remuneration for the key management personnel is reviewed by the Board of Trustees in line with the annual pay reviews (paid from April). Further appraisals (e.g. probationary review, 2-year review) are paid in line with the pay policy, and again reviewed by the Board of Trustees.

Auditor

In accordance with the company's articles, a resolution proposing that Holeys Limited be reappointed as auditor of the company will be put at a General Meeting.

THE CARERS' RESOURCE

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2024

Disclosure of information to auditor

Each of the trustees has confirmed that there is no information of which they are aware which is relevant to the audit, but of which the auditor is unaware. They have further confirmed that they have taken appropriate steps to identify such relevant information and to establish that the auditor is aware of such information.

The trustees' report was approved by the Board of Trustees.

E A Jones

Liz Jones (Chair)
Trustee

29 January 2025

THE CARERS' RESOURCE

STATEMENT OF TRUSTEES' RESPONSIBILITIES

FOR THE YEAR ENDED 31 MARCH 2024

The trustees, who are also the directors of The Carers' Resource for the purpose of company law, 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 year which give a true and fair view of the state of affairs of the charity and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that year.

In preparing these financial statements, the trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP;
- make judgements and estimates that are reasonable and prudent; and
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in operation.

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

THE CARERS' RESOURCE

INDEPENDENT AUDITOR'S REPORT

TO THE MEMBERS OF THE CARERS' RESOURCE

Opinion

We have audited the financial statements of The Carers' Resource (the 'charity') for the year ended 31 March 2024 which comprise the statement of financial activities, the balance sheet, the statement of cash flows and notes to the financial statements, including significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 *The Financial Reporting Standard applicable in the UK and Republic of Ireland* (United Kingdom Generally Accepted Accounting Practice).

In our opinion, the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2024 and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the *Auditor's responsibilities for the audit of the financial statements* section of our report. We are independent of the charity in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

In auditing the financial statements, we have concluded that the trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charity's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the trustees with respect to going concern are described in the relevant sections of this report.

Other information

The other information comprises the information included in the annual report other than the financial statements and our auditor's report thereon. The trustees are responsible for the other information contained within the annual report. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon. Our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the course of the audit, or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006

In our opinion, based on the work undertaken in the course of our audit:

- the information given in the trustees' report for the financial year for which the financial statements are prepared, which includes the directors' report prepared for the purposes of company law, is consistent with the financial statements; and
- the directors' report included within the trustees' report has been prepared in accordance with applicable legal requirements.

THE CARERS' RESOURCE

INDEPENDENT AUDITOR'S REPORT (CONTINUED) TO THE MEMBERS OF THE CARERS' RESOURCE

Matters on which we are required to report by exception

In the light of the knowledge and understanding of the charity and its environment obtained in the course of the audit, we have not identified material misstatements in the directors' report included within the trustees' report.

We have nothing to report in respect of the following matters in relation to which the Companies Act 2006 requires us to report to you if, in our opinion:

- adequate accounting records have not been kept, or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit; or
- the trustees were not entitled to prepare the financial statements in accordance with the small companies regime and take advantage of the small companies' exemptions in preparing the trustees' report and from the requirement to prepare a strategic report.

Responsibilities of trustees

As explained more fully in the statement of trustees' responsibilities, the trustees, who are also the directors of the charity for the purpose of company law, are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error. In preparing the financial statements, the trustees are responsible for assessing the charity's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

Auditor's responsibilities for the audit of the financial statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

The extent to which our procedures are capable of detecting irregularities, including fraud, is detailed below.

- The engagement partner ensured that the engagement team collectively had the appropriate competence, capabilities and skills to identify or recognise non-compliance with applicable laws and regulations;
- We identified the laws and regulations applicable to the company through discussions with directors and other management, and from our commercial knowledge and experience of the care sector;
- We focused on specific laws and regulations which we considered may have a direct material effect on the financial statements or the operations of the company, including the Companies Act 2006, FRS 102, Charities SORP, data protection, anti-bribery and employment;
- We assessed the extent of compliance with the laws and regulations identified above through making enquiries of management and inspecting legal correspondence; and these were communicated within the audit team regularly and the team remained alert to instances of non-compliance throughout the audit.

THE CARERS' RESOURCE

INDEPENDENT AUDITOR'S REPORT (CONTINUED) TO THE MEMBERS OF THE CARERS' RESOURCE

We assessed the susceptibility of the company's financial statements to material misstatement, including obtaining an understanding of how fraud might occur by:

- Making enquiries of management as to where they considered there was susceptibility to fraud, their knowledge of actual, suspected and alleged fraud.
- Considering the internal controls in place to mitigate risks of fraud and non-compliance with laws and regulations.
- Auditing the risk of management override of controls, including through testing journal entries and other adjustments for appropriateness, and evaluating the business rationale of significant transactions outside the normal course of business.
- We assessed whether judgements and assumptions made in determining the accounting estimates were indicative of potential bias and investigated the rationale behind significant or unusual transactions.

In response to the risk of irregularities and non-compliance with laws and regulations, we designed procedures which included, but were not limited to:

- Agreeing financial statement disclosures to underlying supporting documentation;
- Reading the minutes of meetings of those charged with governance;
- Enquiring of management and those charged with governance as to actual and potential litigation and claims.

Because of the inherent limitations of an audit, there is a risk that we will not detect all irregularities, including those leading to a material misstatement in the financial statements or non-compliance with regulation. This risk increases the more that compliance with a law or regulation is removed from the events and transactions reflected in the financial statements, as we will be less likely to become aware of instances of non-compliance. The risk is also greater regarding irregularities occurring due to fraud rather than error, as fraud involves intentional concealment, forgery, collusion, omission or misrepresentation. We communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

A further description of our responsibilities is available on the Financial Reporting Council's website at: <https://www.frc.org.uk/auditorsresponsibilities>. This description forms part of our auditor's report.

Use of our report

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company's members as a body, for our audit work, for this report, or for the opinions we have formed.



**Joseph Baker BA ACA (Senior Statutory Auditor)
for and on behalf of Holeys Limited**

29 January 2025

**Chartered Accountants
Statutory Auditor**

Stuart House
15/17 North Park Road
Harrogate
North Yorkshire
HG1 5PD

THE CARERS' RESOURCE

STATEMENT OF FINANCIAL ACTIVITIES INCLUDING INCOME AND EXPENDITURE ACCOUNT

FOR THE YEAR ENDED 31 MARCH 2024

		Unrestricted funds 2024	Restricted funds 2024	Total 2024	Unrestricted funds 2023 As restated	Restricted funds 2023 As restated	Total 2023
	Notes	£	£	£	£	£	£
Income from:							
Donations and legacies	3	154,581	-	154,581	119,265	-	119,265
Charitable activities	4	2,797,605	1,474,409	4,272,014	3,098,788	1,469,002	4,567,790
Investments	5	-	-	-	22	-	22
Total income		<u>2,952,186</u>	<u>1,474,409</u>	<u>4,426,595</u>	<u>3,218,075</u>	<u>1,469,002</u>	<u>4,687,077</u>
Expenditure on:							
Raising funds	6	5,452	-	5,452	32,164	-	32,164
Charitable activities	7	3,671,018	1,427,772	5,098,790	3,288,267	1,436,618	4,724,885
Total expenditure		<u>3,676,470</u>	<u>1,427,772</u>	<u>5,104,242</u>	<u>3,320,431</u>	<u>1,436,618</u>	<u>4,757,049</u>
Net income/(expenditure)		<u>(724,284)</u>	<u>46,637</u>	<u>(677,647)</u>	<u>(102,356)</u>	<u>32,384</u>	<u>(69,972)</u>
Transfers between funds		4,811	(4,811)	-	24,239	(24,239)	-
Net movement in funds	9	<u>(719,473)</u>	<u>41,826</u>	<u>(677,647)</u>	<u>(78,117)</u>	<u>8,145</u>	<u>(69,972)</u>
Reconciliation of funds:							
Fund balances at 1 April 2023		<u>323,117</u>	<u>167,043</u>	<u>490,160</u>	<u>401,234</u>	<u>158,898</u>	<u>560,132</u>
Fund balances at 31 March 2024		<u>(396,356)</u>	<u>208,869</u>	<u>(187,487)</u>	<u>323,117</u>	<u>167,043</u>	<u>490,160</u>

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

THE CARERS' RESOURCE

BALANCE SHEET

AS AT 31 MARCH 2024

		2024		2023 as restated	
	Notes	£	£	£	£
Fixed assets					
Tangible assets	13		86,977		82,480
Current assets					
Debtors	14	264,911		493,273	
Cash at bank and in hand		440,135		539,492	
		<u>705,046</u>		<u>1,032,765</u>	
Creditors: amounts falling due within one year	15	<u>(979,510)</u>		<u>(625,085)</u>	
Net current (liabilities)/assets			<u>(274,464)</u>		<u>407,680</u>
Total assets less current liabilities			<u>(187,487)</u>		<u>490,160</u>
The funds of the charity					
Restricted funds	18		208,869		167,043
Unrestricted funds	19		<u>(396,356)</u>		<u>323,117</u>
			<u>(187,487)</u>		<u>490,160</u>

The financial statements were approved by the trustees on 29 January 2025

E. Aubins

Liz Jones (Chair)
Trustee

Company registration number 03054273 (England and Wales)

THE CARERS' RESOURCE

STATEMENT OF CASH FLOWS

FOR THE YEAR ENDED 31 MARCH 2024

	Notes	2024 £	£	2023 £	£
Cash flows from operating activities					
Cash absorbed by operations	23		(49,383)		(10,839)
Investing activities					
Purchase of tangible fixed assets		(49,974)		(45,007)	
Investment income received		-		22	
Net cash used in investing activities			(49,974)		(44,985)
Net cash used in financing activities			-		-
Net decrease in cash and cash equivalents			(99,357)		(55,824)
Cash and cash equivalents at beginning of year			539,492		595,316
Cash and cash equivalents at end of year			<u>440,135</u>		<u>539,492</u>

THE CARERS' RESOURCE

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2024

1 Accounting policies

Charity information

The Carers' Resource is a private company limited by guarantee incorporated in England and Wales. The registered office is 3 Grove Park Court, Harrogate, HG1 4DP.

1.1 Accounting convention

The financial statements have been prepared in accordance with the charity's governing document, the Companies Act 2006, FRS 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland" ("FRS 102") and the Charities SORP "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). The charity is a Public Benefit Entity as defined by FRS 102.

The financial statements are prepared in sterling, which is the functional currency of the charity. Monetary amounts in these financial statements are rounded to the nearest £.

The financial statements have been prepared under the historical cost convention. The principal accounting policies adopted are set out below.

1.2 Prior period error

The Trustees have identified that there had been no accrual for holiday pay or wages at prior period ends. The effect of including these adjustments is to increase accruals by £113,199 and reduce reserves brought forward by the same amount. They have no effect on the prior period surplus.

In addition they identified that certain income had been netted off wages costs. This has been reclassified in the prior period. The effect of this adjustment is to increase Unrestricted Charitable Income and Wages by £68,585. There is no effect on the prior period surplus.

1.3 Going concern

The financial statements have been prepared on a going concern basis as the trustees believe that no material uncertainties exist. The trustees have considered the level of funds held and the expected level of income and expenditure for 12 months from authorising these financial statements. The budgeted income and expenditure is sufficient with the level of reserves for the charity to be able to continue as a going concern.

At the time of approving the financial statements, the trustees have a reasonable expectation that the charity has adequate resources to continue in operational existence for the foreseeable future. Thus the trustees continue to adopt the going concern basis of accounting in preparing the financial statements.

1.4 Charitable funds

Unrestricted funds 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 costs 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.

Restricted funds are subject to specific conditions by donors or grantors as to how they may be used. The purposes and uses of the restricted funds are set out in the notes to the financial statements.

Endowment funds are subject to specific conditions by donors that the capital must be maintained by the charity.

THE CARERS' RESOURCE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2024

1 Accounting policies

(Continued)

1.5 Income

All incoming resources are included in the Statement of Financial Activities (SoFA) when the Charity is legally entitled to the income after any performance conditions have been met, the amount can be measured reliably, and it is probable that the income will be received.

For donations to be recognised, the Charity will have been notified of the amounts and the settlement date in writing. If there are conditions attached to the donation and this requires a level of performance before entitlement can be obtained, then income is deferred until those conditions are fully met or the fulfilment of those conditions is within the control of the Charity and it is probable that they will be fulfilled.

Donated facilities and donated professional services are recognised in income at their fair value when their economic benefit is probable, it can be measured reliably, and the Charity has control over the item. Fair value is determined on the basis of the value of the gift to the Charity. For example, the amount the Charity would be willing to pay in the open market for such facilities and services. A corresponding amount is recognised in expenditure.

No amount is included in the financial statements for volunteer time in line with the Charities SORP (FRS 102). Further detail is given in the Trustees' Annual Report.

Income from trading activities includes income earned from fundraising events and trading activities to raise funds for the Charity. Income is received in exchange for supplying goods and services in order to raise funds and is recognised when entitlement has occurred.

Income from the provision of charitable services and government and other grants is recognised at fair value when the Charity has entitlement after any performance conditions have been met, it is probable that the income will be received and the amount can be measured reliably. If entitlement is not met, then these amounts are deferred.

Investment income is earned on bank deposits and is recognised in the period in which it is receivable.

Cash donations are recognised on receipt. Other donations are recognised once the charity has been notified of the donation, unless performance conditions require deferral of the amount. Income tax recoverable in relation to donations received under Gift Aid or deeds of covenant is recognised at the time of the donation.

Legacies are recognised on receipt or otherwise if the charity has been notified of an impending distribution, the amount is known, and receipt is expected. If the amount is not known, the legacy is treated as a contingent asset.

1.6 Expenditure

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. It is categorised under the following headings:

- Costs of raising funds; and
- Expenditure on charitable activities.

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

THE CARERS' RESOURCE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2024

1 Accounting policies

(Continued)

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, professional fees and governance costs. They are incurred directly in support of expenditure on the objects of the Charity and include project management carried out at the Charity's Headquarters. Where support costs cannot be directly attributed to particular headings they have been allocated to cost of raising funds and expenditure on charitable activities on a basis consistent with use of the resources.

Fund-raising costs are those incurred in seeking voluntary contributions and do not include the costs of disseminating information in support of the charitable activities.

The analysis of these costs is included in note 8.

1.7 Tangible fixed assets

Tangible fixed assets are initially measured at cost and subsequently measured at cost or valuation, net of depreciation and any impairment losses.

Depreciation is recognised so as to write off the cost or valuation of assets less their residual values over their useful lives on the following bases:

Fixtures and equipment	Over 3 to 6 years straight line
------------------------	---------------------------------

The gain or loss arising on the disposal of an asset is determined as the difference between the sale proceeds and the carrying value of the asset, and is recognised in the statement of financial activities.

1.8 Impairment of fixed assets

At each reporting end date, the charity reviews the carrying amounts of its tangible assets to determine whether there is any indication that those assets have suffered an impairment loss. If any such indication exists, the recoverable amount of the asset is estimated in order to determine the extent of the impairment loss (if any).

1.9 Cash and cash equivalents

Cash and cash equivalents include cash in hand, deposits held at call with banks, other short-term liquid investments with original maturities of three months or less, and bank overdrafts. Bank overdrafts are shown within borrowings in current liabilities.

1.10 Financial instruments

The charity has elected to apply the provisions of Section 11 'Basic Financial Instruments' and Section 12 'Other Financial Instruments Issues' of FRS 102 to all of its financial instruments.

Financial instruments are recognised in the charity's balance sheet when the charity becomes party to the contractual provisions of the instrument.

Financial assets and liabilities are offset, with the net amounts presented in the financial statements, when there is a legally enforceable right to set off the recognised amounts and there is an intention to settle on a net basis or to realise the asset and settle the liability simultaneously.

Basic financial assets

Basic financial assets, which include debtors and cash and bank balances, are initially measured at transaction price including transaction costs and are subsequently carried at amortised cost using the effective interest method unless the arrangement constitutes a financing transaction, where the transaction is measured at the present value of the future receipts discounted at a market rate of interest. Financial assets classified as receivable within one year are not amortised.

THE CARERS' RESOURCE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2024

1 Accounting policies

(Continued)

Basic financial liabilities

Basic financial liabilities, including creditors and bank loans are initially recognised at transaction price unless the arrangement constitutes a financing transaction, where the debt instrument is measured at the present value of the future payments discounted at a market rate of interest. Financial liabilities classified as payable within one year are not amortised.

Debt instruments are subsequently carried at amortised cost, using the effective interest rate method.

Trade creditors are obligations to pay for goods or services that have been acquired in the ordinary course of operations from suppliers. Amounts payable are classified as current liabilities if payment is due within one year or less. If not, they are presented as non-current liabilities. Trade creditors are recognised initially at transaction price and subsequently measured at amortised cost using the effective interest method.

Derecognition of financial liabilities

Financial liabilities are derecognised when the charity's contractual obligations expire or are discharged or cancelled.

1.11 Taxation

The Charity is an exempt charity within the meaning of schedule 3 of the Charities Act 2011 and is considered to pass the tests set out in Paragraph 1 Schedule 6 of the Finance Act 2010 and therefore it meets the definition of a charitable company for UK corporation tax purposes.

1.12 Employee benefits

The cost of any unused holiday entitlement is recognised in the period in which the employee's services are received.

Termination benefits are recognised immediately as an expense when the charity is demonstrably committed to terminate the employment of an employee or to provide termination benefits.

1.13 Retirement benefits

Payments to defined contribution retirement benefit schemes are charged as an expense as they fall due.

2 Critical accounting estimates and judgements

In the application of the charity's accounting policies, the trustees are required to make judgements, estimates and assumptions about the carrying amount of assets and liabilities that are not readily apparent from other sources. The estimates and associated assumptions are based on historical experience and other factors that are considered to be relevant. Actual results may differ from these estimates.

The estimates and underlying assumptions are reviewed on an ongoing basis. Revisions to accounting estimates are recognised in the period in which the estimate is revised where the revision affects only that period, or in the period of the revision and future periods where the revision affects both current and future periods.

THE CARERS' RESOURCE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2024

3 Income from donations and legacies

	Unrestricted funds 2024 £	Unrestricted funds 2023 £
Donations and gifts	108,603	117,765
Legacies	45,978	1,500
	<u>154,581</u>	<u>119,265</u>

4 Income from charitable activities

	Unrestricted funds 2024 £	Restricted funds 2024 £	Total 2024 £	Unrestricted funds 2023 As restated £	Restricted funds 2023 £	Total 2023 As restated £
Income from charitable activities						
Carer support	1,728,831	1,474,409	3,203,240	1,919,088	1,469,002	3,388,090
Care@	1,068,774	-	1,068,774	1,179,700	-	1,179,700
	<u>2,797,605</u>	<u>1,474,409</u>	<u>4,272,014</u>	<u>3,098,788</u>	<u>1,469,002</u>	<u>4,567,790</u>

5 Income from investments

	Unrestricted funds 2024 £	Unrestricted funds 2023 £
Interest receivable	-	22
	<u>-</u>	<u>22</u>

6 Expenditure on raising funds

	Unrestricted funds 2024 £	Unrestricted funds 2023 £
Fundraising and publicity		
Other fundraising costs	5,452	7,304
Staff costs	-	24,860
	<u>5,452</u>	<u>32,164</u>

THE CARERS' RESOURCE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2024

7 Expenditure on charitable activities

	Expenditure on charitable activities 2024 £	Expenditure on charitable activities 2023 As restated £
Direct costs		
Staff costs	4,023,426	3,729,095
Travel	119,984	131,660
Carer activities	66,356	58,026
Recruitment and advertising	31,369	29,635
Bad debt expense	93	19,214
Other direct costs	228,301	244,359
	<u>4,469,529</u>	<u>4,211,989</u>
Share of support and governance costs (see note 8)		
Support	629,261	512,896
	<u>5,098,790</u>	<u>4,724,885</u>
Analysis by fund		
Unrestricted funds	3,671,018	3,288,267
Restricted funds	1,427,772	1,436,618
	<u>5,098,790</u>	<u>4,724,885</u>

THE CARERS' RESOURCE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2024

8 Support costs allocated to activities	2024	2023
	£	£
Depreciation	45,477	40,961
Premises	172,664	150,586
Utilities	59,498	39,129
Printing, stationery & postage	54,228	45,287
Insurance	30,310	25,903
Professional fees	15,687	41,038
Repairs and maintenance	5,540	9,635
Equipment	112,371	44,204
Communications	38,257	36,745
Interest and fines	23,627	-
Staff training	24,989	36,383
Governance costs	46,613	43,025
	<u>629,261</u>	<u>512,896</u>
Analysed between:		
Expenditure on charitable activities	<u>629,261</u>	<u>512,896</u>
9 Net movement in funds	2024	2023
	£	£
The net movement in funds is stated after charging/(crediting):		
Fees payable to the charity's auditor:		
- for the audit of the charity's financial statements	9,500	7,024
- for other financial services	3,000	-
Depreciation of owned tangible fixed assets	45,477	40,961
Operating lease charges	123,104	109,632
	<u>171,081</u>	<u>157,617</u>

10 Trustees

None of the trustees (or any persons connected with them) received any remuneration or benefits from the charity during the year.

THE CARERS' RESOURCE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2024

11 Employees

The average monthly number of employees during the year was:

	2024 Number	2023 Number
Information	29	29
Development	9	9
Administration	19	18
Carer support officers	48	47
Children & families	16	15
Training	5	5
Volunteering	5	5
Case workers	74	78
Total	<u>205</u>	<u>206</u>

Employment costs

	2024 £	2023 £
Wages and salaries	3,650,431	3,406,338
Social security costs	274,788	246,578
Other pension costs	98,207	101,039
	<u>4,023,426</u>	<u>3,753,955</u>

The number of employees whose annual remuneration was more than £60,000 is as follows:

	2024 Number	2023 Number
£60,000 to £70,000	<u>1</u>	<u>1</u>

Remuneration of key management personnel

The remuneration of key management personnel was as follows:

	2024 £	2023 £
Aggregate compensation	<u>304,460</u>	<u>346,893</u>

12 Taxation

The charity is exempt from taxation on its activities because all its income is applied for charitable purposes.

THE CARERS' RESOURCE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2024

13 Tangible fixed assets

	Fixtures and equipment £
Cost	
At 1 April 2023	360,149
Additions	49,974
	<u>410,123</u>
At 31 March 2024	
Depreciation and impairment	
At 1 April 2023	277,669
Depreciation charged in the year	45,477
	<u>323,146</u>
At 31 March 2024	
Carrying amount	
At 31 March 2024	<u>86,977</u>
At 31 March 2023	<u>82,480</u>

14 Debtors

	2024 £	2023 £
Amounts falling due within one year:		
Trade debtors	105,281	74,918
Other debtors	2,194	2,470
Prepayments and accrued income	157,436	415,885
	<u>264,911</u>	<u>493,273</u>

15 Creditors: amounts falling due within one year

	2024 £	2023 As restated £
	Notes	
Other taxation and social security	255,790	66,846
Deferred income	16 218,596	241,639
Trade creditors	260,842	75,876
Other creditors	94,203	93,433
Accruals	150,079	147,291
	<u>979,510</u>	<u>625,085</u>

16 Deferred income

Deferred income is included in the financial statements in respect of funds received in advance for unearned income from performance related grants.

THE CARERS' RESOURCE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2024

16	Deferred income	(Continued)	
		2024	2023
		£	£
	Deferred income is included within:		
	Current liabilities	218,596	241,639
		<u> </u>	<u> </u>
	Movements in the year:		
	Deferred income at 1 April 2023	241,639	363,390
	Released from previous periods	(241,639)	(363,390)
	Resources deferred in the year	218,596	241,639
		<u> </u>	<u> </u>
	Deferred income at 31 March 2024	218,596	241,639
		<u> </u>	<u> </u>
17	Retirement benefit schemes	2024	2023
	Defined contribution schemes	£	£
	Charge to profit or loss in respect of defined contribution schemes	98,207	101,039
		<u> </u>	<u> </u>

The amounts above are all allocated to unrestricted funds.

The charity operates a defined contribution pension scheme for all qualifying employees. The assets of the scheme are held separately from those of the charity in an independently administered fund.

The defined contribution liability as at 31 March 2024 is allocated to unrestricted funds and amounted to £26,277 (2023 - £22,349).

THE CARERS' RESOURCE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2024

18 Restricted funds

The restricted funds of the charity comprise the unexpended balances of donations and grants held on trust subject to specific conditions by donors as to how they may be used.

	At 1 April 2023	Incoming resources	Resources expended	Transfers	At 31 March 2024
	£	£	£	£	£
Airedale and Craven CCT	30,744	89,758	(72,429)	-	48,073
North Yorkshire Home from Hospital	6,385	489,082	(467,856)	-	27,611
Personal Support Navigator	31,321	137,849	(167,329)	-	1,841
Tarn Moor	2,905	-	(105)	-	2,800
Opportunity Daycare Fund	7,551	-	(2,414)	-	5,137
Bradford Worth Connecting	41,796	70,000	(108,519)	(903)	2,374
NHS Charities	3,674	-	-	(3,674)	-
Making Carers Count (Men Care Too)	23,637	52,734	(50,346)	-	26,025
Bradford HAF Funding	2,730	22,847	(25,577)	-	-
Bradford - Carers Assessment	16,300	-	(16,300)	-	-
Home from Hospital	-	254,380	(254,380)	-	-
Carers Sitting/Time Off	-	127,172	(117,773)	-	9,399
Bramall Foundation	-	20,000	(20,000)	-	-
MAST Project 6 Bradford	-	90,835	(61,377)	-	29,458
North Yorkshire Autism Peer Mentoring	-	20,000	(5,000)	-	15,000
Hammerton Harrogate Wellbeing Activities	-	4,000	(175)	-	3,825
Ilkley Round Table	-	800	(66)	-	734
Theatre Trips	-	1,000	(864)	(136)	-
Rotary Club of Ilkley	-	1,000	-	-	1,000
ABCD Wharfedale	-	2,000	(131)	-	1,869
Bingley Bubble Mini Hub	-	2,050	(2,050)	-	-
Carers Hospital Discharge Tool Kit	-	5,000	-	-	5,000
Carers Transport	-	4,050	-	-	4,050
Feast Funding	-	954	-	-	954
Harrogate and Selby Young Carers	-	10,000	-	-	10,000
Inner Warrior	-	1,100	(214)	-	886
Local Community Support Grant	-	11,141	(8,651)	-	2,490
NHS West Yorkshire BYC Microgrant	-	-	(202)	202	-
Parent Carer Voice	-	5,620	-	-	5,620
Parent Carer Work Bradford	-	6,000	(1,277)	-	4,723
Rotary Club Keighley	-	150	-	(150)	-
Skipton Library	-	150	-	(150)	-
Better Care Fund	-	44,737	(44,737)	-	-
	<u>167,043</u>	<u>1,474,409</u>	<u>(1,427,772)</u>	<u>(4,811)</u>	<u>208,869</u>

THE CARERS' RESOURCE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2024

18 Restricted funds

(Continued)

Previous year:	At 1 April 2022 £	Incoming resources £	Resources expended £	Transfers £	At 31 March 2023 £
Airedale and Craven CCT	31,389	62,455	(63,100)	-	30,744
Home from Hospital	6,159	325,983	(332,142)	-	-
North Yorkshire Home from Hospital	22,958	418,713	(435,286)	-	6,385
North Yorkshire sitting service	33,003	121,959	(123,580)	(31,382)	-
Kirby Foundation	(1,223)	-	1,151	72	-
Tarn Moor	3,692	-	(787)	-	2,905
Young Carer Activities	55	-	-	(55)	-
Parent carer Club	459	-	-	(459)	-
Bradford Worth Connecting	21,346	143,571	(123,121)	-	41,796
YAC Grant - Young Carers	(1,510)	807	-	703	-
NHS Charities	2,986	6,688	(6,000)	-	3,674
Making Carers Count (Men Care Too)	6,450	67,839	(50,652)	-	23,637
Barclays 100 (Counselling)	19,576	63,674	(83,250)	-	-
NHS England	6,740	-	(3,285)	(3,455)	-
Carers Respite	4,923	-	(3,474)	(1,449)	-
Bradford HAF Funding	1,895	21,155	(20,320)	-	2,730
Personal Support Navigator	-	138,620	(107,299)	-	31,321
Opportunity Daycare Fund	-	29,956	(22,405)	-	7,551
ABCD Funds	-	3,150	(3,671)	521	-
Yorkshire Water - Employment Project	-	(3,568)	-	3,568	-
ESF Groundworks - Employment project	-	-	(7,697)	7,697	-
Bradford Carers Assessment	-	60,000	(43,700)	-	16,300
Memory Services	-	8,000	(8,000)	-	-
	<u>158,898</u>	<u>1,469,002</u>	<u>1,436,618</u>	<u>(24,239)</u>	<u>167,043</u>

THE CARERS' RESOURCE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2024

18 Restricted funds

(Continued)

Purposes of restricted funds

a) Airedale and Craven Collaborative Care Teams

This contract was awarded to provide carer specialist services across all of the general practices in Airedale. A large portion of it was subsumed in the Integrated Carer Services contract which was competitively tendered in mid-2014. Carers' Resource was successful in winning the ICS. Carers' Resource continues to receive the remaining portion of the former funding to provide additional specialist carer support. We are raising awareness of the role and needs of carers and encouraging health care staff to work in partnership with others to better support carers.

b) Home from Hospital Bradford

Funding to provide a support service for people discharged from hospital after a lengthy stay, but generally without any support package in place, has been received for many years. It operates across all hospitals in the Bradford District and is a community based service.

c) North Yorkshire Home from Hospital

This contract was awarded at the end of 2017 for a start date of the 1 April 2018; the contract was for four years, and was successfully re-tendered for in 2022. Funding is to support vulnerable people recently discharged from hospital, and to prevent early re-admission. This contract works in partnership with Carers Plus Yorkshire. The geography of this contract covers all districts of North Yorkshire.

d) North Yorkshire Carers' Sitting Service

This contract uses volunteers to provide a carers short break service where the cared for person is supported either in their own home or outside in order for the carer to have a break. The break is for a short period of time (2 to 4 hours). This project is funded by North Yorkshire County Council.

e) Worth Connecting

The aim of the service is to introduce older people who are lonely, isolated, and digitally excluded to IT, so that they are able to communicate using Skype, e-mails etc thus enabling them to communicate with others and to aid them in day-to-day tasks such as shopping, ordering prescriptions etc.

f) Bramall Foundation

The Bramall Foundation donated a sum towards the cost of services to support children and young people with autism. This has helped to support young carers, parent carers and to enable us to run trips and activities.

g) Tarn Moor Trust

A grant received for driving lessons and refresher lessons for Carers of all ages but living within Skipton Parish only.

h) Opportunity Daycare Fund

This fund has been used to focus on the development of support groups for carers specifically in the Shipley and Bradford East areas by employing a group development worker.

i) Better Care Fund

Since July 2013, money from the Better Care Fund has enabled us to work with the District Nursing, Fast Response, Community Rehabilitation and Long Term Conditions Nursing Teams, across the Harrogate and Rural District, to identify and support carers. This has been a highly successful initiative and has resulted in now working closely with the newly formed Community Care Teams and GP practices.

THE CARERS' RESOURCE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2024

18 Restricted funds

(Continued)

j) Bradford Household Support Fund

The Household Support Fund is central government funding given to Local Authorities to distribute to help families and individuals struggling with the cost of living. There have been several rounds of the HSF, and Bradford Council allocated a proportion of the fund to Carers' Resource to distribute to carers and their families. Grants of up to £300 go towards essential household items and repair; or supermarket vouchers to help with the cost of food shopping. Locality Workers submit recommendations, to be approved by managers and a Panel.

k) Local Community Support Grant

The project allowed groups of carers and their cared for to spend time at the allotment where they can be involved in tending to the space or just socialise in the natural surroundings, the allotment was used by carers and cared for of all ages. The funded worker left Carers Resource in August 2023, and the allotment was passed back to the council. With the agreement of the funders the remaining grant was used to support a number of new unpaid carer groups and initiatives in Bradford District.

l) Making Carers Count (Men Care too)

The 'Men Care Too' project was launched to improve the wellbeing of male carers, who make up more than 40 per cent of unpaid carers. It gives them the chance to take part in activities, meet other male carers, and support each other.

m) MAST project 6 Bradford

This project provides a Multi Agency Support Team service in the Bradford Royal Infirmary and Airedale General Hospital and in the community. The focus is on getting the right services in place for people on discharge, and working with those in the community who need support to reduce the number of unnecessary re-admissions to hospital. It supports people with challenges who no longer have a clinical need to remain in hospital but need ongoing support due to the challenges they face in relation to mental ill health, alcohol misuse or frailty in older age.

n) Carer Support Navigator

This project aimed to measure the impact of embedding Personal Support Navigators (Age UK) and Carer Support Navigators (Carers' Resource) roles within identified community nursing teams, specifically focussing on the direct impact on the demand for, and dependency on these clinical staff through their interventions with Carers (Carers' Resource) and the patient (Age UK).

Unrestricted general funds include:

a) Care@

Crossroads Care (Airedale and Bradford) provided care for over 20 years and in 2013 was absorbed by Carers' Resource. Its assets and liabilities were transferred to the Carers' Resource with effect from 1 April 2013 and services are open to anyone over the age of 18 who requires social care support in the areas where we operate. Funding for our services comes from a variety of sources including individuals themselves and health or social care agencies.

b) Integrated Care Services (Bradford and Craven)

Services for carers across Bradford District and Craven are pulled together in one integrated contract that ensures a comprehensive service for all carers, and enables our offer to be person centred and meet their individual needs.

THE CARERS' RESOURCE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2024

19 Unrestricted funds

The unrestricted funds of the charity comprise the unexpended balances of donations and grants which are not subject to specific conditions by donors and grantors as to how they may be used. These include designated funds which have been set aside out of unrestricted funds by the trustees for specific purposes.

	At 1 April 2023 £	Incoming resources £	Resources expended £	Transfers £	At 31 March 2024 £
General funds	323,117	2,952,186	(3,676,470)	4,811	(396,356)
Previous year: (As restated)	At 1 April 2022 £	Incoming resources £	Resources expended £	Transfers £	At 31 March 2023 £
General funds	401,234	3,218,075	(3,320,431)	24,239	323,117

20 Analysis of net assets between funds

	Unrestricted funds 2024 £	Restricted funds 2024 £	Total 2024 £
At 31 March 2024:			
Tangible assets	86,977	-	86,977
Current assets/(liabilities)	(483,333)	208,869	(274,464)
	<u>(396,356)</u>	<u>208,869</u>	<u>(187,487)</u>
	Unrestricted funds 2023 As restated £	Restricted funds 2023 £	Total 2023 As restated £
At 31 March 2023:			
Tangible assets	82,480	-	82,480
Current assets/(liabilities)	240,637	167,043	407,680
	<u>323,117</u>	<u>167,043</u>	<u>490,160</u>

THE CARERS' RESOURCE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2024

21 Operating lease commitments

Lessee

At the reporting end date the charity had outstanding commitments for future minimum lease payments under non-cancellable operating leases, which fall due as follows:

	2024	2023
	£	£
Within one year	85,557	76,688
Between two and five years	104,333	139,834
	<u>189,890</u>	<u>216,522</u>

22 Related party transactions

There were no disclosable related party transactions during the current or comparative year.

23 Cash generated from operations

	2024	2023
	£	£
Deficit for the year	(677,647)	(69,972)
Adjustments for:		
Investment income recognised in statement of financial activities	-	(22)
Depreciation and impairment of tangible fixed assets	45,477	40,961
Movements in working capital:		
Decrease in debtors	228,362	41,781
Increase/(decrease) in creditors	377,468	(23,587)
(Decrease) in deferred income	(23,043)	-
Cash absorbed by operations	<u>(49,383)</u>	<u>(10,839)</u>

24 Analysis of changes in net funds

The charity had no material debt during the year.

25 Funds Received As Agent

During the year, the charity received £206,929 as agent in respect of the Carers Wellbeing Service, Bradford HSF and Carers Trust and passed on £172,785 of these funds. At the year end date, £34,144 was still held by the charity.

THE CARERS' RESOURCE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2024

26 Prior period adjustment

Changes to the balance sheet

	At 31 March 2023		
	As previously reported	Adjustment	As restated
	£	£	£
Creditors due within one year			
Other creditors	(203,401)	(113,199)	(316,600)
	<u> </u>	<u> </u>	<u> </u>
Income funds			
Restricted funds	167,043	-	167,043
Unrestricted funds	436,316	(113,199)	323,117
	<u> </u>	<u> </u>	<u> </u>
Total funds	<u>603,359</u>	<u>(113,199)</u>	<u>490,160</u>

The Trustees have identified that there had been no accrual for holiday pay or wages at prior period ends. The effect of including these adjustments is to increase accruals by £113,199 and reduce reserves brought forward by the same amount. They have no effect on the prior period surplus.

Changes to the Statement of Financial Activities

	Period ended 31 March 2023		
	As previously reported	Adjustment	As restated
	£	£	£
Income from:			
Charitable activities	4,499,205	68,585	4,567,790
	<u> </u>	<u> </u>	<u> </u>
Expenditure on:			
Charitable activities	4,656,300	68,585	4,724,885
	<u> </u>	<u> </u>	<u> </u>
Net movement in funds	<u>(69,972)</u>	<u>-</u>	<u>(69,972)</u>

The Trustees identified that certain income had been netted off wages costs. This has been reclassified in the prior period. The effect of this adjustment is to increase Unrestricted Charitable Income and Wages by £68,585. There is no effect on the prior period surplus.

THE CARERS' RESOURCE

England & Wales - Charity number 1049278

Accounts

**REPORT OF THE TRUSTEES
AND FINANCIAL STATEMENTS**

**FOR THE YEAR ENDED 31 MARCH 2023
FOR
THE CARERS' RESOURCE**

(A company limited by guarantee)

(Company registration number 03054273)

REGISTERED NUMBER: 1049278

**THE CARERS' RESOURCE
REPORT OF THE TRUSTEES AND FINANCIAL STATEMENTS**

YEAR ENDED 31 MARCH 2023

Contents

	Page
Charity Reference and Administrative Details	1
Chair's Statement	2
Trustees' Annual Report (Including Directors' Report and Strategic Report)	3
Independent Auditor's Report	13
Statement of Financial Activities	17
Balance Sheet	18
Statement of Cash Flows	19
Notes to the Financial Statements	20

**THE CARERS' RESOURCE
CHARITY REFERENCE AND ADMINISTRATIVE DETAILS**

YEAR ENDED 31 MARCH 2023

Charity registration number	1049278
Company registration number	03054273
Trustees	Liz Jones (Chair) Julia Lister Corinne Jeffrey Damian Boddy Simon Arnold (appointed 25.05.23) John Hayward (appointed 25.05.2023) Robert Simpson (appointed 25.05.23) Julie Lawlor (appointed 25.05.23)
Chief Executive Officer	Christine Whiley
Registered office	3 Grove Park Court Harrogate England HG1 4DP
Auditor	TC Group 6 Queen Street Leeds LS1 2TW
Bankers	Lloyds TSB Bank Plc 8 Cambridge Crescent Harrogate HG1 1PQ

THE CARERS' RESOURCE CHAIR'S STATEMENT

YEAR ENDED 31 MARCH 2023

I'm pleased to present my report for the year ended March 2023. The essence of Carers' Resource is to enrich and enhance the lives of those we work with and yet again the last 12 months have shown how on a daily basis we are making this difference for so many in our local communities. I believe we are the organisation best placed to improve the lives of unpaid carers by working with partners to offer a range of services, including our paid for service Care@, that support so many people in difficult circumstances and often in crisis to find a way forward. It is through the skill and dedication of our staff and volunteers who feel passionately about what Carers' Resource does that so much is achieved.

The number of people in need continues to increase and the rising cost of day to day living has impacted on those we support as well as our own staff and volunteers. Creating a supportive dialogue with those we support is key to our work and values; it is more vital than ever as life seems to become more complex and challenging. It is amazing to see what the power of small kindnesses can have such an impact on someone who feels alone and unvalued, such as a bunch of flowers or remembering a birthday.

Making a difference is always difficult to capture and to summarise as it comes in so many forms and ways, especially when so much is achieved. I will not be able in this short report to do justice to the variety of work and activities Carers' Resource has undertaken in the last 12 months.

However, I will try and highlight some key achievements that stand out for me:

- The relaunch of our website has led to an increase of 56,828 page views (an increase of over 50%) in the first nine months.
- Our telephone information and advice line has had 24% more calls dealt with than last year.
- The value of groups has been shown with over 4000 attendees.
- We have extended our work in Selby and established new offices and partnerships.
- Our work with young carers has thrived with over 1000 attending activities in Bradford alone.
- The Care@ service reset has enabled to maintain our focus on improving and developing the service.
- We retained our investment in Volunteers Award for the 3rd time.

Underpinning, the majority of our work are the major contracts with our local councils. In 2022 we exceeded expectations by winning the contract for unpaid carers for Harrogate, Craven and Selby for the first time. We also retained the Bradford contract enabling us to continue to build on past successes. Winning both these contracts means we have security in funding for the next 5 years.

In the coming year we are reviewing our three-year strategy and are looking ahead to investing in services, our staff, and volunteers so we are as effective and efficient as we can be to support as many unpaid carers and cared-for people as possible.

I would like to thank the board who volunteer their time and share their knowledge and expertise so freely. I welcome John Hayward and Simon Arnold who joined the board this year.

Last but certainly not least, a heartfelt thank you to all our staff, volunteers and supporters for everything you do for Carers' Resource that makes it so special. I'm proud of the work you do every day for so many to make their lives better.

E A Jones
Chair

THE CARERS' RESOURCE TRUSTEES' ANNUAL REPORT (INCLUDING DIRECTORS' REPORT AND STRATEGIC REPORT)

YEAR ENDED 31 MARCH 2023

The Trustees present their report and the audited financial statements of the Charity for the year ended 31 March 2023. The Trustees have adopted the provisions of the Statement of Recommended Practice (SORP) "Accounting and Reporting Charities" (FRS 102) in preparing the Trustees' Annual Report and financial statements.

The financial statements have been prepared in accordance with the accounting policies set out in the notes to the accounts and comply with the Charity's governing document, the Charities Act 2011 and Charities SORP (FRS102): 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.

TRUSTEES OF THE CHARITY

The Directors of the Charitable Company are its Trustees for the purposes of charity law. The Trustees who have served during the year and up to the date of signature were as follows:

Robert Smith (resigned 31.10.22)
Liz Jones (Chair)
Sarah Shaw (Vice Chair) (Resigned 09.06.23)
Julia Lister
Adeeba Malik (resigned 30.04.22)
Corinne Jeffrey
Damian Boddy
Simon Arnold (appointed 25.05.23)
John Hayward (appointed 25.05.2023)
Robert Simpson (appointed 25.05.23)
Julie Lawlor (appointed 25.05.23)

OBJECTIVES AND ACTIVITIES

The Carers' Resource gives tailored support and information to unpaid carers and those in need of care and support. It is an independent, award-winning Yorkshire charity which is open to everyone and offers emotional and practical help to enable them to cope positively with their caring responsibilities.

We exist to:

- work with and for carers and vulnerable people, promoting awareness of their needs
- provide information, advice and support for carers and those who work with them
- support other organisations, statutory and independent, in their work with carers

We offer an independent, expert service focused on carers:

- for all carers, including parent carers and young carers: a comprehensive, free, non-judgemental and confidential service
- to provide a community-based service that delivers care and support, to enhance quality of life
- for planners and commissioners: an efficient, effective, quality service providing information (qualitative and quantitative) proving the value of supporting carers and vulnerable people
- for providers: partnership with an experienced, professional team focused on working with carers and vulnerable people
- for our staff: a supportive and creative environment, valuing their unique skills and their commitment to carers and vulnerable people

**THE CARERS' RESOURCE
TRUSTEES' ANNUAL REPORT (INCLUDING DIRECTORS' REPORT AND STRATEGIC
REPORT) (continued)**

YEAR ENDED 31 MARCH 2023

OBJECTIVES AND ACTIVITIES (continued)

We are committed to:

- involving and empowering carers and vulnerable people in developing and influencing our own and other services
- achieving recognition for every carer and vulnerable person and promoting equal opportunities
- improving the quality of life for carers and vulnerable people
- addressing the training needs of carers, vulnerable people and supporting organisations
- responding to perceived and identified carers and vulnerable people
- working in partnership with other organisations
- influencing the planning and commissioning of mainstream, carer and vulnerable people sensitive services

We specialise in helping carers and those in need of care and support. **We believe** carers need support and time for themselves.

We confirm that we have referred to the information contained in the Charity Commission's general guidance on public benefit when reviewing the Charity's aims and objectives and in planning future activities.

STRATEGIC REPORT

The challenges facing the health and care system have never had such a high profile, and the day to day consequences of the squeeze on the system have been very evident this year. The impact of the Covid pandemic, the war in Ukraine and the economic consequences have reverberated throughout our society with disproportionate outcomes for many of the unpaid carers and other vulnerable people we are in contact with.

The year 2022-23 proved to be an exciting one for the security of the future of Carers' Resource and its services for carers. In May 2022, we began delivering work with young carers in Harrogate, Craven and Selby districts having secured a new contract with North Yorkshire County Council for this work. We also commenced a new contract for work with adult carers with North Yorkshire for Harrogate, Craven and for the first time, Selby.

The successful re-tendering for contracts in the Bradford District for both adult and young carers was secured at the end of 2022 for an April 2023 start.

The organisation continued to support carers to move away from the negative impacts of the Covid pandemic whilst at times still being adversely impacted by the number of staff who contracted the virus and thus could not work directly with people for a period of time.

During the course of the year carers continued to build up their confidence and their desire to engage directly with others, particularly other carers and the demand for groups and activities has grown, resulting in a wider range and greater number.

Unfortunately the number of organisations that people can be signposted to, is still reduced compared to 2019.

Care@, our regulated care provider continues to provide high quality personal care across Bradford, Harrogate and Craven districts. It also supports carers and individuals with the management of their Independent Service Funds (ISFs) through the management and support of personal assistants. It has a contract to deliver services to two adjacent Supported Living houses in Skipton.

**THE CARERS' RESOURCE
TRUSTEES' ANNUAL REPORT (INCLUDING DIRECTORS' REPORT AND STRATEGIC
REPORT) (continued)**

YEAR ENDED 31 MARCH 2023

ACHIEVEMENTS AND PERFORMANCE

A summary of the work of the Charity over the year is set out below:

In 2022- 3 the organisation made 38403 telephone calls to carers, up 24% on the previous year. There were 8848 in person meetings with carers and 2533 received a thorough review of their caring role and their wellbeing with a resulting action plan. 1745 carer cards were issued. The number of attendances at groups and activities more than doubled to 3911, of which 465 were parent carers. 117 carers were offered counselling support. There were also 2414 digital inclusion sessions supporting people over 55 to become digitally engaged.

The number of young carers accessing services continued to increase with a 67% increase in Selby and overall, an increase from under 100 in Bradford in 2019 to just under 1000 in March 2023.

A total of 3336 people were supported following discharge from hospital. 43651 visits were made providing care services in people's homes with a total of 57448 hours delivered. Volunteers offering a sitting service for carers made 2861 visits exceeding targets.

Care@ continued to maintain and develop its services forging strong links with the Parkinson's Society to operate a joint support project in Harrogate. The Supported Living houses in Skipton provide an opportunity for a different kind of service and the expertise and knowledge in this area has ensured a strong person centred service. Our regulated care is assessed as good throughout.

For some years we have delivered some services in Selby but have never been commissioned to work with adult or young carers so we were delighted to begin that work in the late spring of 2022. This involved setting up a working office and developing key relationships with both statutory and voluntary providers in the district.

Although funded by some sizeable contracts, separate funding streams from a range of funders and other charitable bodies have enabled us to offer significant additional value and meet need in all geographical areas with funding enabling us to respond practically to the real hardship experienced by individual carers, and to provide additional resources in our groups over the winter period.

Many carers do give up paid work in order to focus on their caring responsibilities, and with this a number of issues can arise. A common one is financial strain. As well as offering support to fill in benefit claim forms, staff can also identify a range of grants that individuals may be able to access. These range from the replacement of essential white goods and other essential household items through to money to relieve carer strain by pursuing a hobby or having a break away. Once again, during the year research evidenced the additional pressure on existing carers and also highlighted the number of people new to caring due to the pandemic. The financial challenges faced by carers have been especially evident through the requests for essential support that often cover basic household equipment.

The number of parent carers requesting support has continued to grow with 112 parent carer groups and events taking place.

In June 2022, Carers Week had the theme of 'Making Caring Visible, Valued and Supported. A wide range of group activities took place across our geographical footprint including many focussed on self-care, fun and raising the profile of carers. During Carers' Rights Day in November 2022 we launched our new, more interactive website which has resulted in a significant rise in the use of the site, and the ability for carers to communicate with us outside of traditional office hours.

We operate Home from Hospital Services across Bradford District and North Yorkshire, working in partnership with Carers Plus Yorkshire to cover the whole of North Yorkshire. These services are recognised as playing a fundamental role in keeping people at home in the short to medium term after being discharged from hospital. The teams report a significant increase in the complexity of need, but nevertheless continue to exceed targets.

**THE CARERS' RESOURCE
TRUSTEES' ANNUAL REPORT (INCLUDING DIRECTORS' REPORT AND STRATEGIC
REPORT) (continued)**

YEAR ENDED 31 MARCH 2023

ACHIEVEMENTS AND PERFORMANCE (continued)

Care@, the CQC regulated service, continued to struggle to recruit staff, although staff retention rates remain high. This resulted in work to review and reset the service to ensure that quality and focus on the needs of clients is paramount. The Supported Living Project in Skipton has now been in place for two years and offers positive opportunities for the development of skills for independent living for the residents. We continue to offer support to those managing their own funds through the Independent Service Funds initiative.

BENEFITS TO THE PUBLIC FROM THE SERVICES OF THE CARERS' RESOURCE

Nationally, it is calculated that carers save the economy around £160 billion per year, and 3 in 5 people can expect to become a carer at some point in their lives.

For many people caring, it is what they do, it is part of their life and they don't give themselves the label of carer. The challenge for the organisation is to reach out to these people to ensure that they know that support is available if they need it. Lessons learned from the experiences in the pandemic mean that there is now a much wider range of ways to engage with the organisation, including exclusively by phone, by virtual meeting or through the website. An 0800 – 2000 service is offered and services are shaped to meet the needs of individuals. There is no charge for any of our services thus reducing as many barriers to access as is possible. However, profile raising in the local media, is a key strategy to try to remind different sections of our communities about the role of carers in our society. Examples of the support provided include:

- **Information and advice:** Information and advice continues to be a key pillar of the services offered, accessed by telephone or in person or through the website. Our electronic library NELLY enables staff to access up to date information easily and quickly whilst engaging with carers, and ensures that all information given is current.
- **One-to-one support:** For many carers, meeting people outside of their home is a major undertaking so we continue to offer home visits. For others, where they are happy to meet in a different setting, we utilise a range of local community venues as well as our premises. The key tool we use when meeting one to one is the;
 - **Wellbeing Review** which offers the opportunity to discuss their caring role in more detail and explore how it impacts on health and wellbeing. It is essential to carers to support them to identify the things that make their caring role more manageable.
- **Group Support.** The number and range of groups we offer has increased significantly this year. We recognise that for many carers where loneliness and isolation is a factor, regular attendance at a group with other people experiencing many of the same challenges may be more beneficial than one to one support.
- **Support to navigate the health and care system:** For many carers the health and care system is baffling and they experience serious stress when trying to navigate the system to ensure that the person they are caring for is getting the services they need. The level of unmet need in this area is growing and we are developing expertise to meet this.
- **Support for families and carers when people are in hospital.** Carer Navigators based in two hospitals support families to make appropriate arrangements for when patients are medically fit for discharge so that they are able to leave hospital in a timely fashion.
- **Emergency planning:** Contacts and procedures in case of emergencies, either for the carer or the cared for person are set up for each person who requires it, giving peace of mind when carers are away from their caring role. There is help with logistics and advice on who to involve and how.

**THE CARERS' RESOURCE
TRUSTEES' ANNUAL REPORT (INCLUDING DIRECTORS' REPORT AND STRATEGIC
REPORT) (continued)**

YEAR ENDED 31 MARCH 2023

BENEFITS TO THE PUBLIC FROM THE SERVICES OF THE CARERS' RESOURCE (continued)

- **Applying for Financial Support and Filling in Forms:** Carers are referred to qualified benefits advice projects where they need specialist advice, however carers often struggle to complete application forms and staff help them, offering suggestions in terms of the information required. There are also a number of grants that carers may be eligible for, some administered by the organisation and others by organisations with whom we work in partnership.

This year we have administered:

- **The Carers Wellbeing Grant:** A staff member discusses with an individual what might ease the strain of caring for them and a recommendation is made for a small amount of money that pays for a hobby, a treat or a pamper to give the carer something for themselves.
- **Household Support Fund** This has met the needs of carers who are experiencing real hardship, either due to the loss of an essential item required for day to day living, for example a cooker or fridge, or where there is not enough money to adequately feed the household.
- **Emotional support:** As feelings of loneliness and isolation have grown so has the need for emotional support, despite the difficulty many people have in asking for it. The incidence of carers calling in in real distress continues to be high. Situations have also become more complex, and staff were challenged to find ways of supporting people when often the needs were for the cared for person.

Support for Families

Families in which caring is an issue (whether it is a child caring for a parent or grandparent, a parent caring for a disabled child or issues where siblings are caring for a brother or sister with a disability or illness) receive holistic support. The comprehensive service includes:

- **Young Carer Assessment:** On referral all young carers meet with staff to assess the impact caring is having allowing the right level of service to be offered. There are then a number of options
 - One to one support for young carers going through particularly challenging times
 - Evening youth groups with a range of activities plus discussions and one to one support
 - Trips and activities during school holidays to reduce social isolation and increase resilience.
 - Social media pages and website for peer support and information
- **Support for parents:** Information, advice and support for parent carers and parents who are being looked after by children. Support with applying for benefits, establishing support services and emotional support including closed Facebook groups and group meetings.
- **Breaks, trips and activities:** Day trips, practical and emotional support to ease the pressures resulting from caring responsibilities.

Volunteers:

Many carers and vulnerable older people benefit either by receiving help from our many volunteers, or by offering to work as a volunteer with us. Our volunteers underpin all of our services, adding valuable extra support for the organisation and directly to our clients. Volunteers help with:

- **Admin and office work:** Helping our office run more efficiently by taking on additional office tasks.
- **Communications and IT Support:** Helping with the production of Choices, with website content and other IT support.
- **Call-a-carer:** Telephone support for carers. A friendly phone call is often a lifeline for those isolated by their caring role.

**THE CARERS' RESOURCE
TRUSTEES' ANNUAL REPORT (INCLUDING DIRECTORS' REPORT AND STRATEGIC
REPORT) (continued)**

YEAR ENDED 31 MARCH 2023

BENEFITS TO THE PUBLIC FROM THE SERVICES OF THE CARERS' RESOURCE (continued)

- **Group/Activity support:** Supporting staff and carers at lunches, groups, trips and activities – both for adult and young carers.
- **Befrienders:** One-to-one support for lonely carers, in their home or out in the community. This helps raise their confidence and independence and grants them a break from caring.
- **Fundraising & events:** Helping with events, choosing Carers' Resource for sponsorship or forming satellite fundraising groups all help provide additional funds to support carers.
- **Sitting Service:** a band of volunteers offer a regular sitting service to enable carers to take a break knowing the cared for person is having quality time at home. Whilst many volunteers do sit at home with people others go out for walks, a visit to a local café or the enjoyment of a hobby.

A journey through Carers' Resource can involve as much support from each team as is appropriate, with carers often accessing support from more than one team at any one time. This gives the client a comprehensive, person centred, professional and understanding support service that hopefully enables them to continue caring whilst still looking after their own health and wellbeing.

FINANCIAL REVIEW

The statement of financial activities ("SOFA") for the year is set out on page 17 of the financial statements.

The Charity saw an increase to income in what was another uncertain and challenging year, this was aided in large by the sustained support from our funders, who commissioned monies to continue the funding of short to medium term projects, giving unprecedented cost of living increases to contracts and the winning of new contracts/grants. There was also a full year of the new income stream within out domiciliary service (supported living) and there was continued support to help with additional PPE and COVID-19 related cancellations. This year saw, a total income of £4,618,492.

The expenditure was higher than the previous year but was aligned with the additional incomes at £4,688,464. The largest increases were within staffing relating to new projects and the full year impact of the supported living element within the domiciliary service and travel costs due to the Increase of fuel and energy Pricing.

A full review of all major cost to each Office is to be undertaken in early February 2024.

The overall result was a decrease in reserves of £69,972 reserves to £603,359.

PRINCIPAL RISKS AND UNCERTAINTIES

The Board of Trustees takes the issue of risk seriously and mitigates risk by regularly reviewing and monitoring processes and ensuring contingency plans are in place.

The nature of the organisation means that risk is a key factor to be considered with all new and ongoing pieces of work and a strategic risk register is in place and regularly reviewed.

The senior leadership team continues to seek diversification of funding and activities in line with the organisation's core functions. Internal control and regulatory risks are minimised by the implementation and monitoring of detailed procedures.

Internal risks continue to be minimised by the implementation of procedures that accord to best practice including, researching and purchasing a new website.

**THE CARERS' RESOURCE
TRUSTEES' ANNUAL REPORT (INCLUDING DIRECTORS' REPORT AND STRATEGIC
REPORT) (continued)**

YEAR ENDED 31 MARCH 2023

The key risks and response that the Charity has identified are as below:-

- **Funding Risk:** There continues to be a competitive environment for our predominantly contract based funding. The Trustees are aware of the need to clearly demonstrate the value and benefit that our projects deliver. Regular assessment is in place to ensure that we meet our objective(s) and that we communicate effectively to our funders. We are also proactive in seeking out new opportunities, where appropriate. Active cash flow management is also key to ensuring that we stay viable in case of loss of funding.
- **Financial risk:** To ensure against the possibility of fraud or mismanagement of the Charity's finances, there is a thorough system of internal controls, management accounts are monitored by Trustees, an external audit is performed annually and a whistle blowing procedure is in place.
- **Reputational risk:** Strong operational processes and procedures are in place to reduce the possibility of damage to reputation – this is monitored through reports from the CEO to Trustees.
- **Safeguarding:** Safeguarding is taken extremely seriously, all staff receive regular training and discuss issues in regular supervision sessions. Any possible issues are responded to immediately, following clear policies and procedures in line with local authority requirements. This is a standing item on the Board agenda.
- **IT System Failure:** A hybrid of server and cloud based provision is in place to protect data and provide back up in case of system failure.
- **COVID 19 Pandemic.** The organisation has moved to a more blended approach to delivering services which enable it to respond positively to any national or regional directives as to lockdown or other restrictions on population movement.

RESERVES

As part of the management of risk, the charity sets aside some of its income to form a reserve to cover any shortfalls in funding and to take advantage of changes and opportunities. The Carers' Resource is experienced in managing both short-term and long-term funding streams. Reserves continue to be available to spend on any of its charitable purposes.

A Reserves policy was adopted with a figure of £300k, which considers contractually committed expenditure from lease and partner agreements, 60 days' operational expenditure and statutory redundancy (excluding activity which would be subject to TUPE). The levels of reserves are monitored at each Trustee's meeting and discussed. When appropriate funds are released to ensure that we meet the needs of our beneficiaries, while also accepting and diminishing any financial risks to the Charity. The Trustees are keen to utilise the reserves to have the best impact on carers. Further Stringent Accounting possess are been implemented for clear accountability through the organisation.

This year the trustees supported the following roles and activities

- Young families and parent carer worker
- Employment support
- Volunteer co-ordinator
- Young carer worker
- Improvement and development of the database
- Development of the website
- Trainee Programme

**THE CARERS' RESOURCE
TRUSTEES' ANNUAL REPORT (INCLUDING DIRECTORS' REPORT AND STRATEGIC
REPORT) (continued)**

YEAR ENDED 31 MARCH 2023

PLANS FOR THE FUTURE

The organisation has a clear strategy that is focussed on being the 'go to' organisation in our geographical area for unpaid carers and others in need of support. This remains paramount in our plans going forward as we continue to increase the number of people we offer support to, and we raise the profile of unpaid carers as we know that many of them feel ignored and unvalued by decision makers. The engagement of carers and others in the design and delivery of Carers' Resource services is important in order to remain responsive and in touch with need and this continues to be an area where we try to innovate in order to engage as many people as possible. The developments in leadership and management across the organisation and the re-set of the Care@ services also continue, alongside ensuring that we reach out to all the diverse communities that we cover.

STRUCTURE, GOVERNANCE AND MANAGEMENT

The Company was incorporated on 9 May 1995 under a Memorandum of Association which established the objects and powers of the Charitable Company and is governed under its Articles of Association. The Company is limited by guarantee with the liability of members in the event of a winding up being limited to £1 each.

Charity Governance Code

The charity is undertaking a review against the new 2020 Charity Governance Code, to ensure it is still following best practice. Trustees had training on safeguarding in the year and a diversity session facilitated by an external trainer on diversity which resulted in the development of an EDI action plan. Rules on membership continue to be developed.

Recruitment and appointment of Trustees

The Trustees all have professional and/or commercial backgrounds with a range of complementary skills including a number with a health service background. Trustees are required to retire by rotation. In the event of particular skills being lost due to retirement, new Trustees are recruited following Corporate Governance Policy guidelines (8.2 Recruitment of Trustees and 8.11 Board and Sub-Committees Composition and Arrangements Policy). The roles are advertised via our website, newsletter and social media, followed by a recruitment process.

Trustees Induction and Training

All trustees are provided with relevant documents including the Charity Commission guidance "The Essential Trustee". Generally, Trustees are familiar with the practical work of the Charity prior to appointment. New Trustees meet with the senior leadership team and fellow Trustees to familiarise themselves with the work and structure of the Charity and the obligations of Trustees in line with an induction programme.

Board Performance

The Board of Trustees is keen to review its performance in a robust manner on a regular basis. And is planning to do one to one review sessions in the coming year.

The Board continues to be open to the possibility of undertaking peer review with another similar Board of Trustees.

Diversity

Carers' Resource prides itself on offering a service to all carers and vulnerable people regardless of their ethnicity, age, gender or sexual orientation. The Board of Trustees works hard to reflect the diversity of the population Carers' Resource serves in its membership, and where appropriate, specifically looks for new members who can bring an added dimension to the membership of the Board.

**THE CARERS' RESOURCE
TRUSTEES' ANNUAL REPORT (INCLUDING DIRECTORS' REPORT AND STRATEGIC
REPORT) (continued)**

YEAR ENDED 31 MARCH 2023

Details of organisational structure and how decisions are made

Strategic decisions are taken by the Board of Trustees, advised by management, which meets formally at least six times per annum. The Care@ Governance Board was incorporated into the main board of trustees during the course of the year to ensure that all trustees were fully engaged in its oversight and key decisions. An Audit and Finance sub-committee meets with the auditors to discuss their findings and meets as and when required to consider various aspects of finance and to consider policies. At other times the Trustees will be involved in decision making and/or advising management as necessary.

Operational matters and day-to-day decision making are vested in the Chief Executive Officer (CEO) and supporting staff.

Arrangements for setting pay of key management personnel

The key management personnel are the CEO and all Heads of Service, with authority/responsibility for planning, directing and controlling activities.

Remunerations for the key management personnel are reviewed by the Board of Trustees in line with the annual pay reviews (paid from April). Further appraisals (e.g. probationary review, 2-year review) are paid in line with the pay policy, and again reviewed by the Board of Trustees.

**THE CARERS' RESOURCE
TRUSTEES' ANNUAL REPORT (INCLUDING DIRECTORS' REPORT AND STRATEGIC
REPORT) (continued)**

YEAR ENDED 31 MARCH 2023

TRUSTEES' RESPONSIBILITIES STATEMENT

The Trustees (who are also Directors of The Carers' Resource for the purposes of company law) are responsible for preparing the Trustees' Annual 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 year, which give a true and fair view of the state of affairs of the Charitable Company and of the incoming resources and application of resources, including the income and expenditure, of the Charitable Company for that period. In preparing these financial statements, the Trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP (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 Charitable Company will continue in operation.

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

The Trustees are responsible for the maintenance and integrity of the corporate and financial information included on the Charitable Company's website. Legislation in the United Kingdom governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

Disclosure of information to the auditors

We, the Directors of the Company who held office at the date of approval of these Financial Statements as set out above each confirm, so far as we are aware, that:

- there is no relevant audit information of which the Company's auditors are unaware; and
- we have taken all the steps that we ought to have taken as Directors in order to make ourselves aware of any relevant audit information and to establish that the Company's auditors are aware of that information.

In approving the Trustees' Annual Report, we also approve the Strategic Report included therein, in our capacity as company Directors.

On behalf of the board

Liz Jones
Chair of the Board of Trustees

Date:

THE CARERS' RESOURCE INDEPENDENT AUDITOR'S REPORT

YEAR ENDED 31 MARCH 2023

Opinion

We have audited the financial statements of The Carers' Resource (the 'charitable company') for the year ended 31 March 2023 which comprise the Statement of Financial Activities (Including Income and Expenditure Account), the Balance Sheet, the Statement of Cash Flows and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 *The Financial Reporting Standard applicable in the UK and Republic of Ireland* (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2023, and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the charitable company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

We have nothing to report in respect of the following matters in relation to which the ISAs (UK) require us to report to you where:

- the Trustees' use of the going concern basis of accounting in the preparation of the financial statements is not appropriate; or
- the Trustees have not disclosed in the financial statements any identified material uncertainties that may cast significant doubt about the charitable company's ability to continue to adopt the going concern basis of accounting for a period of at least twelve months from the date when the financial statements are authorised for issue.

However, it is not possible to predict with certainty the potential impact of future developments in either the charitable company's trading environment or in the broader economy. Because of this, the above statements should not be interpreted as a guarantee that the charitable company will continue to operate as a going concern.

THE CARERS' RESOURCE INDEPENDENT AUDITOR'S REPORT

YEAR ENDED 31 MARCH 2023

Other information

The Trustees are responsible for the other information. The other information comprises the information included in the Report of the Trustees, other than the financial statements and our auditor's report thereon. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether there is a material misstatement in the financial statements or a material misstatement of the other information. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006

In our opinion, based on the work undertaken in the course of the audit:

- the information given in the Trustees' Annual Report, which includes the Directors' Report and Strategic Report prepared for the purposes of company law, for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the Strategic Report and the Directors' Report included within the Trustees' Annual Report have been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

In the light of our knowledge and understanding of the charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the Strategic Report and the Directors' Report.

We have nothing to report in respect of the following matters in relation to which the Companies Act 2006 requires us to report to you if, in our opinion:

- adequate accounting records have not been kept, or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of directors' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit.

Responsibilities of Trustees

As explained more fully in the Trustees' Responsibilities Statement set out on page 12, the Trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the Trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the Trustees are responsible for assessing the charitable company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the Trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

THE CARERS' RESOURCE INDEPENDENT AUDITOR'S REPORT

YEAR ENDED 31 MARCH 2023

Auditor's responsibilities for the audit of the financial statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at: www.frc.org.uk/auditorsresponsibilities. This description forms part of our auditor's report.

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The extent to which our procedures are capable of detecting irregularities, including fraud, is detailed below.

Extent to which the audit was capable of detecting irregularities, including fraud

The objectives of our audit, in respect of fraud, are: to identify and assess the risks of material misstatement of the financial statements due to fraud; to obtain sufficient appropriate audit evidence regarding the assessed risks of material misstatement due to fraud, through designing and implementing appropriate responses; and to respond appropriately to fraud or suspected fraud identified during the audit. However, the primary responsibility for the prevention and detection of fraud rests with both those charged with governance of the entity and its management.

Our approach was as follows:

- We identified areas of laws and regulations that could reasonably be expected to have a material effect on the financial statements from our general sector experience, and through discussion with the management (as required by auditing standards), and discussed with management the policies and procedures regarding compliance with laws and regulations;
- We considered the legal and regulatory frameworks directly applicable to the financial statements reporting framework (FRS 102 and the Companies Act 2006) and the relevant tax compliance regulations in the UK;
- We considered the nature of the sector, the control environment and operational performance;
- We communicated identified laws and regulations throughout our team and remained alert to any indications of non-compliance throughout the audit;
- We considered the procedures and controls that the company has established to address risks identified, or that otherwise prevent, deter and detect fraud; and how senior management monitors those programmes.

Based on this understanding we designed our audit procedures to identify non-compliance with such laws and regulations. Where the risk was considered to be higher, we performed audit procedures to address each identified risk. These procedures included: testing manual journals; reviewing the financial statement disclosures and testing to supporting documentation; performing analytical procedures; and enquiring of management, and were designed to provide reasonable assurance that the financial statements were free from material fraud or error.

THE CARERS' RESOURCE INDEPENDENT AUDITOR'S REPORT

YEAR ENDED 31 MARCH 2023

Owing to the inherent limitations of an audit, there is an unavoidable risk that we may not have detected some material misstatements in the financial statements, even though we have properly planned and performed our audit in accordance with auditing standards. For example, the further removed non-compliance with laws and regulations (irregularities) is from the events and transactions reflected in the financial statements, the less likely the inherently limited procedures required by auditing standards would identify it. The risk is also greater regarding irregularities occurring due to fraud rather than error, as fraud involves intentional concealment, forgery, collusion, omission or misrepresentation. We are not responsible for preventing non-compliance and cannot be expected to detect all non-compliance with laws and regulations.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at: www.frc.org.uk/auditorsresponsibilities. This description forms part of our auditor's report.

Use of this report

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company's members as a body, for our audit work, for this report, or for the opinions we have formed.

Peter Hart FCA
Senior Statutory Auditor
For and on behalf of TC Group

6 Queen Street
Leeds
LS1 2TW

Date:

THE CARERS' RESOURCE
STATEMENT OF FINANCIAL ACTIVITIES
(Including Income and Expenditure Account)

YEAR ENDED 31 MARCH 2023

	Note	Unrestricted funds £	Restricted funds £	Total 2023 £	Total 2022 £
Income from:					
Donations and legacies	2	119,265	-	119,265	85,723
Charitable activities	3	3,030,203	1,469,002	4,499,205	4,105,645
Other trading activities	4	-	-	-	-
Investments	5	22	-	22	20
Total income		3,149,490	1,469,002	4,618,492	4,191,388
Expenditure on:					
Raising funds	6	32,164	-	32,164	29,877
Charitable activities	6/7	3,219,682	1,436,618	4,656,300	4,162,289
Total expenditure		3,251,846	1,436,618	4,688,464	4,192,166
Net income		(102,356)	32,384	(69,972)	(778)
Transfers between funds	16	24,239	(24,239)	-	-
Net movement in funds	16	(78,117)	8,145	(69,972)	(778)
Reconciliation of funds:					
Total funds brought forward	16	514,433	158,898	673,331	674,109
Total funds carried forward	16	436,316	167,043	603,359	673,331

All income and expenditure derive from continuing activities.

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

**THE CARERS' RESOURCE
BALANCE SHEET**

AS AT 31 MARCH 2023

Company Registration No. 03054273

		2023	2022
	Note	£	£
Fixed assets			
Tangible assets	12	<u>82,480</u>	<u>78,434</u>
		82,480	78,434
Current assets			
Debtors	13	493,273	535,054
Cash at bank and in hand		<u>539,492</u>	<u>595,316</u>
		1,032,765	1,130,370
Creditors: amounts falling due within one year	14	(511,886)	(535,473)
Net current assets		<u>520,879</u>	<u>594,897</u>
Total assets less current liabilities		<u>603,359</u>	<u>673,331</u>
Net assets		<u>603,359</u>	<u>673,331</u>
Funds			
Restricted funds	16	167,043	158,898
Unrestricted funds	16	436,316	514,433
		<u>603,359</u>	<u>673,331</u>
Total funds	16	<u>603,359</u>	<u>673,331</u>

The financial statements were approved and authorised for issue by the Board on

Signed on behalf of the Board of Trustees

Liz Jones
Chair of the Board of Trustees

The notes on pages 20 to 35 form part of these financial statements.

**THE CARERS' RESOURCE
STATEMENT OF CASH FLOWS**

YEAR ENDED 31 MARCH 2023

	Note	2023 £	2022 £
Cash flow from/ (used in) operating activities	18	(10,839)	(79,952)
Net cash flow from operating activities		(10,839)	(79,952)
Cash flow from investing activities			
Payments to acquire tangible fixed assets		(45,007)	(48,916)
Capital grants received		-	-
Interest received		22	20
Net cash flow used in investing activities		(44,985)	(48,896)
Net increase/ (decrease) in cash and cash equivalents		(55,824)	(128,848)
Cash and cash equivalents at start of year		595,316	724,164
Cash and cash equivalents at end of year		539,492	595,316

Cash and cash equivalents consist of cash at bank and in hand.

THE CARERS' RESOURCE NOTES TO THE FINANCIAL STATEMENTS

YEAR ENDED 31 MARCH 2023

1 SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES

(a) General information and basis of preparation

The Carers' Resource is a company limited by guarantee registered in the United Kingdom. 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. The address of the registered office is:

3 Grove Park Court
Harrogate
England
HG1 4DP

The nature of the Charity's operations and principal activities are set out in the Trustees' Annual Report.

The Charity constitutes a public benefit entity as defined by FRS 102. The financial statements have been prepared in accordance with Charities SORP (FRS 102): 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), the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS 102), the Charities Act 2011, the Companies Act 2006 and UK Generally Accepted Practice.

The financial statements are prepared on a going concern basis under the historical cost convention. The financial statements are prepared in sterling, which is the functional currency of the Charity, and rounded to the nearest £1.

The significant accounting policies applied in the preparation of these financial statements are set out below. These policies have been consistently applied to all years presented unless otherwise stated.

(b) Funds

Unrestricted funds 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 costs 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.

(c) Income recognition

All incoming resources are included in the Statement of Financial Activities (SoFA) when the Charity is legally entitled to the income after any performance conditions have been met, the amount can be measured reliably, and it is probable that the income will be received.

For donations to be recognised, the Charity will have been notified of the amounts and the settlement date in writing. If there are conditions attached to the donation and this requires a level of performance before entitlement can be obtained, then income is deferred until those conditions are fully met or the fulfilment of those conditions is within the control of the Charity and it is probable that they will be fulfilled.

Donated facilities and donated professional services are recognised in income at their fair value when their economic benefit is probable, it can be measured reliably, and the Charity has control over the item. Fair value is determined on the basis of the value of the gift to the Charity. For example, the amount the Charity would be willing to pay in the open market for such facilities and services. A corresponding amount is recognised in expenditure.

THE CARERS' RESOURCE

NOTES TO THE FINANCIAL STATEMENTS

YEAR ENDED 31 MARCH 2023

1 SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES (continued)

(c) Income recognition (continued)

No amount is included in the financial statements for volunteer time in line with the Charities SORP (FRS 102). Further detail is given in the Trustees' Annual Report.

Income from trading activities includes income earned from fundraising events and trading activities to raise funds for the Charity. Income is received in exchange for supplying goods and services in order to raise funds and is recognised when entitlement has occurred.

Income from the provision of charitable services and government and other grants is recognised at fair value when the Charity has entitlement after any performance conditions have been met, it is probable that the income will be received and the amount can be measured reliably. If entitlement is not met, then these amounts are deferred.

Investment income is earned on bank deposits and is recognised in the period in which it is receivable.

(d) 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. It is categorised under the following headings:

- Costs of raising funds; and
- Expenditure on charitable activities.

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

(e) 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, professional fees and governance costs. They are incurred directly in support of expenditure on the objects of the Charity and include project management carried out at the Charity's Headquarters. Where support costs cannot be directly attributed to particular headings they have been allocated to cost of raising funds and expenditure on charitable activities on a basis consistent with use of the resources.

Fund-raising costs are those incurred in seeking voluntary contributions and do not include the costs of disseminating information in support of the charitable activities.

The analysis of these costs is included in note 6.

**THE CARERS' RESOURCE
NOTES TO THE FINANCIAL STATEMENTS**

YEAR ENDED 31 MARCH 2023

1 SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES (continued)

(f) Impairment of assets

The Charity assesses at each reporting date whether there is an indication that an asset may be impaired. If any such indication exists, the Charity makes an estimate of the asset's recoverable amount.

An asset's recoverable amount is the higher of an asset's fair value less costs to sell and its value in use and is determined for an individual asset, unless the asset does not generate cash inflows that are largely independent of those from other assets or groups of assets. Where the carrying amount of an asset exceeds its recoverable amount, the asset is considered impaired and is written down to its recoverable amount.

In assessing value in use, the estimated future cash flows are discounted to their present value using a discount rate that reflects current market assessments of the time value of money and the risks specific to the asset. In determining fair value less costs to sell, an appropriate valuation model is used, calculations are corroborated by valuation multiples, or other available fair value indicators are used. Impairment losses are recognised in the Statement of Financial Activities in those expense categories consistent with the function of the impaired asset.

(g) Tangible fixed assets

Tangible fixed assets are stated at cost less accumulated depreciation and accumulated impairment losses. Cost includes costs directly attributable to making the asset capable of operating as intended.

Depreciation is provided on all tangible fixed assets, at rates calculated to write off the cost, less estimated residual value, of each asset on a systematic basis over its expected useful life as follows:

Fixtures and equipment	33% on a straight-line basis
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(h) Debtors and creditors receivable / payable within one year

Debtors and creditors with no stated interest rate and receivable or payable within one year are recorded at transaction price. Any losses arising from impairment are recognised in expenditure.

(i) Cash at bank and in hand

Cash at bank and in hand includes cash and short-term highly liquid investments with a short maturity of three months or less from the date of acquisition or opening the deposit or similar account.

(j) Leases

Rentals payable and receivable under operating leases are charged to the SoFA on a straight-line basis over the period of the lease.

(k) Employee benefits

When employees have rendered service to the Charity, short-term employee benefits to which the employees are entitled are recognised at the undiscounted amount expected to be paid in exchange for that service.

The Charity operates a defined contribution plan for the benefit of its employees. Contributions are expensed as they become payable.

THE CARERS' RESOURCE NOTES TO THE FINANCIAL STATEMENTS

YEAR ENDED 31 MARCH 2023

1 SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES (continued)

(l) Tax

The Charity is an exempt charity within the meaning of schedule 3 of the Charities Act 2011 and is considered to pass the tests set out in Paragraph 1 Schedule 6 of the Finance Act 2010 and therefore it meets the definition of a charitable company for UK corporation tax purposes.

(m) Going concern

The financial statements have been prepared on a going concern basis as the Trustees believe that no material uncertainties exist. The Trustees have considered the level of funds held and the expected level of income and expenditure for 12 months from authorising these financial statements. The budgeted income and expenditure is sufficient with the level of reserves for the Charity to be able to continue as a going concern.

(n) Judgements and key sources of estimation uncertainty

Key sources of estimation uncertainty

The key assumptions concerning the future and other key sources of estimation uncertainty at the reporting date that have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities within the next financial year include:

Trade debtor provisioning

The Charity makes an estimate of the recoverable value of trade and other debtors. When assessing impairment of trade and other debtors, management considers factors including the ageing profile and historical experience. The carrying value of trade and other debtors and the associated provision is set out in note 13.

(o) Financial instruments

The Charity only has financial assets and liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value with the exception of financing transactions that don't qualify as concessionary loans, which are subsequently measured at amortised cost using the effective interest method.

2 INCOME FROM DONATIONS AND LEGACIES

	2023 £	2022 £
Gifts and donations receivable - revenue	119,265	85,723
Gifts and donations receivable - capital	-	-
	<hr/>	<hr/>
	119,265	85,723

Income from donations and legacies was £119,265 (2022 - £85,723) of which £Nil (2022 - £Nil) was attributable to restricted and £119,265 (2022 - £85,723) was attributable to unrestricted funds.

**THE CARERS' RESOURCE
NOTES TO THE FINANCIAL STATEMENTS**

YEAR ENDED 31 MARCH 2023

3 INCOME FROM CHARITABLE ACTIVITIES

	2023	2022
	£	£
Carer support	3,388,090	3,004,297
Care@	<u>1,111,115</u>	<u>1,101,348</u>
	<u>4,499,205</u>	<u>4,105,645</u>

Income from charitable activities was £4,499,205 (2022 - £4,105,645) of which £1,469,002 (2022 - £1,277,618) was attributable to restricted and £3,030,203 (2022 - £2,828,027) was attributable to unrestricted funds.

4 INCOME FROM OTHER TRADING ACTIVITIES

	2023	2022
	£	£
Fundraising events/activities	<u>-</u>	<u>-</u>
	<u>-</u>	<u>-</u>

All income from trading and fundraising activities in both reporting periods was attributable to unrestricted funds.

5 INCOME FROM INVESTMENTS

	2023	2022
	£	£
Interest – deposits	<u>22</u>	<u>20</u>
	<u>22</u>	<u>20</u>

All income from investments in both periods was attributable to unrestricted funds.

**THE CARERS' RESOURCE
NOTES TO THE FINANCIAL STATEMENTS**

YEAR ENDED 31 MARCH 2023

6 ANALYSIS OF EXPENDITURE

	Basis of allocation	Raising funds £	Charitable Activities £	Total 2023 £	Total 2022 £
Costs directly allocated					
Staff costs	Direct	24,860	3,660,510	3,685,370	3,429,292
Travel	Direct	-	131,660	131,660	108,557
Carer Activities	Direct	-	58,026	58,026	49,263
Fundraising costs	Direct	7,304	-	7,304	5,017
Recruitment and advertising	Direct	-	29,635	29,635	14,846
Bad debt expense	Direct	-	19,214	19,214	90
Other direct costs	Direct	-	244,359	244,359	120,679
Total directly allocated costs		32,164	4,143,404	4,175,568	3,727,744
Support costs allocated to activities					
Premises	Usage	-	150,586	150,586	164,798
Utilities	Usage	-	39,129	39,129	31,967
Printing, publicity, stationery & postage	Usage	-	45,287	45,287	35,172
Insurance	Usage	-	25,903	25,903	20,911
Professional fees	Usage	-	41,038	41,038	29,467
Repairs and maintenance	Usage	-	9,635	9,635	16,658
Equipment	Usage	-	44,204	44,204	34,383
Communications	Usage	-	36,745	36,745	37,928
Depreciation	Usage	-	40,961	40,961	50,702
Staff training	Usage	-	36,383	36,383	20,315
Audit fees	Governance	-	7,024	7,024	6,262
Accountancy fees	Governance	-	-	-	-
Other indirect costs	Usage	-	36,001	36,001	15,859
Total support costs		-	512,896	512,896	464,422
Total expenditure		32,164	4,656,300	4,688,464	4,192,166

7 ANALYSIS OF EXPENDITURE ON CHARITABLE ACTIVITIES

	Directly allocated costs £	Support costs £	Governance costs £	Total £
Carer support	3,478,126	462,534	7,024	3,947,684
Care @	665,278	43,338	-	708,616
	4,143,404	505,872	7,024	4,656,300

Expenditure on charitable activities was £4,656,300 (2022 - £4,162,289) of which £1,436,618 (2022 - £1,205,086) was attributable to restricted and £3,219,682 (2022 - £2,957,203) was attributable to unrestricted funds.

**THE CARERS' RESOURCE
NOTES TO THE FINANCIAL STATEMENTS**

YEAR ENDED 31 MARCH 2023

8 NET INCOME FOR THE YEAR

Net income is stated after charging:

	2023	2022
	£	£
Depreciation of tangible fixed assets	40,961	50,702
Operating lease rentals	109,632	105,329
	<hr/>	<hr/>

9 AUDITOR'S REMUNERATION

	2023	2022
	£	£
Fees payable to the Charity's auditor for the audit of the Charity's annual accounts	7,024	6,262
	<hr/>	<hr/>
Fees payable to the Charity's auditor for other services:		
Other services	<hr/>	<hr/>

10 TRUSTEES' AND KEY MANAGEMENT PERSONNEL REMUNERATION AND EXPENSES

The Trustees neither received nor waived any remuneration during the year (2022 - £Nil).

The total amount of employee benefits received by Key Management Personnel is £346,893 (2022 - £294,231).

The Trustees did not have any expenses reimbursed during the year (2022 - £Nil).

**THE CARERS' RESOURCE
NOTES TO THE FINANCIAL STATEMENTS**

YEAR ENDED 31 MARCH 2023

11 STAFF COSTS AND EMPLOYEE BENEFITS

The average monthly number of employees and full-time equivalent (FTE) during the year was as follows:

	2023 Number	2023 FTE	2022 Number	2022 FTE
Information	29	23.6	14	10.5
Development	9	7.7	9	7.4
Administration	18	13.6	25	19.8
Carer support officers	47	36.8	58	42.6
Children & Families	15	11.3	10	8.1
Training	5	3.6	11	6.9
Volunteering	5	3.1	3	2.3
Care workers	78	25.2	66	44.4
	206	124.9	196	142.0

The total staff costs and employee benefits was as follows:

	2023 £	2022 £
Wages and salaries	3,337,753	3,130,022
Social security	246,578	213,853
Defined contribution pension costs	101,039	85,417
Total	3,685,370	3,429,292

One employee received total employee benefits (excluding employer pension costs) between £60,000 and £70,000.

Included in staff costs are termination payments totalling £Nil (2022 - £Nil).

**THE CARERS' RESOURCE
NOTES TO THE FINANCIAL STATEMENTS**

YEAR ENDED 31 MARCH 2023

12 TANGIBLE FIXED ASSETS

	Fixtures and equipment £	Total £
Cost or valuation		
At 1 April 2022	636,857	636,857
Additions	45,007	45,007
Disposals	(321,715)	(321,715)
	<u>360,149</u>	<u>360,149</u>
At 31 March 2023		
Depreciation		
At 1 April 2022	558,423	558,423
Charge for the year	40,961	40,961
On disposals	(321,715)	(321,715)
	<u>277,669</u>	<u>277,669</u>
At 31 March 2023		
Net book value		
At 31 March 2023	<u>82,480</u>	<u>82,480</u>
At 31 March 2022	<u>78,434</u>	<u>78,434</u>

13 DEBTORS

	2023 £	2022 £
Trade debtors	74,918	5,901
Grants and contracts receivable	393,788	458,017
Prepayments and accrued income	22,097	69,270
Other debtors	2,470	1,866
	<u>493,273</u>	<u>535,054</u>

There was no provision for impairment of trade debtors in either the current or prior period.

**THE CARERS' RESOURCE
NOTES TO THE FINANCIAL STATEMENTS**

YEAR ENDED 31 MARCH 2023

14 CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2023	2022
	£	£
Trade creditors	75,876	29,212
Taxes and social security	66,846	50,832
Deferred income	241,639	363,390
Accruals	34,092	48,941
Other creditors	93,433	43,098
	<u>511,886</u>	<u>535,473</u>

Deferred income

	2023	2022
	£	£
Deferred income at start of year	363,390	212,400
Released from previous years	(363,390)	(212,400)
Resources deferred in the year	241,639	363,390
	<u>241,639</u>	<u>363,390</u>

At the balance sheet date, the charity was holding funds received in advance in respect of unearned income from performance related grants.

15 LEASES

a) Operating leases - lessee

Total future minimum lease payments under non-cancellable operating leases are as follows:

	2023	2022
	£	£
Not later than one year	76,688	100,203
Later than one and not later than five years	139,834	105,750
	<u>216,522</u>	<u>205,953</u>

**THE CARERS' RESOURCE
NOTES TO THE FINANCIAL STATEMENTS**

YEAR ENDED 31 MARCH 2023

16 FUND RECONCILIATION

Restricted funds

	Balance at 1 April 2022 £	Income £	Expenditure £	Transfers £	Balance at 31 March 2023 £
Airedale and Craven CCT	31,389	62,455	(63,100)	-	30,744
Home from Hospital	6,159	325,983	(332,142)	-	-
North Yorkshire Home from Hospital	22,958	418,713	(435,286)	-	6,385
Personal Support Navigator	-	138,620	(107,299)	-	31,321
North Yorkshire Sitting Service	33,003	121,959	(123,580)	(31,382)	-
Big Lottery - CReate	-	-	-	-	-
Big Lottery – Worth Connecting (revenue)	-	-	-	-	-
Big Lottery – Worth Connection (capital)	-	-	-	-	-
Kirby Foundation	(1,223)	-	1,151	72	-
Stronger Communities	-	-	-	-	-
Toller Projects	-	-	-	-	-
Tarn Moor	3,692	-	(787)	-	2,905
Young Carer Activities	55	-	-	(55)	-
Opportunity Daycare Fund	-	29,956	(22,405)	-	7,551
Carers Getting Together	-	-	-	-	-
Parent Carer Club	459	-	-	(459)	-
Bradford Worth Connecting	21,346	143,571	(123,121)	-	41,796
Bradford Winter Covid Grant	-	-	-	-	-
ABCD Funds	-	3,150	(3,671)	521	-
Yorkshire Water – Employment Project	-	(3,568)	-	3,568	-
ESF Groundworks – Employment Project	-	-	(7,697)	7,697	-
YAC Grant – Young Carers	(1,510)	807	-	703	-
NHS Charities	2,986	6,688	(6,000)	-	3,674
Making Carers Count (Men Care too)	6,450	67,839	(50,652)	-	23,637
Barclays 100 (Counselling)	19,576	63,674	(83,250)	-	-
NHS England	6,740	-	(3,285)	(3,455)	-
Carers Respite	4,923	-	(3,474)	(1,449)	-
Bradford HAF Funding	1,895	21,155	(20,320)	-	2,730
Bradford – Carers Assessment	-	60,000	(43,700)	-	16,300
Memory Services	-	8,000	(8,000)	-	-
	158,898	1,469,002	(1,436,618)	(24,239)	167,043

**THE CARERS' RESOURCE
NOTES TO THE FINANCIAL STATEMENTS**

YEAR ENDED 31 MARCH 2023

16 FUND RECONCILIATION (continued)

Unrestricted funds

	Balance at 1 April 2022	Income	Expenditure	Transfers	Balance at 31 March 2023
	£	£	£	£	£
Unrestricted	514,433	3,149,490	(3,251,846)	24,239	436,316
	<u>514,433</u>	<u>3,149,490</u>	<u>(3,251,846)</u>	<u>24,239</u>	<u>463,316</u>

Comparative information in respect of the preceding period is as follows:

Restricted funds

	Balance at 1 April 2021	Income	Expenditure	Transfers	Balance at 31 March 2022
	£	£	£	£	£
Airedale and Craven CCT	19,218	62,457	(50,286)	-	31,389
Home from Hospital	19,221	320,798	(333,860)	-	6,159
North Yorkshire Home from Hospital	8,967	334,089	(297,141)	(22,957)	22,958
Personal Support Navigator	13,367	131,309	(154,699)	10,023	-
North Yorkshire Sitting Service	17,544	121,929	(106,470)	-	33,003
Big Lottery - CReate	2,490	9,673	(6,387)	(5,776)	-
Big Lottery – Worth Connecting (revenue)	-	-	-	-	-
Big Lottery – Worth Connection (capital)	-	-	-	-	-
Kirby Foundation	5,957	-	(7,180)	-	(1,223)
Stronger Communities	5,292	-	-	(5,292)	-
Toller Projects	-	-	-	-	-
Tarn Moor	4,672	-	(980)	-	3,692
Young Carer Activities	55	-	-	-	55
Opportunity Daycare Fund	13,600	28,677	(25,255)	(17,022)	-
Carers Getting Together	-	-	-	-	-
Parent Carer Club	459	-	-	-	459
Bradford Worth Connecting	1,034	128,621	(108,309)	-	21,346
Bradford Winter Covid Grant	1,294	-	-	(1,294)	-
ABCD Funds	6,970	-	(3,510)	(3,460)	-
Yorkshire Water – Employment Project	1,588	19,670	(23,499)	2,241	-
ESF Groundworks – Employment Project	3,296	32,251	(40,426)	4,879	-
YAC Grant – Young Carers	-	4,995	(6,505)	-	(1,510)
NHS Charities	-	13,374	(10,388)	-	2,986
Making Carers Count (Men Care Too)	-	17,601	(11,151)	-	6,450
Barclays 100 (counselling)	-	36,326	(16,750)	-	19,576
NHS England	-	9,000	(2,260)	-	6,740
Carers Respite	-	4,953	(30)	-	4,923
Bradford HAF Funding	-	1,895	-	-	1,895
	<u>125,024</u>	<u>1,277,618</u>	<u>(1,205,086)</u>	<u>(38,658)</u>	<u>158,898</u>

**THE CARERS' RESOURCE
NOTES TO THE FINANCIAL STATEMENTS**

YEAR ENDED 31 MARCH 2023

16 FUND RECONCILIATION (continued)

Unrestricted funds

	Balance at 1 April 2021 £	Income £	Expenditure £	Transfers £	Balance at 31 March 2022 £
Unrestricted	549,085	2,913,770	(2,987,080)	38,658	514,433
	<u>549,085</u>	<u>2,913,770</u>	<u>(2,987,080)</u>	<u>38,658</u>	<u>514,433</u>

Purposes of restricted funds

a) Airedale and Craven Collaborative Care Teams

This contract was awarded to provide carer specialist services across all of the general practices in Airedale. A large portion of it was subsumed in the Integrated Carer Services contract which was competitively tendered in mid-2014. Carers' Resource was successful in winning the ICS. Carers' Resource continues to receive the remaining portion of the former funding to provide additional specialist carer support. We are raising awareness of the role and needs of carers and encouraging health care staff to work in partnership with others to better support carers.

b) Home from Hospital Bradford

Funding to provide a support service for people discharged from hospital after a lengthy stay, but generally without any support package in place, has been received for many years. It operates across all hospitals in the Bradford District and is a community based service.

c) North Yorkshire Home from Hospital

This contract was awarded at the end of 2017 for a start date of the 1 April 2018; the contract was for four years, and was successfully re-tendered for in 2022. Funding is to support vulnerable people recently discharged from hospital, and to prevent early re-admission. This contract works in partnership with Carers Plus Yorkshire. The geography of this contract covers all districts of North Yorkshire

d) North Yorkshire Carers' Sitting Service

This contract uses volunteers to provide a carers short break service where the cared for person is supported either in their own home or outside in order for the carer to have a break. The break is for a short period of time (2 to 4 hours). This project is funded by North Yorkshire County Council. **Big Lottery CReate**

A four-year grant from the Big Lottery Fund to continue the employment, training and personal development advice and support we provide to carers throughout Bradford, Craven and Harrogate.

e) Worth Connecting

The aim of the service is to introduce older people who are lonely, isolated, and digitally excluded to IT, so that they are able to communicate using Skype, e-mails etc thus enabling them to communicate with others and to aid them in day-to-day tasks such as shopping, ordering prescriptions etc.

f) Kirby Foundation

The Kirby foundation funded the organisation to upgrade/replace PCs and Laptops to enable us to become Cyber Essential Plus compliant, and also to help move and update our servers from our Harrogate offices to the Shipley offices.

g) Bramall Foundation

The Bramall Foundation donated a sum towards the cost of services to support children and young people with autism. This has helped to support young carers, parent carers and to enable us to run trips and activities.

h) Tarn Moor Trust

A grant received for driving lessons and refresher lessons for Carers of all ages but living within Skipton Parish

**THE CARERS' RESOURCE
NOTES TO THE FINANCIAL STATEMENTS**

YEAR ENDED 31 MARCH 2023

only.

- i) Young Carer Activities**
Specific funds were received from North Yorkshire County Council to help with young carers transport.
- j) Opportunity Daycare Fund**
This fund has been used to focus on the development of support groups for carers specifically in the Shipley and Bradford East areas by employing a group development worker.
- k) Carers Getting Together**
This was a small fund from the lottery to focus on groups.
- l) Parent Carer Club**
This was a specific project to help parent carers by attending groups and helping/showing them the need for "peer support".

Unrestricted general funds include:

- a) Care@**
Crossroads Care (Airedale and Bradford) provided care for over 20 years and in 2013 was absorbed by Carers' Resource. Its assets and liabilities were transferred to the Carers' Resource with effect from 1 April 2013 and services are open to anyone over the age of 18 who requires social care support in the areas where we operate. Funding for our services comes from a variety of sources including individuals themselves and health or social care agencies.
- b) Integrated Care Teams**
Through its Better Care Funds, the NHS supports the engagement with multidisciplinary teams across Harrogate
- c) Integrated Care Services (Bradford and Craven)**
Services for carers across Bradford District and Craven are pulled together in one integrated contract that ensures a comprehensive service for all carers, and enables our offer to be person centred and meet their individual needs.

17 ANALYSIS OF NET ASSETS BETWEEN FUNDS

Fund balances at 31 March 2023 are represented by:

	Unrestricted funds £	Designated funds £	Restricted funds £	Total £
Fixed assets	82,480	-	-	82,480
Cash	372,035	-	167,457	539,492
Other current assets / (liabilities)	(18,199)	-	(414)	(18,613)
Total	436,316	-	167,043	603,359

Comparative information in respect of the preceding period is as follows:

	Unrestricted funds £	Designated funds £	Restricted funds £	Total £
Fixed assets	79,656	-	(1,223)	78,433
Cash	436,509	-	158,806	595,315
Other current assets / liabilities	(1,732)	-	1,315	(417)
Total	514,433	-	158,898	673,331

**THE CARERS' RESOURCE
NOTES TO THE FINANCIAL STATEMENTS**

YEAR ENDED 31 MARCH 2023

18 RECONCILIATION OF NET INCOME TO NET CASH FLOW FROM OPERATING ACTIVITIES

	2023	2022
	£	£
Net income for year	(69,972)	(778)
Interest receivable	(22)	(20)
Capital grants receivable	-	-
Depreciation and impairment of tangible fixed assets	40,961	50,702
	(29,033)	49,904
Changes in working capital:		
Decrease/(increase) in debtors	41,781	16,336
Increase/(decrease) in creditors	(23,587)	(146,192)
Net cash flow from/ (used) in operating activities	(10,839)	(79,952)

19 PENSIONS AND POST-RETIREMENT BENEFITS

a) Defined contribution pension plans

The Charity operates a defined contribution pension plan for its employees. The amount recognised as an expense in the period was £101,039 (2022 - £85,417).

The defined contribution liability as at 31 March 2023 is allocated to unrestricted funds and amounted to £22,349 (2022 - £18,245).

20 FINANCIAL INSTRUMENTS

All financial instruments were held at amortised cost.

THE CARERS' RESOURCE

England & Wales - Charity number 1049278

Accounts

**REPORT OF THE TRUSTEES
AND FINANCIAL STATEMENTS**

**FOR THE YEAR ENDED 31 MARCH 2022
FOR
THE CARERS' RESOURCE**

(A company limited by guarantee)

(Company registration number 03054273)

REGISTERED NUMBER: 1049278

**THE CARERS' RESOURCE
REPORT OF THE TRUSTEES AND FINANCIAL STATEMENTS**

YEAR ENDED 31 MARCH 2022

Contents

	Page
Charity Reference and Administrative Details	1
Chair's Statement	2
Trustees' Annual Report (Including Directors' Report and Strategic Report)	3
Independent Auditor's Report	13
Statement of Financial Activities	17
Balance Sheet	18
Statement of Cash Flows	19
Notes to the Financial Statements	20

**THE CARERS' RESOURCE
CHARITY REFERENCE AND ADMINISTRATIVE DETAILS**

YEAR ENDED 31 MARCH 2022

Charity registration number	1049278
Company registration number	03054273
Trustees	Robert Smith (resigned 20.1.22) Liz Jones (Chair) Sarah Shaw (Vice Chair) Julia Lister Adeeba Malik (resigned 24.3.22) Corinne Jeffrey Inam Majid (resigned 16.9.21) Damian Boddy (appointed 24.3.22)
Chief Executive Officer	Christine Whiley
Registered office	3 Grove Park Harrogate England HG1 4DP
Auditor	TC Group 6 Queen Street Leeds LS1 2TW
Bankers	Lloyds TSB Bank Plc 8 Cambridge Crescent Harrogate HG1 1PQ

THE CARERS' RESOURCE CHAIR'S STATEMENT

YEAR ENDED 31 MARCH 2022

When I wrote my report for the year ended 2021, I envisaged that the world would have returned to a more normalised position 12 months on. How wrong I was to be so hopeful. The Covid journey has continued to be a bumpy one. As soon as we felt we could move forward and get on again, another wave hit us, and we had to reassess how best to continue our support to carers and the vulnerable groups of people in the community.

Despite covid the wheels of Carers Resource have kept on turning, with staff and volunteers rising to the demands and challenges of delivering services. I want to give a huge thank you to everyone who worked so hard in making 2021- 2022 yet another year of successes. I believe it is a sign of our resilience and capacity to be flexible and imaginative that enables so much to be achieved. I'm proud of what we have accomplished again this year and I'm sure my fellow trustees would echo with their thanks for a job well done over the last 12 months.

As I shared last year it is difficult to capture the range, variety of work and activities that happen over the year, that make such an impact for those we support but I do want to pick out a few.

- Winning the North Yorkshire contract, including work with young carers
- Delivering a counselling project with Barclays 100 funds
- Commenced the 'Men Care too' project to actively support this group
- Distributing £50,000 from the Household Support Fund to carers in Bradford
- Helping carers claim over £700,000 in benefits
- Delivery of the Supported Living contract by Care@
- The continuation of Worth Connecting project promoting digital inclusion
- The relocation of the Harrogate office
- Developing the new website to better support carers

The pandemic has cast long shadows across not only those involved in Carers' Resource but across the whole care sector. We all know the care sector is in a crisis and there are on-going challenges at both a local, regional and national level, reflecting in the main, lack of funding in the system for years. There is much still to be done in recognising the contribution of Carers and providing a more level playing field for those involved in unpaid caring roles. We also know the complexity of demands continues to grow for carers and their families. This is now compounded as the cost living rises impact on their day to day lives.

One major challenge we face, is recruitment of staff, particularly in Care @, in what is now a very competitive market, with all the providers searching in the same pool of people. As a charity our aim is to be sustainable, producing a surplus which we can then invest back into the organisation. We are always reluctant to increase our fees and prices but with the unprecedented position in recruitment and the cost-of-living increases, this is inevitable in the coming months.

In closing, I want to thank my fellow trustees for their support and input during the year. In particular, to Robert Smith and Adeeba Malik who stood down this year as trustees having shared their invaluable advice and knowledge over a number of years.

For the next 12 months, I wish all of us the energy, enthusiasm and resolve to fulfil our ambitions for Carers Resource as it moves forward on its mission to provide the best services we can to carers and vulnerable people in Bradford and North Yorkshire.

E A Jones

E A Jones
Chair
24 November 2022

THE CARERS' RESOURCE TRUSTEES' ANNUAL REPORT (INCLUDING DIRECTORS' REPORT AND STRATEGIC REPORT)

YEAR ENDED 31 MARCH 2022

The Trustees present their report and the audited financial statements of the Charity for the year ended 31 March 2022. The Trustees have adopted the provisions of the Statement of Recommended Practice (SORP) "Accounting and Reporting by Charities" (FRS 102) in preparing the Trustees' Annual Report and financial statements.

The financial statements have been prepared in accordance with the accounting policies set out in the notes to the accounts and comply with the Charity's governing document, the Charities Act 2011 and Charities SORP (FRS102): 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.

TRUSTEES OF THE CHARITY

The Directors of the Charitable Company are its Trustees for the purposes of charity law. The Trustees who have served during the year and since the year end were as follows:

Robert Smith (resigned 20.1.22)
Liz Jones (Chair)
Sarah Shaw (Vice Chair)
Julia Lister
Adeeba Malik (resigned 24.3.22)
Corinne Jeffrey
Inam Majid (resigned 16.9.21)
Damian Boddy (appointed 24.3.22)

OBJECTIVES AND ACTIVITIES

The Carers' Resource gives tailored support and information to unpaid carers and those in need of care and support. It is an independent, award-winning Yorkshire charity which is open to everyone and offers emotional and practical help to enable them to cope positively with their caring responsibilities.

We exist to:

- work with and for carers and vulnerable people, promoting awareness of their needs
- provide information, advice and support for carers and those who work with them
- support other organisations, statutory and independent, in their work with carers

We offer an independent, expert service focused on carers:

- for all carers, including parent carers and young carers: a comprehensive, free, non-judgmental and confidential service
- to provide a community-based service that delivers care and support, to enhance quality of life
- for planners and commissioners: an efficient, effective, quality service providing information (qualitative and quantitative) proving the value of supporting carers and vulnerable people
- for providers: partnership with an experienced, professional team focused on working with carers and vulnerable people
- for our staff: a supportive and creative environment, valuing their unique skills and their commitment to carers and vulnerable people

**THE CARERS' RESOURCE
TRUSTEES' ANNUAL REPORT (INCLUDING DIRECTORS' REPORT AND STRATEGIC
REPORT) (continued)**

YEAR ENDED 31 MARCH 2022

OBJECTIVES AND ACTIVITIES (continued)

We are committed to:

- involving and empowering carers and vulnerable people in developing and influencing our own and other services
- achieving recognition for every carer and vulnerable person and promoting equal opportunities
- improving the quality of life for carers and vulnerable people
- addressing the training needs of carers, vulnerable people and supporting organisations
- responding to perceived and identified carers and vulnerable people
- working in partnership with other organisations
- influencing the planning and commissioning of mainstream, carer and vulnerable people sensitive services

We specialise in helping carers and those in need of care and support. **We believe** carers need support and time for themselves.

We confirm that we have referred to the information contained in the Charity Commission's general guidance on public benefit when reviewing the Charity's aims and objectives and in planning future activities.

STRATEGIC REPORT

ACHIEVEMENTS AND PERFORMANCE

A summary of the work of the Charity over the year is set out below:

Despite optimism about moving forward from the COVID pandemic the year 2021 -22 continued to be dominated by the pandemic and its legacies. The experience of carers and others in need of support continued to deteriorate, and their needs became more complex to meet. Many people in contact with the organisation were feeling at the end of their tether and unable to cope, whilst others were feeling quite angry as they struggled to manage their caring role without the support of other agencies who had stopped providing services at the beginning of the pandemic and were slow to return to normal. Many people required support to build up the confidence to go back into society again, whilst others remained highly concerned about keeping vulnerable loved ones as safe as possible. This exacerbated the levels of loneliness and isolation already felt by many carers due to the nature of their role. Throughout the period the organisation maintained its focus on meeting the needs of those it exists to support and continued to be innovative in the methods it deployed to engage with people whilst adhering to COVID restrictions to ensure that people were kept as safe as possible.

Reflecting the move back to more direct contact, in 2021 – 22 the organisation worked with 5981 carers who were new to our services. There were 7394 face to face contacts, 133 video calls and 30864 telephone support calls. Our website received over 100,000 hits across the year and our Facebook page following has grown by 38% since December 2020. Attendances at groups both actual and virtual numbered 1148. There were 464 young carers newly registered for our services, 271 young carers took part in at least one trip and 363 young carers attended a group either actually or virtually. 3058 people were supported by our Home from Hospital services after their discharge from hospital and 421 carers were referred by hospital colleagues to our carer navigator service. £744,760.13 of benefits were successfully claimed by carers with our support and £216,063 in external grants which includes direct support to carers from the Household Support Fund in Bradford District. 1087 people received a Carers Wellbeing Grant to alleviate carer strain. Care@ provided 41, 617 hours of care.

THE CARERS' RESOURCE TRUSTEES' ANNUAL REPORT (INCLUDING DIRECTORS' REPORT AND STRATEGIC REPORT) (continued)

YEAR ENDED 31 MARCH 2022

ACHIEVEMENTS AND PERFORMANCE (continued)

Separate funding streams from a range of funders and other charitable bodies have enabled us to offer significant additional value to the contracts in all geographical areas and funding from Carers Trust nationally and local fundraising enabled us to respond to the real hardship experienced by individual carers. Our care delivery service, Care@, continued to deliver in person across the full geographical footprint, despite the challenges of keeping staff and clients safe and therefore the number of staff who needed to isolate. Staff put their own needs second to those that they deliver care for and ensured that everyone received a service. At the beginning of the year Care@ began delivering on a Supported Living contract in Skipton supporting 4 individuals in two houses. This has been a highly successful piece of work despite the challenges of COVID.

We operate Home from Hospital Services across Bradford District and North Yorkshire, working in partnership with Carers Plus Yorkshire and employing staff in Selby and Richmondshire and Hambleton, in addition to Harrogate and Craven. These services are recognised as playing a fundamental role in keeping people at home in the short to medium term after being discharged from hospital. Despite the challenges the teams were able to meet and exceed their targets for the number of people supported we were fortunate in securing two sources of funding to support our employment work with carers as our funding from the Big Lottery Fund had come to an end. This has enabled significant work to take place to support carers to stay in employment through negotiation with employers and to build confidence and skills in order to be able to return to the labour market. Many carers do give up paid work in order to focus on their caring responsibilities, and with this a number of issues can arise. A common one is financial strain. As well as offering support to fill in benefit claim forms, staff can also apply for a range of grants for individuals. These range from white goods and other essential household items through to money to relieve carer strain by pursuing a hobby or having a break away. Once again, during the year research evidenced the additional pressure on existing carers and also highlighted the number of people new to caring due to the pandemic. The financial challenges faced by carers have been especially evident through the requests for essential support that often cover basic household equipment.

The previous full year of disruption to education had placed enormous strain on families but especially those who had clinically vulnerable relatives. Our parent carer workers and young carer workers saw a huge increase in requests for support due to levels of anxiety in children and young people, often manifesting in school refusal, social isolation and self-harm.

The organisation has continued to engage with a range of initiatives where it feels it can positively impact on services available to carers, working with local community partners to enhance services and support, focussing on reducing health inequalities and reaching out to those who do not traditionally ask for support. The short term community development project reached out to hundreds of local organisations to raise the profile of unpaid carers, and encourage individuals to make contact. A series of videos highlighting the role of carers and the support available were produced in a range of community languages.

In Carers Week, in June 2021, we put on as many events and activities as possible, while keeping everyone safe. These included Art in the Park sessions, craft groups, lunch groups and parent carer coffee sessions, along with a professionals morning where we linked in with staff from the NYCC Living Well team to promote carers and partnership working. During Carers' Rights Day in November 2021 we collaborated with the local health authorities and councils on a campaign promoting carers' rights to COVID-19 and flu vaccinations, offering a number of different venues where carers could receive their vaccines and get more information and advice about their rights. We have also held a number of other community engagement events across the year.

The Worth Connecting project managed to secure further funding of £128k and has once again been able to offer actual groups based in community settings with both beginners and improvers courses offered as well as one to one support in people's homes where it is not possible for people to get out. One of the impacts of COVID is the realisation that digital engagement is now an essential part of life and this has led to increased demand.

Our refreshed and updated 3-year strategy started from April 2021. It is a dynamic document with engagement from staff and volunteers in the values, the operating model and the priorities which direct the annual plans across the organisation.

THE CARERS' RESOURCE TRUSTEES' ANNUAL REPORT (INCLUDING DIRECTORS' REPORT AND STRATEGIC REPORT) (continued)

YEAR ENDED 31 MARCH 2022

ACHIEVEMENTS AND PERFORMANCE (continued)

During the year the service in Harrogate moved to a newer more fit for purpose office that is more accessible and conducive to modern day working, with many staff across the organisation adopting a hybrid model of working, with a mix of office community and home working. A number of new initiatives were introduced. After a successful pilot we were able to secure funding for a counselling project for carers using student counsellors. This is clearly meeting a demand and there is a growing waiting list as the service becomes more well known. The organisation has been conscious for some time that the number of male carers using the services does not reflect the ratio of male to female carers, the Men Care Too project specifically focuses on reaching out to men who are caring but don't necessarily recognise themselves as carers, and looks at ways that their needs can be met.

BENEFITS TO THE PUBLIC FROM THE SERVICES OF THE CARERS' RESOURCE

Nationally, it is calculated that carers save the economy around £132 billion per year, and 3 in 5 people can expect to become a carer at some point in their lives. The number of people new to caring has risen significantly since the beginning of the COVID 19 pandemic, as has the amount of support that many carers now offer on a daily basis as services traditionally relied on have not been operating.

Despite the challenges of the pandemic, the lockdowns and rules, the fear and anxiety that many people felt, the organisation continued to focus on delivering high quality services to those in need to the best of its ability. This was challenging in many respects but ways were found to still offer support, information and advice to many people who were very isolated and without daily contact. Initially many carers assumed that the organisation was closed so staff took the initiative to contact people directly by phone, and this was greatly appreciated. For many people caring, it is what they do, it is part of their life and they don't usually give themselves the label of carer. This was particularly true this year and helping people to recognise that there may be support available to ease the strain of caring was challenging as traditional places where publicity would be displayed were closed. Services are always shaped to meet the needs of individuals and there is no charge for any of our services thus reducing as many barriers to access as is possible. However, profile raising in the local media, was the only way to try to remind different sections of our community about the role of carers in our society. Examples of the support provided include:

- **Information and advice:** Information and advice continues to be a key pillar of the services offered, accessed by telephone or in person or through the website. During the course of the year a new website was commissioned with an even greater focus on enabling carers to 'self serve' at any time of the day and night. This will be launched in the autumn of 2022. At the end of the year the organisation was re-assessed for the Matrix quality standard and successfully met the criteria.
- **One-to-one support:** As the organisation has moved back to being able to see carers and others in their own home the value of one to one face to face support has been reinforced. The need for a listening ear with someone who understands the pressures is fundamental in supporting carers under strain, and staff acknowledge that body language is an essential component of really understanding the needs of those in need of support.
- **Wellbeing Review** The opportunity to discuss their caring role in more detail and explore how it impacts on health and wellbeing is essential to supporting carers to identify the things that make their caring role more manageable
- **Liaison with statutory/voluntary services:** The maze of support services available can be difficult to navigate. With professional contacts in local services, our staff are able to support the carer to put a range of support in place where it is needed.
- **Emergency planning:** Contacts and procedures in case of emergencies, either for the carer or the cared for person are set up for each person who requires it, giving peace of mind when carers are away from their caring role. There is help with logistics and advice on who to involve and how.

**THE CARERS' RESOURCE
TRUSTEES' ANNUAL REPORT (INCLUDING DIRECTORS' REPORT AND STRATEGIC
REPORT) (continued)**

YEAR ENDED 31 MARCH 2022

BENEFITS TO THE PUBLIC FROM THE SERVICES OF THE CARERS' RESOURCE (continued)

- **Applying for Financial Support and Filling in Forms:** Staff continued to help people fill in forms over the phone we recognise that over time the high level of resilience that carers display can be worn down and need replenishing. Likewise, carers can find that they have become very isolated due to their caring role and need support to make social contacts. The sorts of things that address these issues are:
 - **Emotional support:** As feelings of loneliness and isolation have grown so has the need for emotional support, despite the difficulty many people have in asking for it. The incidence of carers calling in in real distress continues to be high. Situations have also become more complex, and staff were challenged to find ways of supporting people when often the needs were for the cared for person.
 - **Regular groups:** Many carers have been keen to engage with others and our groups have expanded this year, some continuing virtually and others offering both new activities and new venues in different geographical areas. Working with other community groups is a productive way of developing new initiatives at minimal cost.
 - **Trips, activities and pamper days:** The demand for pamper days and holistic therapies by carers has been strong and understandable. As confidence to come out into society has built so has attendance at trips and special events.
 - **Forums, Discussion Groups and Workshops:** The carers forum continues to meet virtually across our geographical footprint, and has considered a range of key issues facing carers, as well as being offered the opportunity to respond to a wide range of surveys.
 - **The Employment Team:** promotes the integration of personal development, education, training and employment with their caring role. The service aims to reduce feelings of isolation by encouraging carers to develop skills and interests, and to keep their CV's up to date, and supports them into paid work where appropriate. A selection of courses and learning for pleasure sessions are offered, including I.T. confidence-building, designed to increase self-respect and skills at an individual's own pace and level.
 - **Leisure opportunities:** It is essential that carers continue to follow their own interests and where possible have their own social life. Building confidence, developing interests and widening the social network helps carers feel more positive and develop their own hopes and aspirations. The Carer Wellbeing Grant encourages carers to fund a hobby or interest so that the caring role is better balanced.
 - **The Carers Wellbeing Grant:** A staff member discusses with an individual what might ease the strain of caring for them and a recommendation is made for a small amount of money that pays for a hobby, a treat or a pamper to give the carer something for themselves.
 - **Home from Hospital:** Isolated, older and vulnerable people at risk of readmission to hospital or long-term care have received help from our Home from Hospital service, which is provided throughout Bradford District and North Yorkshire and is invaluable in reducing readmission rates and giving people the confidence to continue living in their own home after a prolonged hospital stay. Many isolated people do not have family and friends to call on in these circumstances, and weekly support from our service enables them to regain their independence.

**THE CARERS' RESOURCE
TRUSTEES' ANNUAL REPORT (INCLUDING DIRECTORS' REPORT AND STRATEGIC
REPORT) (continued)**

YEAR ENDED 31 MARCH 2022

BENEFITS TO THE PUBLIC FROM THE SERVICES OF THE CARERS' RESOURCE (continued)

Support for Families

Families in which caring is an issue (whether it is a child caring for a parent or grandparent, a parent caring for a disabled child or issues where siblings are caring for a brother or sister with a disability or illness) receive holistic support. The comprehensive service includes:

- **Young Carer Assessment:** On referral all young carers meet with staff to assess the impact caring is having allowing the right level of service to be offered.
- **Support for young carers:**
 - One to one support for young carers going through particularly challenging times
 - Evening youth groups with a range of activities plus one to one support.
 - Breaks trips and activities during school holidays to reduce social isolation and increase resilience.
 - Social media pages and website for peer support and information.
- **Support for parents:** Information, advice and support for parent carers and parents who are being looked after by children. Help with applying for welfare benefits, establishing support services and emotional support including closed Facebook groups and group meetings.
- **Breaks, trips and activities:** Day trips, practical and emotional support to ease the pressures resulting from caring responsibilities.

Volunteers:

Many carers and vulnerable older people benefit either by receiving help from our many volunteers, or by offering to work as a volunteer with us. Our volunteers underpin all of our services, adding valuable extra support for the organisation and directly to our clients. Volunteers help with:

- **Admin and office work:** Helping our office run more efficiently by taking on additional office tasks.
- **Communications and IT Support:** Helping with the production of Choices, with website content and other IT support.
- **Call-a-carer:** Telephone support for carers. A friendly phone call is often a lifeline for those isolated by their caring role.
- **Group/Activity support:** Supporting staff and carers at lunches, groups, trips and activities – both for adult and young carers.
- **Befrienders:** One-to-one support for lonely carers, in their home or out in the community. This helps raise their confidence and independence and grants them a break from caring.
- **Fundraising & events:** Helping with events, choosing Carers' Resource for sponsorship or forming satellite fundraising groups all help provide additional funds to support carers.
- **Sitting Service:** a band of volunteers offer a regular sitting service to enable carers to take a break knowing the cared for person is having quality time at home. Whilst many volunteers do sit at home with people others go out for walks, a visit to a local café or the enjoyment of a hobby.

A journey through Carers' Resource can involve as much support from each team as is appropriate, with carers often accessing support from more than one team at any one time. This gives the client a comprehensive, person centred, professional and understanding support service that hopefully enables them to continue caring whilst still looking after their own health and wellbeing.

THE CARERS' RESOURCE TRUSTEES' ANNUAL REPORT (INCLUDING DIRECTORS' REPORT AND STRATEGIC REPORT) (continued)

YEAR ENDED 31 MARCH 2022

FINANCIAL REVIEW

The statement of financial activities ("SOFA") for the year is set out on page 17 of the financial statements.

The Charity saw an increase to income in what was another uncertain and challenging year, this was aided in large by the sustained support from our funders, whom commissioned monies to continue the funding of short to medium term projects, giving unprecedented cost of living increases to contracts and the winning of new contracts/grants. There was also a full year of the new income stream within out domiciliary service (supported living) and there was continued support to help with additional PPE and COVID-19 related cancellations. This year saw, a total income of £4,191,388 (2021 - £3,751,311).

The expenditure was higher than the previous year but was aligned with the additional incomes at £4,192,166 (2021 - £3,727,379), The largest increases were within staffing relating to new projects and the full year impact of the supported living element within the domiciliary service and travel costs due to the lifting of lockdowns and restrictions which allowed for more face to face supports either from 1:1 or from groups. Overheads showed an increase due to the change of offices in Harrogate, with the older office becoming unfit for purpose, resulting in concurrent rents and dilapidation costs.

The overall result was a small decrease in reserves of £778 (2021 - £23,932 increase in reserves) to £673,331 (2021 - £674,109).

PRINCIPAL RISKS AND UNCERTAINTIES

The Board of Trustees takes the issue of risk seriously and mitigates risk by regularly reviewing and monitoring processes and ensuring contingency plans are in place.

The nature of the organisation means that risk is a key factor to be considered with all new and ongoing pieces of work and a strategic risk register is in place and regularly reviewed.

The senior leadership team continues to seek diversification of funding and activities in line with the organisation's core functions. Internal control and regulatory risks are minimised by the implementation and monitoring of detailed procedures.

Internal risks continue to be minimised by the implementation of procedures that accord to best practice including, researching and purchasing a new website.

The key risks and response that the Charity has identified are as below:-

- **Funding Risk:** There continues to be a competitive environment for our predominantly contract based funding. The Trustees are aware of the need to clearly demonstrate the value and benefit that our projects deliver. Regular assessment is in place to ensure that we meet our objective(s) and that we communicate effectively to our funders. We are also proactive in seeking out new opportunities, where appropriate. Active cash flow management is also key to ensuring that we stay viable in case of loss of funding.
- **Financial risk:** To ensure against the possibility of fraud or mismanagement of the Charity's finances, there is a thorough system of internal controls, management accounts are monitored by Trustees, an external audit is performed annually and a whistle blowing procedure is in place.
- **Reputational risk:** Strong operational processes and procedures are in place to reduce the possibility of damage to reputation – this is monitored through reports from the CEO to Trustees.

THE CARERS' RESOURCE TRUSTEES' ANNUAL REPORT (INCLUDING DIRECTORS' REPORT AND STRATEGIC REPORT) (continued)

YEAR ENDED 31 MARCH 2022

- **Safeguarding:** Any possible issues are responded to immediately, following clear policies and procedures in line with local authority requirements. This is now a standing item on the Board agenda.
- **IT System Failure:** Proceedings are in place to protect data and provide back up in case of system failure.
- **COVID 19 Pandemic.** The organisation has moved to a more blended approach to delivering services which enable it to respond positively to any national or regional directives as to lockdown or other restrictions on population movement.

RESERVES

As part of the management of risk, the charity sets aside some of its income to form a reserve to cover any shortfalls in funding and to take advantage of changes and opportunities. The Carers' Resource is experienced in managing both short-term and long-term funding streams. Reserves continue to be available to spend on any of its charitable purposes.

A Reserves policy was adopted with a figure of £300k, which takes into account contractually committed expenditure from lease and partner agreements, 60 days' operational expenditure and statutory redundancy (excluding activity which would be subject to TUPE). The levels of reserves are monitored at each Trustee's meeting and discussed. When appropriate funds are released to ensure that we meet the needs of our beneficiaries, while also accepting and diminishing any financial risks to the Charity. The Trustees are keen to utilise the reserves to have the best impact on carers.

There is a continued programme to spend some of the excess reserves in regards to additional staffing: with the current year's budget predicting a £32K over-spend. There is also a view to utilise the reserves to pull together an internal training curriculum to support "trainee locality workers".

This year the trustees supported the following roles and activities

- Young families and parent carer worker
- Employment support
- Allotment development
- Volunteer co-ordinator
- Young carer worker
- Improvement and development of the database
- Development of the website

PLANS FOR THE FUTURE

The pressure on unpaid carers and many other vulnerable people this year has been immense and has felt quite different from the past. Services and systems that were taken for granted have not been available, and people have been confused, bewildered and frightened. In this environment Carers' Resource has focussed on its core business, and in particular in reaching out to as many carers as possible, and set itself an ambitious target of doubling the number of carers it is in contact with. In order to do this a range of initiatives are planned and in progress, including more robust data collection, streamlined HR processes and a more interactive website. The engagement of carers and others in the design and delivery of Carers' Resource services has diminished slightly and this is another focus area to ensure that the organisation continues to respond to expressed needs and concerns. Projects are being initiated to examine leadership and management across the organisation and to review and re-set the Care@ services in the light of current conditions.

STRUCTURE, GOVERNANCE AND MANAGEMENT

The Company was incorporated on 9 May 1995 under a Memorandum of Association which established the objects and powers of the Charitable Company and is governed under its Articles of Association. The Company is limited by guarantee with the liability of members in the event of a winding up being limited to £1 each.

THE CARERS' RESOURCE TRUSTEES' ANNUAL REPORT (INCLUDING DIRECTORS' REPORT AND STRATEGIC REPORT) (continued)

YEAR ENDED 31 MARCH 2022

Charity Governance Code

The charity is undertaking a review against the new 2020 Charity Governance Code, to ensure it is still following best practice. Trustees had training on safeguarding in the year and a diversity session facilitated by an external trainer on diversity which resulted in the development of an EDI action plan. Rules on membership continue to be developed.

Recruitment and appointment of Trustees

The Trustees all have professional and/or commercial backgrounds with a range of complementary skills including a number with a health service background. Trustees are required to retire by rotation. In the event of particular skills being lost due to retirement, new Trustees are recruited following Corporate Governance Policy guidelines (8.2 Recruitment of Trustees and 8.11 Board and Sub-Committees Composition and Arrangements Policy). The roles are advertised via our website, newsletter and social media, followed by a recruitment process.

Trustees Induction and Training

All trustees are provided with relevant documents including the Charity Commission guidance "The Essential Trustee". Generally, Trustees are familiar with the practical work of the Charity prior to appointment. New Trustees meet with the senior leadership team and fellow Trustees to familiarise themselves with the work and structure of the Charity and the obligations of Trustees in line with an induction programme.

Board Performance

The Board of Trustees is keen to review its performance in a robust manner on a regular basis. And is planning to do one to one review sessions in the coming year.

The Board continues to be open to the possibility of undertaking peer review with another similar Board of Trustees.

Diversity

Carers' Resource prides itself on offering a service to all carers and vulnerable people regardless of their ethnicity, age, gender or sexual orientation. The Board of Trustees works hard to reflect the diversity of the population Carers' Resource serves in its membership, and where appropriate, specifically looks for new members who can bring an added dimension to the membership of the Board.

Details of organisational structure and how decisions are made

Strategic decisions are taken by the Board of Trustees, advised by management, which meets formally at least six times per annum. There is a Care@ Governance Board that oversees the CQC regulated aspects of the organisation and this also meets six times per year. An Audit and Finance sub-committee meets with the auditors to discuss their findings and meets as and when required to consider various aspects of finance and more recently to consider policies. At other times the Trustees will be involved in decision making and/or advising management as necessary.

Operational matters and day-to-day decision making are vested in the Chief Executive Officer (CEO) and supporting staff.

Arrangements for setting pay of key management personnel

The key management personnel are the CEO and all Heads of Service, with authority/responsibility for planning, directing and controlling activities.

Remunerations for the key management personnel are reviewed by the Board of Trustees in line with the annual pay reviews (paid from April). Further appraisals (e.g. probationary review, 2-year review) are paid in line with the pay policy, and again reviewed by the Board of Trustees.

**THE CARERS' RESOURCE
TRUSTEES' ANNUAL REPORT (INCLUDING DIRECTORS' REPORT AND STRATEGIC
REPORT) (continued)**

YEAR ENDED 31 MARCH 2022

TRUSTEES' RESPONSIBILITIES STATEMENT

The Trustees (who are also Directors of The Carers' Resource for the purposes of company law) are responsible for preparing the Trustees' Annual 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 year, which give a true and fair view of the state of affairs of the Charitable Company and of the incoming resources and application of resources, including the income and expenditure, of the Charitable Company for that period. In preparing these financial statements, the Trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP (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 Charitable Company will continue in operation.

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

The Trustees are responsible for the maintenance and integrity of the corporate and financial information included on the Charitable Company's website. Legislation in the United Kingdom governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

Disclosure of information to the auditors

We, the Directors of the Company who held office at the date of approval of these Financial Statements as set out above each confirm, so far as we are aware, that:

- there is no relevant audit information of which the Company's auditors are unaware; and
- we have taken all the steps that we ought to have taken as Directors in order to make ourselves aware of any relevant audit information and to establish that the Company's auditors are aware of that information.

In approving the Trustees' Annual Report, we also approve the Strategic Report included therein, in our capacity as company Directors.

On behalf of the board

E A Jones

Liz Jones
Chair of the Board of Trustees

Dated: ...24 November 2022...

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF THE CARERS' RESOURCE

Opinion

We have audited the financial statements of The Carers' Resource (the 'charitable company') for the year ended 31 March 2022 which comprise the Statement of Financial Activities (Including Income and Expenditure Account), the Balance Sheet, the Statement of Cash Flows and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 *The Financial Reporting Standard applicable in the UK and Republic of Ireland* (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2022, and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the charitable company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

We have nothing to report in respect of the following matters in relation to which the ISAs (UK) require us to report to you where:

- the Trustees' use of the going concern basis of accounting in the preparation of the financial statements is not appropriate; or
- the Trustees have not disclosed in the financial statements any identified material uncertainties that may cast significant doubt about the charitable company's ability to continue to adopt the going concern basis of accounting for a period of at least twelve months from the date when the financial statements are authorised for issue.

However, it is not possible to predict with certainty the potential impact of future developments in either the charitable company's trading environment or in the broader economy. Because of this, the above statements should not be interpreted as a guarantee that the charitable company will continue to operate as a going concern.

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF THE CARERS' RESOURCE

Other information

The Trustees are responsible for the other information. The other information comprises the information included in the Report of the Trustees, other than the financial statements and our auditor's report thereon. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether there is a material misstatement in the financial statements or a material misstatement of the other information. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006

In our opinion, based on the work undertaken in the course of the audit:

- the information given in the Trustees' Annual Report, which includes the Directors' Report and Strategic Report prepared for the purposes of company law, for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the Strategic Report and the Directors' Report included within the Trustees' Annual Report have been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

In the light of our knowledge and understanding of the charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the Strategic Report and the Directors' Report.

We have nothing to report in respect of the following matters in relation to which the Companies Act 2006 requires us to report to you if, in our opinion:

- adequate accounting records have not been kept, or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of directors' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit.

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF THE CARERS' RESOURCE

Responsibilities of Trustees

As explained more fully in the Trustees' Responsibilities Statement set out on page 12, the Trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the Trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the Trustees are responsible for assessing the charitable company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the Trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

Auditor's responsibilities for the audit of the financial statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at: www.frc.org.uk/auditorsresponsibilities. This description forms part of our auditor's report.

Extent to which the audit was capable of detecting irregularities, including fraud

Irregularities, including fraud, are instances of non-compliance with laws and regulations. In identifying and assessing risks of material misstatement in respect of irregularities, including fraud and non-compliance with laws and regulations, our procedures included the following:

- enquiring of the directors on procedures relating to their processes for identifying, evaluating and complying with laws and regulations and for detecting and responding to the risks of fraud;
- obtaining an understanding of the legal and regulatory frameworks applicable to the entity. The most significant considerations identified were the Companies Act 2006, corporation tax and employment tax legislation; and
- discussing among the engagement team how and where fraud might occur in the financial statements and any potential indicators of fraud. As part of this discussion, we identified potential for fraud in the following areas:
 - management override of controls; and
 - revenue recognition.

We designed and executed procedures in line with our responsibilities to detect material misstatements in respect of irregularities, including fraud. These procedures, together with the extent to which they are capable of detecting irregularities, including fraud, are detailed below:

- We made enquiries of management and reviewed correspondence with the relevant authorities to identify any irregularities or instances of non-compliance with laws and regulations and to identify any irregularities or instances of fraud;
- We tested the appropriateness of a sample of accounting journals;

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF THE CARERS' RESOURCE

- We reviewed the Company's accounting policies for non-compliance with relevant accounting standards;
- We considered significant accounting estimates for evidence of misstatement; and
- We considered the appropriateness of the revenue recognition policies.

We also communicated relevant identified laws and regulations and potential fraud risks to all engagement team members and remained alert to any indications of fraud or non-compliance with laws and regulations throughout the audit.

Our audit procedures were designed to respond to risks of material misstatement in the financial statements. There are inherent limitations in the audit procedures performed not least due to the following:

- the risk of not detecting a material misstatement due to fraud is higher than the risk of not detecting a material misstatement resulting from error, as fraud may involve deliberate concealment; and
- the further removed the non-compliance with laws and regulations is from the events and transactions reflected in the financial statements, the less likely we are to become aware of it.

Use of this report

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company's members as a body, for our audit work, for this report, or for the opinions we have formed.

TC Group

Steven Williams FCA
Senior Statutory Auditor

For and on behalf of TC Group

6 Queen Street
Leeds
LS1 2TW

20/12/2022

THE CARERS' RESOURCE
STATEMENT OF FINANCIAL ACTIVITIES
(Including Income and Expenditure Account)

YEAR ENDED 31 MARCH 2022

	Note	Unrestricted funds £	Restricted funds £	Total 2022 £	Total 2021 £
Income from:					
Donations and legacies	2	85,723	-	85,723	75,922
Charitable activities	3	2,828,027	1,277,618	4,105,645	3,674,513
Other trading activities	4	-	-	-	856
Investments	5	20	-	20	20
Total income		2,913,770	1,277,618	4,191,388	3,751,311
Expenditure on:					
Raising funds	6	29,877	-	29,877	26,752
Charitable activities	6/7	2,957,203	1,205,086	4,162,289	3,700,627
Total expenditure		2,987,080	1,205,086	4,192,166	3,727,379
Net income		(73,310)	72,532	(778)	23,932
Transfers between funds	16	38,658	(38,658)	-	-
Net movement in funds	16	(73,310)	72,532	(778)	23,932
Reconciliation of funds:					
Total funds brought forward	16	549,085	125,024	674,109	650,177
Total funds carried forward	16	514,433	158,898	673,331	674,109

All income and expenditure derive from continuing activities.

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

**THE CARERS' RESOURCE
BALANCE SHEET**

AS AT 31 MARCH 2022

Company Registration No. 03054273

	Note	2022 £	2021 £
Fixed assets			
Tangible assets	12	<u>78,434</u>	<u>80,220</u>
		78,434	80,220
Current assets			
Debtors	13	535,054	551,389
Cash at bank and in hand		<u>595,316</u>	<u>724,164</u>
		1,130,370	1,275,553
Creditors: amounts falling due within one year	14	(535,473)	(681,664)
Net current assets		<u>594,897</u>	<u>593,889</u>
Total assets less current liabilities		<u>673,331</u>	<u>674,109</u>
Net assets		<u>673,331</u>	<u>674,109</u>
Funds			
Restricted funds	16	158,898	125,024
Unrestricted funds	16	<u>514,433</u>	<u>549,085</u>
Total funds	16	<u>673,331</u>	<u>674,109</u>

The financial statements were approved and authorised for issue by the Board on 24 November 2022.

Signed on behalf of the Board of Trustees

E A Jones

Liz Jones
Chair of the Board of Trustees

The notes on pages 20 to 36 form part of these financial statements.

**THE CARERS' RESOURCE
STATEMENT OF CASH FLOWS**

YEAR ENDED 31 MARCH 2022

	Note	2022 £	2021 £
Cash flow from/ (used in) operating activities	18	<u>(79,952)</u>	<u>198,039</u>
Net cash flow from operating activities		<u>(79,952)</u>	<u>198,039</u>
Cash flow from investing activities			
Payments to acquire tangible fixed assets		(48,916)	(49,087)
Capital grants received		-	-
Interest received		<u>20</u>	<u>20</u>
Net cash flow used in investing activities		<u>(48,896)</u>	<u>(49,067)</u>
Net increase/ (decrease) in cash and cash equivalents		(128,848)	148,972
Cash and cash equivalents at start of year		<u>724,164</u>	<u>575,192</u>
Cash and cash equivalents at end of year		<u>595,316</u>	<u>724,164</u>

Cash and cash equivalents consist of cash at bank and in hand.

THE CARERS' RESOURCE NOTES TO THE FINANCIAL STATEMENTS

YEAR ENDED 31 MARCH 2022

1 SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES

(a) General information and basis of preparation

The Carers' Resource is a company limited by guarantee registered in the United Kingdom. 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. The address of the registered office is:

3 Grove Park Court
Harrogate
England
HG1 4DP

The nature of the Charity's operations and principal activities are set out in the Trustees' Annual Report.

The Charity constitutes a public benefit entity as defined by FRS 102. The financial statements have been prepared in accordance with Charities SORP (FRS 102): 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), the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS 102), the Charities Act 2011, the Companies Act 2006 and UK Generally Accepted Practice.

The financial statements are prepared on a going concern basis under the historical cost convention. The financial statements are prepared in sterling, which is the functional currency of the Charity, and rounded to the nearest £1.

The significant accounting policies applied in the preparation of these financial statements are set out below. These policies have been consistently applied to all years presented unless otherwise stated.

(b) Funds

Unrestricted funds 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.

(c) Income recognition

All incoming resources are included in the Statement of Financial Activities (SoFA) when the Charity is legally entitled to the income after any performance conditions have been met, the amount can be measured reliably, and it is probable that the income will be received.

For donations to be recognised the Charity will have been notified of the amounts and the settlement date in writing. If there are conditions attached to the donation and this requires a level of performance before entitlement can be obtained, then income is deferred until those conditions are fully met or the fulfilment of those conditions is within the control of the Charity and it is probable that they will be fulfilled.

Donated facilities and donated professional services are recognised in income at their fair value when their economic benefit is probable, it can be measured reliably, and the Charity has control over the item. Fair value is determined on the basis of the value of the gift to the Charity. For example, the amount the Charity would be willing to pay in the open market for such facilities and services. A corresponding amount is recognised in expenditure.

THE CARERS' RESOURCE NOTES TO THE FINANCIAL STATEMENTS

YEAR ENDED 31 MARCH 2022

1 SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES (continued)

(c) Income recognition (continued)

No amount is included in the financial statements for volunteer time in line with the Charities SORP (FRS 102). Further detail is given in the Trustees' Annual Report.

Income from trading activities includes income earned from fundraising events and trading activities to raise funds for the Charity. Income is received in exchange for supplying goods and services in order to raise funds and is recognised when entitlement has occurred.

Income from the provision of charitable services and government and other grants is recognised at fair value when the Charity has entitlement after any performance conditions have been met, it is probable that the income will be received and the amount can be measured reliably. If entitlement is not met, then these amounts are deferred.

Investment income is earned on bank deposits and is recognised in the period in which it is receivable.

(d) 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. It is categorised under the following headings:

- Costs of raising funds; and
- Expenditure on charitable activities.

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

(e) 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, professional fees and governance costs. They are incurred directly in support of expenditure on the objects of the Charity and include project management carried out at the Charity's Headquarters. Where support costs cannot be directly attributed to particular headings they have been allocated to cost of raising funds and expenditure on charitable activities on a basis consistent with use of the resources.

Fund-raising costs are those incurred in seeking voluntary contributions and do not include the costs of disseminating information in support of the charitable activities.

The analysis of these costs is included in note 6.

THE CARERS' RESOURCE NOTES TO THE FINANCIAL STATEMENTS

YEAR ENDED 31 MARCH 2022

1 SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES (continued)

(f) Impairment of assets

The Charity assesses at each reporting date whether there is an indication that an asset may be impaired. If any such indication exists, the Charity makes an estimate of the asset's recoverable amount.

An asset's recoverable amount is the higher of an asset's fair value less costs to sell and its value in use and is determined for an individual asset, unless the asset does not generate cash inflows that are largely independent of those from other assets or groups of assets. Where the carrying amount of an asset exceeds its recoverable amount, the asset is considered impaired and is written down to its recoverable amount.

In assessing value in use, the estimated future cash flows are discounted to their present value using a discount rate that reflects current market assessments of the time value of money and the risks specific to the asset. In determining fair value less costs to sell, an appropriate valuation model is used, calculations are corroborated by valuation multiples, or other available fair value indicators are used. Impairment losses are recognised in the Statement of Financial Activities in those expense categories consistent with the function of the impaired asset.

(g) Tangible fixed assets

Tangible fixed assets are stated at cost less accumulated depreciation and accumulated impairment losses. Cost includes costs directly attributable to making the asset capable of operating as intended.

Depreciation is provided on all tangible fixed assets, at rates calculated to write off the cost, less estimated residual value, of each asset on a systematic basis over its expected useful life as follows:

Fixtures and equipment	33% on a straight-line basis
------------------------	------------------------------

(h) Debtors and creditors receivable / payable within one year

Debtors and creditors with no stated interest rate and receivable or payable within one year are recorded at transaction price. Any losses arising from impairment are recognised in expenditure.

(i) Cash at bank and in hand

Cash at bank and in hand includes cash and short term highly liquid investments with a short maturity of three months or less from the date of acquisition or opening the deposit or similar account.

(j) Leases

Rentals payable and receivable under operating leases are charged to the SoFA on a straight-line basis over the period of the lease.

(k) Employee benefits

When employees have rendered service to the Charity, short-term employee benefits to which the employees are entitled are recognised at the undiscounted amount expected to be paid in exchange for that service.

The Charity operates a defined contribution plan for the benefit of its employees. Contributions are expensed as they become payable.

THE CARERS' RESOURCE NOTES TO THE FINANCIAL STATEMENTS

YEAR ENDED 31 MARCH 2022

1 SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES (continued)

(l) Tax

The Charity is an exempt charity within the meaning of schedule 3 of the Charities Act 2011 and is considered to pass the tests set out in Paragraph 1 Schedule 6 of the Finance Act 2010 and therefore it meets the definition of a charitable company for UK corporation tax purposes.

(m) Going concern

The financial statements have been prepared on a going concern basis as the Trustees believe that no material uncertainties exist. The Trustees have considered the level of funds held and the expected level of income and expenditure for 12 months from authorising these financial statements. The budgeted income and expenditure is sufficient with the level of reserves for the Charity to be able to continue as a going concern.

(n) Judgements and key sources of estimation uncertainty

Key sources of estimation uncertainty

The key assumptions concerning the future and other key sources of estimation uncertainty at the reporting date that have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities within the next financial year include:

Trade debtor provisioning

The Charity makes an estimate of the recoverable value of trade and other debtors. When assessing impairment of trade and other debtors, management considers factors including the ageing profile and historical experience. The carrying value of trade and other debtors and the associated provision is set out in note 13.

(o) Financial instruments

The Charity only has financial assets and liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value with the exception of financing transactions that don't qualify as concessionary loans, which are subsequently measured at amortised cost using the effective interest method.

2 INCOME FROM DONATIONS AND LEGACIES

	2022 £	2021 £
Gifts and donations receivable - revenue	85,723	75,288
Gifts and donations receivable - capital	-	634
	<hr/>	<hr/>
	85,723	75,922

Income from donations and legacies was £85,723 (2021 - £75,922) of which none (2021 - £634) was attributable to restricted and £85,723 (2021 - £75,288) was attributable to unrestricted funds.

**THE CARERS' RESOURCE
NOTES TO THE FINANCIAL STATEMENTS**

YEAR ENDED 31 MARCH 2022

3 INCOME FROM CHARITABLE ACTIVITIES

	2022	2021
	£	£
Carer support	3,004,297	2,980,880
Care@	1,101,348	693,633
	<u>4,105,645</u>	<u>3,674,513</u>

Income from charitable activities was £4,105,645 (2021 - £3,674,513) of which £1,277,618 (2021 - £1,261,125) was attributable to restricted and £2,828,027 (2021 - £2,413,388) was attributable to unrestricted funds.

4 INCOME FROM OTHER TRADING ACTIVITIES

	2022	2021
	£	£
Fundraising events/activities	-	856
	<u>-</u>	<u>856</u>

All income from trading and fundraising activities in both reporting periods was attributable to unrestricted funds.

5 INCOME FROM INVESTMENTS

	2022	2021
	£	£
Interest – deposits	20	20
	<u>20</u>	<u>20</u>

All income from investments in both periods was attributable to unrestricted funds.

**THE CARERS' RESOURCE
NOTES TO THE FINANCIAL STATEMENTS**

YEAR ENDED 31 MARCH 2022

6 ANALYSIS OF EXPENDITURE

	Basis of allocation	Raising funds £	Charitable Activities £	Total 2022 £	Total 2021 £
Costs directly allocated					
Staff costs	Direct	24,860	3,404,432	3,429,292	3,086,797
Travel	Direct	-	108,557	108,557	74,825
Fundraising costs	Direct	-	49,263	49,263	1,892
Recruitment and advertising	Direct	5,017	-	5,017	7,885
Carer activities	Direct	-	14,846	14,846	30,219
Bad debt expense	Direct	-	90	90	1,049
Other direct costs	Direct	-	120,679	120,679	124,889
Total directly allocated costs		29,877	3,697,867	3,727,744	3,327,556
Support costs allocated to activities					
Premises	Usage	-	164,798	164,798	128,221
Utilities	Usage	-	31,967	31,967	32,840
Printing, publicity, stationery & postage	Usage	-	35,172	35,172	33,142
Insurance	Usage	-	20,911	20,911	14,915
Professional fees	Usage	-	29,467	29,467	21,333
Repairs and maintenance	Usage	-	16,658	16,658	35,908
Equipment	Usage	-	34,383	34,383	18,549
Communications	Usage	-	37,928	37,928	29,016
Depreciation	Usage	-	50,703	50,703	57,404
Staff training	Usage	-	20,315	20,315	14,713
Audit fees	Governance	-	6,262	6,262	5,400
Accountancy fees	Governance	-	-	-	-
Other indirect costs	Usage	-	15,858	15,858	8,382
Total support costs		-	464,422	464,422	399,823
Total expenditure		29,877	4,162,289	4,192,166	3,727,379

7 ANALYSIS OF EXPENDITURE ON CHARITABLE ACTIVITIES

	Directly allocated costs £	Support costs £	Governance costs £	Total £
Carer support	3,032,589	414,822	6,262	3,453,673
Care @	665,278	43,338	-	708,616
	3,697,867	458,160	6,262	4,162,289

Expenditure on charitable activities was £4,162,289 (2021 - £3,700,627) of which £1,205,086 (2021 - £1,216,376) was attributable to restricted and £2,957,203 (2021 - £2,484,251) was attributable to unrestricted funds.

**THE CARERS' RESOURCE
NOTES TO THE FINANCIAL STATEMENTS**

YEAR ENDED 31 MARCH 2022

8 NET INCOME FOR THE YEAR

Net income is stated after charging:

	2022	2021
	£	£
Depreciation of tangible fixed assets	50,702	57,403
Operating lease rentals	105,329	106,319
	<hr/>	<hr/>

9 AUDITOR'S REMUNERATION

	2022	2021
	£	£
Fees payable to the Charity's auditor for the audit of the Charity's annual accounts	6,262	5,400
	<hr/>	<hr/>
Fees payable to the Charity's auditor for other services:		
Other services	<hr/> -	<hr/> -

10 TRUSTEES' AND KEY MANAGEMENT PERSONNEL REMUNERATION AND EXPENSES

The Trustees neither received nor waived any remuneration during the year (2021 - £Nil).

The total amount of employee benefits received by Key Management Personnel is £294,231 (2022 - £264,289).

The Trustees did not have any expenses reimbursed during the year (2021 - £Nil).

**THE CARERS' RESOURCE
NOTES TO THE FINANCIAL STATEMENTS**

YEAR ENDED 31 MARCH 2022

11 STAFF COSTS AND EMPLOYEE BENEFITS

The average monthly number of employees and full time equivalent (FTE) during the year was as follows:

	2022 Number	2022 FTE	2021 Number	2021 FTE
Information	14	10.5	13	8.6
Development	9	7.4	8	6.1
Administration	25	19.8	23	16.3
Carer support officers	58	42.6	54	35.3
Children & Families	10	8.1	9	6.7
Training	11	6.9	10	5.7
Volunteering	3	2.3	3	1.9
Care workers	66	44.4	67	37.1
	196	142	187	117.7

The total staff costs and employee benefits was as follows:

	2022 £	2021 £
Wages and salaries	3,130,022	2,815,679
Social security	213,853	188,039
Defined contribution pension costs	85,417	83,079
	3,429,292	3,086,797

There were no employees who received total employee benefits (excluding employer pension costs) of more than £60,000 (2021 – £60,000).

Included in staff costs are termination payments totalling £Nil (2021 - £Nil).

**THE CARERS' RESOURCE
NOTES TO THE FINANCIAL STATEMENTS**

YEAR ENDED 31 MARCH 2022

12 TANGIBLE FIXED ASSETS

	Fixtures and equipment £	Total £
Cost or valuation		
At 1 April 2021	587,941	587,941
Additions	48,916	48,916
	<hr/>	<hr/>
At 31 March 2022	636,857	636,857
Depreciation		
At 1 April 2021	507,721	507,721
Charge for the year	50,702	50,702
	<hr/>	<hr/>
At 31 March 2022	558,423	558,423
Net book value		
At 31 March 2022	78,434	78,434
	<hr/>	<hr/>
At 31 March 2021	80,220	80,220
	<hr/>	<hr/>

13 DEBTORS

	2022 £	2021 £
Trade debtors	5,901	14,734
Grants and contracts receivable	458,017	477,768
Prepayments and accrued income	69,270	57,043
Other debtors	1,866	1,844
	<hr/>	<hr/>
	535,054	551,389
	<hr/>	<hr/>

There was no provision for impairment of trade debtors in either the current or prior period.

**THE CARERS' RESOURCE
NOTES TO THE FINANCIAL STATEMENTS**

YEAR ENDED 31 MARCH 2022

14 CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2022 £	2021 £
Trade creditors	29,212	69,144
Taxes and social security	50,832	48,498
Deferred income	363,390	267,183
Accruals	48,941	58,161
Other creditors	43,098	238,678
	<u>535,473</u>	<u>681,664</u>

Deferred income

	2022 £	2021 £
Deferred income at start of year	267,183	212,400
Released from previous years	(267,183)	(212,400)
Resources deferred in the year	<u>363,390</u>	<u>267,183</u>
Deferred income at end of year	<u>363,390</u>	<u>267,183</u>

At the balance sheet date, the charity was holding funds received in advance in respect of unearned income from performance related grants.

15 LEASES

a) Operating leases - lessee

Total future minimum lease payments under non-cancellable operating leases are as follows:

	2022 £	2021 £
Not later than one year	100,203	98,120
Later than one and not later than five years	<u>105,750</u>	<u>85,787</u>
	<u>205,953</u>	<u>183,907</u>

**THE CARERS' RESOURCE
NOTES TO THE FINANCIAL STATEMENTS**

YEAR ENDED 31 MARCH 2022

16 FUND RECONCILIATION

Restricted funds

	Balance at 1 April 2021 £	Income £	Expenditure £	Transfers £	Balance at 31 March 2022 £
Airedale and Craven CCT	19,218	62,457	(50,286)	-	31,389
Home from Hospital	19,221	320,798	(333,860)	-	6,159
North Yorkshire Home from Hospital	8,967	334,089	(297,141)	(22,957)	22,958
Personal Support Navigator	13,367	131,309	(154,699)	10,023	-
North Yorkshire Sitting Service	17,544	121,929	(106,470)	-	33,003
Big Lottery - CReate	2,490	9,673	(6,387)	(5,776)	-
Big Lottery – Worth Connecting (revenue)	-	-	-	-	-
Big Lottery – Worth Connection (capital)	-	-	-	-	-
Kirby Foundation	5,957	-	(7,180)	-	(1,223)
Stronger Communities	5,292	-	-	(5,292)	-
Toller Projects	-	-	-	-	-
Tarn Moor	4,672	-	(980)	-	3,692
Young Carer Activities	55	-	-	-	55
Opportunity Daycare Fund	13,600	28,677	(25,255)	(17,022)	-
Carers Getting Together	-	-	-	-	-
Parent Carer Club	459	-	-	-	459
Bradford Worth Connecting	1,034	128,621	(108,309)	-	21,346
Bradford Winter Covid Grant	1,294	-	-	(1,294)	-
ABCD Funds	6,970	-	(3,510)	(3,460)	-
Yorkshire Water – Employment Project	1,588	19,670	(23,499)	2,241	-
ESF Groundworks – Employment Project	3,296	32,251	(40,426)	4,879	-
YAC Grant – Young Carers	-	4,995	(6,505)	-	(1,510)
NHS Charities	-	13,374	(10,388)	-	2,986
Making Carers Count (Men Care too)	-	17,601	(11,151)	-	6,450
Barclays 100 (Counselling)	-	36,326	(16,750)	-	19,576
NHS England	-	9,000	(2,260)	-	6,740
Carers Respite	-	4,953	(30)	-	4,923
Bradford HAF Funding	-	1,895	-	-	1,895
	125,024	1,277,618	(1,205,086)	(38,658)	158,898

**THE CARERS' RESOURCE
NOTES TO THE FINANCIAL STATEMENTS**

YEAR ENDED 31 MARCH 2022

16 FUND RECONCILIATION (continued)

Unrestricted funds

	Balance at 1 April 2021 £	Income £	Expenditure £	Transfers £	Balance at 31 March 2022 £
Unrestricted	549,085	2,913,770	(2,987,080)	38,658	514,433
	<u>549,084</u>	<u>2,913,770</u>	<u>(2,987,080)</u>	<u>38,658</u>	<u>514,433</u>

Comparative information in respect of the preceding period is as follows:

Restricted funds

	Balance at 1 April 2020 £	Income £	Expenditure £	Transfers £	Balance at 31 March 2021 £
Airedale and Craven CCT	15,185	62,680	(58,647)	-	19,218
Home from Hospital	23,388	316,770	(320,937)	-	19,221
North Yorkshire Home from Hospital	21,225	306,649	(318,907)	-	8,967
Personal Support Navigator	665	130,000	(117,298)	-	13,367
North Yorkshire Sitting Service	(1,690)	122,265	(103,031)	-	17,544
Big Lottery - CReate	3,422	101,846	(102,778)	-	2,490
Big Lottery – Worth Connecting (revenue)	12,884	132,377	(113,540)	(31,721)	-
Big Lottery – Worth Connection (capital)	3,720	-	(3,720)	-	-
Kirby Foundation	13,937	-	(7,980)	-	5,957
Stronger Communities	5,292	-	-	-	5,292
Toller Projects	2,283	-	-	(2,283)	-
Tarn Moor	5,174	-	(502)	-	4,672
Young Carer Activities	55	-	-	-	55
Opportunity Daycare Fund	6,454	28,677	(21,531)	-	13,600
Carers Getting Together	-	4,196	(4,196)	-	-
Parent Carer Club	1,651	-	(1,192)	-	459
Bradford Worth Connecting	-	21,429	(20,395)	-	1,034
Bradford Winter Covid Grant	-	7,994	(6,700)	-	1,294
ABCD Funds	-	6,970	-	-	6,970
Yorkshire Water – Employment Project	-	4,917	(3,329)	-	1,588
ESF Groundworks – Employment Project	-	9,989	(6,693)	-	3,296
YAC Grant – Young Carers	-	5,000	(5,000)	-	-
	<u>113,645</u>	<u>1,261,759</u>	<u>(1,216,376)</u>	<u>(34,004)</u>	<u>125,024</u>

**THE CARERS' RESOURCE
NOTES TO THE FINANCIAL STATEMENTS**

YEAR ENDED 31 MARCH 2022

16 FUND RECONCILIATION (continued)

Unrestricted funds

	Balance at 1 April 2020 £	Income £	Expenditure £	Transfers £	Balance at 31 March 2021 £
Unrestricted	536,532	2,489,552	(2,511,003)	34,004	549,085
	<u>536,532</u>	<u>2,489,552</u>	<u>(2,511,003)</u>	<u>34,004</u>	<u>549,085</u>

Purposes of restricted funds

a) Airedale and Craven Collaborative Care Teams

This contract was awarded to provide carer specialist services across all of the general practices in Airedale. A large portion of it was subsumed in the Integrated Carer Services contract which was competitively tendered in mid-2014. Carers' Resource was successful in winning the ICS. Carers' Resource continues to receive the remaining portion of the former funding to provide additional specialist carer support. We are raising awareness of the role and needs of carers and encouraging health care staff to work in partnership with others to better support carers.

b) Home from Hospital and Extension

From autumn 2012, we have been funded to provide a service from within all Bradford hospitals to ensure frail, elderly and vulnerable people do not go "home alone" and that they receive support for up to six weeks. Funding to extend the capacity of the Home from Hospital project continued due to the success of the service in preventing re-admission to hospital in the short to medium term. This project encompassed the "supported discharge" scheme in 18/19 which enabled staff to be in the hospitals to talk to the cared for and their carers before discharge, to signpost to the Home from Hospital service and to liaise and arrange for homecare if required using our Care@ services.

c) North Yorkshire Home from Hospital

This contract was awarded at the end of 2017 for a start date of the 1 April 2018; the contract is for four years. Funding is to support vulnerable people recently discharged from hospital, and to stop them readmitting (within 6 weeks). This contract works in partnership with Scarborough Rydale Carers Resource. The geography of this contract covers Selby, Richmondshire and Hambleton, alongside Harrogate and Craven.

d) Big Lottery Empowering Parents

An award funded by Reaching Communities from Big Lottery for three years to provide help, assistance and advice to parent carers across Harrogate, Craven and Bradford. This came to end in December 2018; however, the decision was taken to run the project to the end of the financial year (March 2019), when staff could then be transferred to another contract and continue their work within the parameters of the Bradford Integrated Services.

e) North Yorkshire Carers' Sitting Service

This contract uses volunteers to provide a carers short break service where the cared for person is supported either in their own home or outside in order for the carer to have a break. The break is for a short period of time (2 to 4 hours). This project is funded by North Yorkshire County Council. There has been some overlap this year between this and the previous service which used paid staff.

f) Big Lottery CReate

A four-year grant from the Big Lottery Fund to continue the employment, training and personal development advice and support we provide to carers throughout Bradford, Craven and Harrogate.

THE CARERS' RESOURCE NOTES TO THE FINANCIAL STATEMENTS

YEAR ENDED 31 MARCH 2022

16 FUND RECONCILIATION (continued)

g) **Big Lottery – Worth Connecting**

This is a Positive Minds partnership project and Carers' Resource is the lead partner of four delivery partners. The aim of the service is to introduce older people who are lonely, isolated, and digitally excluded to IT, so that they are able to communicate using Skype, e-mails etc thus enabling them to communicate with others and to aid them in day-to-day tasks such as shopping, ordering prescriptions etc.

h) **Kirby Foundation**

The Kirby foundation funded the organisation to upgrade/replace PCs and Laptops to enable us to become Cyber Essential Plus compliant, and also to help move and update our servers from our Harrogate offices to the Shipley offices.

i) **Aged Veterans Fund**

This project is managed by Community First Yorkshire and covers the whole of North Yorkshire. Carers Resource acts as the lead body for the carers work. Together with other carers centres, an additional service is offered to both ex-Services personnel over the age of 65 who are carers, and the carers of ex-Services personnel.

j) **Bramall Foundation**

The Bramall Foundation donated a sum towards the cost of services to support children and young people with autism. This has helped to support young carers, parent carers and to enable us to run trips and activities. The monies are expected to continue for a further two years.

k) **Tarn Moor**

A grant received for driving lessons and refresher lessons for Carers of all ages but living within Skipton Parish only.

l) **Young Carer Activities**

Specific funds were received from North Yorkshire County Council to help with young carers transport. There were also funds received from Techbuyer to fund trips and activities.

m) **Opportunity Daycare Fund**

This fund has been used to focus on the development of support groups for carers specifically in the Shipley and Bradford East areas by employing a group development worker.

n) **Carers Getting Together**

This was a small fund from the lottery to focus on groups.

o) **Parent Carer Club**

This was a specific project to help parent carers by attending groups and helping/showing them the need for "peer support".

Unrestricted general funds include:

a) **NY Community Care Agreement**

Funding for the core activities of the organisation has been provided since 1995 by the North Yorkshire County Council Adult and Community Services Directorate and by the Harrogate and Rural District Clinical Commissioning Group (and its predecessors). There is a strong focus on the delivery of Carer Assessments, accompanied by comprehensive information provision.

b) **NY Young Carers and Young Carer Activities**

Our Young Carers project involves work across Harrogate and Craven with other services to increase awareness and understanding of the role and needs of young carers and offer one-to-one support for young carers as well as a range of group activities. Miscellaneous funds and donations support a range of activities for the young people.

THE CARERS' RESOURCE NOTES TO THE FINANCIAL STATEMENTS

YEAR ENDED 31 MARCH 2022

16 FUND RECONCILIATION (continued)

- c) **Care@**
Crossroads Care (Airedale and Bradford) provided care for over 20 years and in 2013 was absorbed by Carers' Resource. Its assets and liabilities were transferred to the Carers' Resource with effect from 1 April 2013 and services are open to anyone over the age of 18 who requires social care support in the areas where we operate. Funding for our services comes from a variety of sources including individuals themselves and health or social care agencies.
- d) **Integrated Care Teams**
Through its Better Care Funds, Harrogate and Rural District CCG enables us to base our specialist staff in the heart of key community nursing teams to ensure better identification of and support for carers.
- e) **Integrated Care Services (Bradford and Craven)**
Services for carers across Bradford District and Craven are pulled together in one integrated contract that ensures a comprehensive service for all carers, and enables our offer to be person centred and meet their individual needs.
- f) **CCCT**
We are funded to provide services through Craven Community Collaborative Team. We have specialist staff based with community care teams to ensure better identification of, and support for, carers.
- g) **Changing Lives Fund (now part of ATI)**
Income, generated from a number of small initiatives, to help with the training and employment needs of carers, was ring fenced in the Changing Lives Fund, established in April 2005. Our nationally recognised Carers in Employment project which is run under the banner of Changing Lives to assist carers with training and employment, has struggled to maintain consistent funding, especially in North Yorkshire.

**THE CARERS' RESOURCE
NOTES TO THE FINANCIAL STATEMENTS**

YEAR ENDED 31 MARCH 2022

17 ANALYSIS OF NET ASSETS BETWEEN FUNDS

Fund balances at 31 March 2022 are represented by:

	Unrestricted funds £	Designated funds £	Restricted funds £	Total £
Fixed assets	79,656	-	(1,223)	78,433
Cash	436,509	-	158,806	595,315
Other current assets / (liabilities)	(1,732)	-	1,315	(417)
Total	514,433	-	158,898	673,331

Comparative information in respect of the preceding period is as follows:

	Unrestricted funds £	Designated funds £	Restricted funds £	Total £
Fixed assets	74,263	-	5,957	80,220
Cash	606,412	-	117,752	724,164
Other current assets / liabilities	(131,590)	-	1,315	(130,275)
Total	549,085	-	125,024	674,109

18 RECONCILIATION OF NET INCOME TO NET CASH FLOW FROM OPERATING ACTIVITIES

	2022 £	2021 £
Net income for year	(778)	23,932
Interest receivable	(20)	(20)
Capital grants receivable	-	-
Depreciation and impairment of tangible fixed assets	50,702	57,403
	49,904	81,315
Changes in working capital:		
(Increase)/decrease in debtors	16,336	(71,261)
Increase/(decrease) in creditors	(146,191)	187,985
Net cash flow from from/ (used) in operating activities	(79,952)	198,039

THE CARERS' RESOURCE NOTES TO THE FINANCIAL STATEMENTS

YEAR ENDED 31 MARCH 2022

19 PENSIONS AND POST-RETIREMENT BENEFITS

a) Defined contribution pension plans

The Charity operates a defined contribution pension plan for its employees. The amount recognised as an expense in the period was £85,417 (2021 - £83,079).

The defined contribution liability as at 31 March 2021 is allocated to unrestricted funds and amounted to £18,245 (2021 - £18,141).

20 FINANCIAL INSTRUMENTS

The carrying amounts of the Charity's financial instruments are as follows:

	2022 £	2021 £
<i>Financial assets</i>		
Debt instruments measured at amortised cost:		
- Trade debtors (note 13)	5,901	14,734
- Accrued income (note 13)	458,017	477,768
- Other debtors (note 13)	1,866	1,844
	<u>465,784</u>	<u>494,346</u>
<i>Financial liabilities</i>		
Measured at amortised cost		
- Trade creditors (note 14)	29,212	69,144
- Accruals (note 14)	48,941	58,161
- Other creditors (note 14)	43,098	238,678
	<u>121,251</u>	<u>365,983</u>

21 AGENCY ARRANGEMENTS

Bradford Carers Small Grants

The Charity administers disbursement of grant payments to carers on behalf of the Local Authority. During the year ended 31 March 2022, it received £345,000 (2021 - £175,000) and disbursed £101,744 (2021 - £94,496). At 31 March 2022, there was an overspent amount of £3,628 (2021 – underspend amount of £164,711), which is included within other creditors.

THE CARERS' RESOURCE

England & Wales - Charity number 1049278

Accounts

**REPORT OF THE TRUSTEES
AND FINANCIAL STATEMENTS**

**FOR THE YEAR ENDED 31 MARCH 2021
FOR
THE CARERS' RESOURCE**

(A company limited by guarantee)

(Company registration number 03054273)

REGISTERED NUMBER: 1049278

**THE CARERS' RESOURCE
REPORT OF THE TRUSTEES AND FINANCIAL STATEMENTS
YEAR ENDED 31 MARCH 2021**

Contents

	Page
Charity Reference and Administrative Details	1
Chair's Statement	2
Trustees' Annual Report (Including Directors' Report and Strategic Report)	3
Independent Auditor's Report	13
Statement of Financial Activities	17
Balance Sheet	18
Statement of Cash Flows	19
Notes to the Financial Statements	20

**THE CARERS' RESOURCE
CHARITY REFERENCE AND ADMINISTRATIVE DETAILS**

YEAR ENDED 31 MARCH 2021

Charity registration number	1049278
Company registration number	03054273
Trustees	Robert Smith Liz Jones (Chair) Sarah Shaw Julia Lister Adeeba Malik Corinne Jeffrey (appointed 1 April 2020) Inam Majid (appointed 1 April 2020) Andrew Makey (resigned September 2020)
Chief Executive Officer	Christine Whitley
Registered office	11 North Park Road Harrogate North Yorkshire HG1 5PD
Auditor	Murray Harcourt Limited 6 Queen Street Leeds LS1 2TW
Bankers	Lloyds TSB Bank Plc 8 Cambridge Crescent Harrogate HG1 1PQ

THE CARERS' RESOURCE CHAIR'S STATEMENT

YEAR ENDED 31 MARCH 2021

I am delighted to present my report for the year 2020-21. This year more than any previously has been unprecedented in our lifetime, a time of both substantial change and challenges. It has also been one in which Carers' Resource has delivered positive outcomes helping so many people through the crisis of the Covid-19 pandemic.

March 2020 saw a new way of life imposed on us all with the outbreak of Covid-19. New words entered our vocabulary with lockdown, furlough, PPE, social distancing, and the R rate. Alongside these terms came new ways of working, so that we could ensure our continued support to carers and vulnerable people, making their lives easier. The teams at Carers' Resource rose to the challenges and created ways of working which allowed us to operate and maintain contact with so many groups and individuals. I would like to give a huge thank you to all the staff and volunteers for their incredible hard work and dedication during Covid-19. The brilliant and creative response from the teams at Carers' Resource has ensured we offered the best support we could, whilst keeping people safe.

This year has been a real challenge for both our staff and volunteers but also the vulnerable people and families we support. We have learnt much about how we can continue to help in the most difficult of circumstances and we will use these lessons to inform how we improve our services in the future.

How we make a difference is always difficult to capture and summarise as the variety of work and activities that have been undertaken has yet again been substantial and wide ranging.

However, I would like to highlight some major successes. We;

- worked with some 14% of carers in our geographical area, up from previous years
- introduced a carer card with over 1,000 now being issued
- established a new data base to improve efficiency and help target our work better
- refreshed our 3 year strategy, engaging staff and trustees
- Care@ began a new initiative with North Yorkshire on Supported Living In Skipton
- worked in partnership to develop a cookbook for young carers
- established new ways of remote working for staff and virtual meetings
- facilitated carers to get their vaccines
- supported carers to claim over £600,000 of benefits

As a result of Covid-19, many new funds came on stream to support the community and we enabled over £100,000 to be distributed to help those in hardship due to Covid-19. The work of our community care service, Care@, has gone from strength-to-strength, but difficulties in recruitment of workers means we haven't always been able to extend services to meet need, as we would wish in their future ventures.

The Board continues to consider ways we can invest our resources to improve services. A number of posts have been extended to support development work with families, young people, volunteers and an allotment worker for the newly acquired plot. Most recently we have commissioned a new website to make access to our services easier. It is also planned later in the year that we will be relocating our office premises in Harrogate providing a more modern working space.

The Board joins me thanking all those that support our work, partners, suppliers, those who donate so generously in both time and resources to enhance our services. It is through this collective effort that we have shown yet again how to make a difference in such difficult times for the vulnerable people and their families we support directly and indirectly across Bradford and North Yorkshire.

Liz Jones
Chair

THE CARERS' RESOURCE TRUSTEES' ANNUAL REPORT (INCLUDING DIRECTORS' REPORT AND STRATEGIC REPORT)

YEAR ENDED 31 MARCH 2021

The Trustees present their report and the audited financial statements of the Charity for the year ended 31 March 2021. The Trustees have adopted the provisions of the Statement of Recommended Practice (SORP) "Accounting and Reporting by Charities" (FRS 102) in preparing the Trustees' Annual Report and financial statements.

The financial statements have been prepared in accordance with the accounting policies set out in the notes to the accounts and comply with the Charity's governing document, the Charities Act 2011 and Charities SORP (FRS102): 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.

TRUSTEES OF THE CHARITY

The Directors of the Charitable Company are its Trustees for the purposes of charity law. The Trustees who have served during the year and since the year end were as follows:

Robert Smith
Liz Jones (Chair)
Sarah Shaw
Julia Lister
Adeeba Malik
Corrine Jeffrey (appointed 1 April 2020)
Inam Majid (appointed 1 April 2020)
Andrew Makey (resigned September 2020)

OBJECTIVES AND ACTIVITIES

The Carers' Resource gives tailored support and information to unpaid carers and those in need of care and support. It is an independent, award-winning Yorkshire charity which is open to everyone and offers emotional and practical help to enable them to cope.

We exist to:

- work with and for carers and vulnerable people, promoting awareness of their needs
- provide information, advice and support for carers and those who work with them
- support other organisations, statutory and independent, in their work with carers

We offer an independent, expert service focused on carers:

- for all carers, including parent carers and young carers: a comprehensive, free, non-judgmental and confidential service
- to provide a community-based service that delivers care and support, to enhance quality of life
- for planners and commissioners: an efficient, effective, quality service providing information (qualitative and quantitative) proving the value of supporting carers and vulnerable people
- for providers: partnership with an experienced, professional team focused on working with carers and vulnerable people
- for our staff: a supportive and creative environment, valuing their unique skills and their commitment to carers and vulnerable people

**THE CARERS' RESOURCE
TRUSTEES' ANNUAL REPORT (INCLUDING DIRECTORS' REPORT AND STRATEGIC
REPORT) (continued)**

YEAR ENDED 31 MARCH 2021

We are committed to:

- involving and empowering carers and vulnerable people in developing and influencing our own and other services
- achieving recognition for every carer and vulnerable person and promoting equal opportunities
- improving the quality of life for carers and vulnerable people
- addressing the training needs of carers, vulnerable people and supporting organisations
- responding to perceived and identified carers and vulnerable people
- working in partnership with other organisations
- influencing the planning and commissioning of mainstream, carer and vulnerable people sensitive services

We specialise in helping carers and those in need of care and support. **We believe** carers need support and time for themselves.

We confirm that we have referred to the information contained in the Charity Commission's general guidance on public benefit when reviewing the Charity's aims and objectives and in planning future activities.

STRATEGIC REPORT

ACHIEVEMENTS AND PERFORMANCE

A summary of the work of the Charity over the year is set out below:

The year 2020-21 has been a year like no other, and the organisation had to dig deep to find the resilience to keep on providing support in an environment never before experienced. Within a couple of weeks the organisation made the transition from community and office based working to home working using telephone and digital support mechanisms. At no point did staff stop offering support and we continued to work with people throughout the year, often being the only organisation in direct communication with individuals. We also worked closely with a range of other organisations, for example community hubs, to ensure that unmet needs were picked up and responded to.

The vaccine programme gave the organisation the opportunity to support carers to get the vaccine and then feel more confident to go out and about in society whilst still protecting those at home who were vulnerable. The organisation acted as a contact point for carers who were having difficulties being able to register as a carer and thus access the vaccine as part of cohort 6. We worked well with the statutory authorities and were able to get appointments for carers through the national booking system. Many lessons were learned during this process which will inform actions going forward. Parent carers and young carers struggled to manage with so many people at home and we were able to access additional IT equipment for families to ensure access to education and friends.

Despite the difficulties in 2020-21 the organisation worked with 2,691 carers who were new to our services. There were 3,021 face to face contacts, 417 video calls and 29,169 telephone support calls. Attendances at groups both actual and virtual number was 552, whilst 271 young carers took part in at least one trip and 112 young carers attended a group either actually or virtually. 2,474 people were supported by our "Home from Hospital" services after their discharge from hospital and 230 carers were referred by hospital colleagues to our carer navigator service.

**THE CARERS' RESOURCE
TRUSTEES' ANNUAL REPORT (INCLUDING DIRECTORS' REPORT AND STRATEGIC
REPORT) (continued)**

YEAR ENDED 31 MARCH 2021

£638,460 of benefits were successfully claimed by carers with our support and £119,161 in external grants. 1,039 people received a Carers Wellbeing Grant to alleviate carer strain.

Separate funding streams from the Big Lottery fund and other charitable bodies have enabled us to offer significant additional value to the contracts in all geographical areas and funding from Carers Trust nationally and local fundraising enabled us to respond to the real hardship experienced during the pandemic by individual carers. Additional funding across the Bradford District enabled over 990 carers to receive up to £75 towards additional infection control costs.

Our care delivery service, Care@, continued to deliver in person across the full geographical footprint, despite the challenges of securing adequate PPE and the number of staff who needed to isolate. Staff put their own needs second to those that they deliver care for and ensured that everyone received a service. There was a slight reduction in requests for services and this was particularly noticeable with our North Yorkshire Sitting Service which has underperformed this year.

We operate Home from Hospital Services across Bradford District and North Yorkshire, working in partnership with Scarborough Ryedale Carers Resource and employing staff in Selby, Richmondshire and Hambleton, in addition to Harrogate and Craven. These services are recognised as playing a fundamental role in keeping people at home in the short to medium term after being discharged from hospital. However, at the beginning of the pandemic and throughout the first lockdown, referrals dropped dramatically as hospitals focussed on dealing with Covid-19 cases and keeping people out of hospital where possible. Our other hospital-based services also struggled as they were unable to work inside the hospitals and social work teams were also working from home. Despite this, staff ingenuity meant they were able to make contact in other ways and continue to support those in need.

CRreate supported 427 carers to either stay in paid work, to re-enter the workforce or to prepare for doing so after a break. The CRreate project funding came to an end in December 2020, but additional funding was secured to continue supporting carers to stay in employment and to support others to develop skills to be able to return to the labour market. The furlough scheme raised many concerns and questions although for some carers it enabled them and those they care for, to stay safe. Many employees continue to be reluctant to talk to their employer about their caring role as they feel that it will be seen as a negative, and perhaps limit opportunities for them, and this was particularly true during this year where jobs were being lost on a regular basis.

Many carers do give up paid work in order to focus on their caring responsibilities, and with this a number of issues can arise. A common one is financial strain. As well as offering support to fill in benefit claim forms, staff can also apply for a range of grants for individuals. These range from white goods and other essential household items through to money to relieve carer strain by pursuing a hobby or having a break away. During the year research evidenced the additional pressure on existing carers and highlighted the number of people new to caring due to the pandemic.

The organisation has played a key part in a number of initiatives designed to support people during and beyond the pandemic. This includes the Act as One Initiative across Bradford and Craven, and in particular the respiratory pathway that was successful in supporting many carers to get the flu vaccination during the late autumn. We also played a greater role in the VCS multi agency work around keeping people out of hospital and in work on reducing health inequalities and in offering greater emotional support.

The Worth Connecting project managed to secure two lots of short term continuation funding during the course of the year as the need to be digitally engaged soared, particularly for those over 55 who needed to isolate. The challenge of teaching people to use a device over the phone was huge but one that staff rose to, developing a range of support materials. The project also managed to offer remote support to people in Harrogate and Craven as well as Bradford District. Positive Minds, the partnership lead for this project, closed down during the year and two of the original partners decided not to continue delivering, so it is now a partnership between Carers' Resource and Age UK Bradford.

**THE CARERS' RESOURCE
TRUSTEES' ANNUAL REPORT (INCLUDING DIRECTORS' REPORT AND STRATEGIC
REPORT) (continued)**

YEAR ENDED 31 MARCH 2021

As our first three-year strategic plan was drawing to a conclusion, staff and volunteers were invited to take part in a thorough review of all its parts before the board of trustees undertook their review. This exercise reinforced the importance of the values, and the operating model, enabling the organisation to keep what was working well before adding improvements and changes to the overall plan. The plan provides a strong base for the delivery of services ensuring effective interventions which impact positively on the lives of carers and others in need of support.

Despite the restrictions imposed by lockdowns and social distancing the organisation managed to introduce a number of new initiatives during the course of the year. During the early weeks of lockdown the organisation received many requests from carers for a letter proving they were a carer, and therefore we were delighted that we could introduce a carer identification card available to all carers registered with the organisation, from December 2020, which had been taken up by over 400 individuals by the end of March 2021. The organisation also introduced the offer of support to prepare 'What If' plans encouraging carers to plan for contingencies where they might need extra support thereby reducing the possibility of crisis situations.

BENEFITS TO THE PUBLIC FROM THE SERVICES OF THE CARERS' RESOURCE

Nationally, it is calculated that carers save the economy around £132 billion pounds per year, and 3 in 5 people can expect to become a carer at some point in their lives. The number of people new to caring has risen significantly since the beginning of the Covid-19 pandemic, as has the amount of support that many carers now offer on a daily basis as services traditionally relied on have not been operating.

Despite the challenges of the pandemic, the lockdowns and rules, the fear and anxiety that many people felt, the organisation continued to focus on delivering high quality services to those in need to the best of its ability. This was challenging in many respects, but ways were found to still offer support, information and advice to many people who were very isolated and without daily contact. Initially many carers assumed that the organisation was closed so staff took the initiative to contact people directly by phone, and this was greatly appreciated. For many people caring, it is what they do, it is part of their life and they don't usually give themselves the label of carer. This was particularly true this year and helping people to recognise that there may be support available to ease the strain of caring was challenging as traditional places where publicity would be displayed were closed. Services are always shaped to meet the needs of individuals and there is no charge for any of our services thus reducing as many barriers to access as is possible. However, profile raising in the local media, was the only way to try to remind different sections of our community about the role of carers in our society. Examples of the support provided include:

- **Information and advice:** Our website was regularly updated and contains relevant information about Covid-19 and other matters of interest to carers. Our phone lines remained open throughout the year and in November 2020 we launched a dedicated advice line in addition to our normal numbers. Our quarterly magazine, Choices contained information about Covid-19.
- **One-to-one support:** Often carers contact the organisation with a specific request, but due to the complexity of the caring role it becomes apparent that they need support that is tailored to themselves as individuals. Staff and volunteers encourage carers to identify what would best help them, exploring with them how best to improve their situation and enable them to continue their caring role.
- **Wellbeing Review:** Every carer is offered the chance to have an in-depth discussion about their day-to-day life and the impact of their caring role. This looks at the health of the carer and whether they are neglecting their own needs for the cared-for person, their ability to take paid employment, their social life and what time they have for themselves and generally builds a picture of the strain the person is feeling. It gives an opportunity for the carer to talk in detail and to be listened to.
- **Liaison with statutory/voluntary services:** The maze of support services available can be difficult to navigate. With professional contacts in local services, our staff are able to support the carer to put a range of support in place where it is needed.

THE CARERS' RESOURCE
TRUSTEES' ANNUAL REPORT (INCLUDING DIRECTORS' REPORT AND STRATEGIC
REPORT) (continued)

YEAR ENDED 31 MARCH 2021

- **Emergency planning:** Contacts and procedures in case of emergencies, either for the carer or the cared-for person are set up for each person who requires it, giving peace of mind when carers are away from their caring role. There is help with logistics and advice on who to involve and how.
- **Applying for Financial Support and Filling in Forms:** Staff continued to help people fill in forms over the phone. We recognise that over time the high level of resilience that carers display can be worn down and needs replenishing. Likewise, carers can find that they have become very isolated due to their caring role and need support to make social contacts. The sorts of things that address these issues are:
- **Emotional support:** The incidence of carers calling in in real distress rose significantly during the pandemic, and staff were stretched to find ways of supporting people whilst not actually seeing them. As people became more and more isolated so their gratitude for our contact grew.
- **Regular groups:** Although our traditional groups were largely unable to meet, we developed outdoor walking and cycling groups in local parks. We also found that for some carers virtual groups were more accessible than physical meetings as they reduced the difficulties of actually leaving the home.
- **Trips, activities and pamper days:** These have been seriously curtailed in 2020-21. However, staff have been creative and have delivered flowers, buns and craft kits to carers' houses so that they have been able to feel part of the organisation. There have been picnics in parks and other outside events.
- **Forums, Discussion Groups and Workshops:** The carers forum has become a virtual meeting and now operates across the geographical footprint, bringing carers together from a broad range of backgrounds into one central forum rather than 3 geographically defined ones.
- **The CReate Team:** Promotes the integration of personal development, education, training and employment with their caring role. The service aims to reduce feelings of isolation by encouraging carers to develop skills and interests, and to keep their CVs up to date, and supports them into paid work where appropriate. They offer a selection of courses and learning for pleasure sessions, including I.T. confidence-building, designed to increase self-respect and skills at an individual's own pace and level.
- **Leisure opportunities:** It is essential that carers continue to follow their own interests and where possible have their own social life. Building confidence, developing interests and widening the social network helps carers feel more positive and develop their own hopes and aspirations. For example, one carer used their wellbeing grant to take part in a falconry experience for the day where he was able to both handle and fly the birds.
- **The Carers Wellbeing Grant:** A staff member discusses with an individual what might ease the strain of caring for them and a recommendation is made for a small amount of money that pays for a hobby, a treat or a pamper to give the carer something for themselves.
- **Home from Hospital:** Isolated, older and vulnerable people at risk of readmission to hospital or long-term care have received help from our Home from Hospital service, which is provided throughout Bradford District and North Yorkshire and is invaluable in reducing readmission rates and giving people the confidence to continue living in their own home after a prolonged hospital stay. Many isolated people do not have family and friends to call on in these circumstances, and weekly support from our service enables them to regain their independence.

**THE CARERS' RESOURCE
TRUSTEES' ANNUAL REPORT (INCLUDING DIRECTORS' REPORT AND STRATEGIC
REPORT) (continued)**

YEAR ENDED 31 MARCH 2021

Support for Families

Families in which caring is an issue (whether it is a child caring for a parent or grandparent, a parent caring for a disabled child or issues where siblings are caring for a brother or sister with a disability or illness) receive holistic support from our Young Carers, and Parent Carers Team. Their comprehensive service includes:

- **Young Carer Assessment:** All young carers meet with staff and have a detailed discussion which allows an assessment of need to be undertaken and the right level of service to be offered.
- **In-school and college mentoring:** A chance for young carers to talk about their concerns, ask questions and gain advice in school time with the support from their school/college.
- **Support for young carers:** Evening youth groups with a range of activities including school holidays trips, plus one-to-one support and attention.
- **Support for parents:** Information, advice and support for parent carers and parents who are being looked after by children. Help with applying for welfare benefits, establishing support services and emotional support including closed Facebook groups and group meetings.
- **Breaks, trips and activities:** Day trips, practical and emotional support to ease the pressures resulting from caring responsibilities.

Volunteers:

Many carers and vulnerable older people benefit either by receiving help from our many volunteers, or by offering to work as a volunteer with us. Our volunteers underpin all of our services, adding valuable extra support for the organisation and directly to our clients. Volunteers help with:

- **Admin and office work:** Helping our office run more efficiently by taking on additional office tasks.
- **Communications and IT Support:** Helping with the production of Choices, with website content and other IT support.
- **Call-a-carer:** Telephone support for carers. A friendly phone call is often a lifeline for those isolated by their caring role.
- **Group/Activity support:** Supporting staff and carers at lunches, groups, trips and activities – both for adult and young carers.
- **Befrienders:** One-to-one support for lonely carers, in their home or out in the community. This helps raise their confidence and independence and grants them a break from caring.
- **Fundraising & events:** Helping with events, choosing Carers' Resource for sponsorship or forming satellite fundraising groups all help provide additional funds to support carers.
- **Sitting Service:** A band of volunteers offer a regular sitting service to enable carers to take a break knowing the cared for person is having quality time at home. Whilst many volunteers do sit at home with people others go out for walks, a visit to a local café or the enjoyment of a hobby.

A journey through Carers' Resource can involve as much support from each team as is appropriate, with carers often accessing support from more than one team at any one time. This gives the client a comprehensive, person centred, professional and understanding support service that hopefully enables them to continue caring whilst still looking after their own health and wellbeing.

**THE CARERS' RESOURCE
TRUSTEES' ANNUAL REPORT (INCLUDING DIRECTORS' REPORT AND STRATEGIC
REPORT) (continued)**

YEAR ENDED 31 MARCH 2021

FINANCIAL REVIEW

The statement of financial activities ("SOFA") for the year is set out on page 17 of the financial statements.

The Charity showed consistent revenues in what was a unique and challenging year, this was helped in large by the continued support from our funders, whom commissioned monies to continue the funding of projects which were expected to cease during the year and rolling over contracts. The support for the domiciliary service was also positive with monies to help with additional PPE and Covid-19 related cancellations being received. This year saw a total income of £3,751,311 (2020 - £3,699,030).

Overall expenditure was also consistent with previous year at £3,727,379,515 (2020 - £3,720,515), there was a change between direct costs and overheads for the charity, with decreases in direct spend shown in travel & carer activities due the impact of Covid-19 and lockdowns, decreases were also in partner payments because of changes within projects. Overheads showed an increase in large due to the indirect salaries where additional resource was added to aid the immediate rollout of homeworking, and to run/advance projects to support carers (e.g. carer card).

The overall result is an increase in reserves of £23,932 (2020 - £21,485 decrease in reserves) to £674,109 (2020 - £650,177).

PRINCIPAL RISKS AND UNCERTAINTIES

The Board of Trustees takes the issue of risk seriously and mitigates risk by regularly reviewing and monitoring processes and ensuring contingency plans are in place.

The nature of the organisation means that risk is a key factor to be considered with all new and ongoing pieces of work and a strategic risk register is in place and regularly reviewed.

The senior leadership team continues to seek diversification of funding and activities in line with the organisation's core functions. Internal control and regulatory risks are minimised by the implementation and monitoring of detailed procedures.

Internal risks continue to be minimised by the implementation of procedures that accord to best practice, including researching and purchasing a new website

The key risks and response that the Charity has identified are as below:

- **Funding Risk:** There continues to be a competitive environment for our predominantly contract based funding. The Trustees are aware of the need to clearly demonstrate the value and benefit that our projects deliver. Regular assessment is in place to ensure that we meet our objective(s) and that we communicate effectively to our funders. We are also proactive in seeking out new opportunities, where appropriate. Active cash flow management is also key to ensuring that we stay viable in case of loss of funding.
- **Financial risk:** To ensure against the possibility of fraud or mismanagement of the Charity's finances, there is a thorough system of internal controls, management accounts are monitored by Trustees, an external audit is performed annually and a whistle blowing procedure is in place.
- **Reputational risk:** Strong operational processes and procedures are in place to reduce the possibility of damage to reputation – this is monitored through reports from the CEO to Trustees.
- **Safeguarding:** Any possible issues are responded to immediately, following clear policies and procedures in line with local authority requirements. This is now a standing item on the Board agenda.
- **IT System Failure:** Proceedings are in place to protect data and provide back up in case of system failure.

**THE CARERS' RESOURCE
TRUSTEES' ANNUAL REPORT (INCLUDING DIRECTORS' REPORT AND STRATEGIC
REPORT) (continued)**

YEAR ENDED 31 MARCH 2021

- **Covid-19 Pandemic.** The organisation has moved to a more blended approach to delivering services which enable it to respond positively to any national or regional directives as to lockdown or other restrictions on population movement.

RESERVES

As part of the management of risk, the charity sets aside some of its income to form a reserve to cover any shortfalls in funding and to take advantage of changes and opportunities. The Carers' Resource is experienced in managing both short-term and long-term funding streams. Reserves continue to be available to spend on any of its charitable purposes.

A Reserves policy was adopted with a figure of £300k, which takes into account contractually committed expenditure from lease and partner agreements, 60 days' operational expenditure and statutory redundancy (excluding activity which would be subject to TUPE). The levels of reserves are monitored at each Trustee's meeting and discussed. When appropriate funds are released to ensure that we meet the needs of our beneficiaries, while also accepting and diminishing any financial risks to the Charity. The Trustees are keen to utilise the reserves to have the best impact on carers.

There is a continued programme to spend some of the excess reserves in regards to additional staffing: with the current year's budget predicting a £47k over-spend. There is also a view to utilise the reserves to pull together an internal training curriculum to support "trainee locality workers".

This year the Trustees supported the following roles and activities:

- Young families worker
- Allotment development
- Volunteer co-ordinator
- Young carer worker
- Improvement and development of the database
- Development of the website

PLANS FOR FUTURE PERIODS

The pressure on unpaid carers and many other vulnerable people this year has been immense and has felt quite different from the past. Services and systems that were taken for granted have not been available, and people have been confused, bewildered, and frightened. In this environment Carers' Resource has focussed on its core business, and in reaching out to as many carers as possible and set itself an ambitious target of doubling the number of carers it is in contact with. In order to do this a range of initiatives are planned, including more robust data collection, a more interactive website, community development workers raising the profile of carers in local communities.

The engagement of carers and others in the design and delivery of Carers' Resource services has diminished slightly and this is another focus area to ensure that the organisation continues to respond to expressed needs and concerns.

STRUCTURE, GOVERNANCE AND MANAGEMENT

The Company was incorporated on 9 May 1995 under a Memorandum of Association which established the objects and powers of the Charitable Company and is governed under its Articles of Association. The Company is limited by guarantee with the liability of members in the event of a winding up being limited to £1 each.

Charity Governance Code

The charity is undertaking a review against the new 2020 Charity Governance Code as a template, to ensure it is still following best practice. Trustees had training on safeguarding in the year and have planned a session on diversity. It will be considering the rules on membership in the coming year.

**THE CARERS' RESOURCE
TRUSTEES' ANNUAL REPORT (INCLUDING DIRECTORS' REPORT AND STRATEGIC
REPORT) (continued)**

YEAR ENDED 31 MARCH 2021

Recruitment and appointment of Trustees

The Trustees all have professional and/or commercial backgrounds with a range of complementary skills including a number with a health service background. Trustees are required to retire by rotation. In the event of particular skills being lost due to retirement, new Trustees are recruited following Corporate Governance Policy guidelines (8.2 Recruitment of Trustees and 8.11 Board and Sub-Committees Composition and Arrangements Policy). The roles are advertised via our website, newsletter and social media, followed by a recruitment process.

Trustees Induction and Training

All trustees are provided with relevant documents including the Charity Commission guidance "The Essential Trustee". Generally, Trustees are familiar with the practical work of the Charity prior to appointment. New Trustees meet with the senior leadership team and fellow Trustees to familiarise themselves with the work and structure of the Charity and the obligations of Trustees in line with an induction programme.

Board Performance

The Board of Trustees is keen to review its performance in a robust manner on a regular basis and is planning to do one to one review sessions in the coming year.

The Board continues to be open to the possibility of undertaking peer review with another similar Board of Trustees.

Diversity

Carers' Resource prides itself on offering a service to all carers and vulnerable people regardless of their ethnicity, age, gender or sexual orientation. The Board of Trustees works hard to reflect the diversity of the population Carers' Resource serves in its membership, and where appropriate, specifically looks for new members who can bring an added dimension to the membership of the Board.

Details of organisational structure and how decisions are made

Strategic decisions are taken by the Board of Trustees, advised by management, which meets formally at least six times per annum. There is a Care@ Governance Board that oversees the CQC regulated aspects of the organisation and this also meets six times per year. An Audit and Finance sub-committee meets with the auditors to discuss their findings and meets as and when required to consider various aspects of finance and more recently to consider policies. At other times the Trustees will be involved in decision making and/or advising management as necessary.

Operational matters and day-to-day decision making are vested in the Chief Executive Officer (CEO) and supporting staff.

Arrangements for setting pay of key management personnel

The key management personnel are the CEO and all Heads of Service, with authority/responsibility for planning, directing and controlling activities.

Remunerations for the key management personnel are reviewed by the Board of Trustees in line with the annual pay reviews (paid from April). Further appraisals (e.g. probationary review, 2-year review) are paid in line with the pay policy, and again reviewed by the Board of Trustees.

**THE CARERS' RESOURCE
TRUSTEES' ANNUAL REPORT (INCLUDING DIRECTORS' REPORT AND STRATEGIC
REPORT) (continued)**

YEAR ENDED 31 MARCH 2021

TRUSTEES' RESPONSIBILITIES STATEMENT

The Trustees (who are also Directors of The Carers' Resource for the purposes of company law) are responsible for preparing the Trustees' Annual 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 year, which give a true and fair view of the state of affairs of the Charitable Company and of the incoming resources and application of resources, including the income and expenditure, of the Charitable Company for that period. In preparing these financial statements, the Trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP (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; and
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the Charitable Company will continue in operation.

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

The Trustees are responsible for the maintenance and integrity of the corporate and financial information included on the Charitable Company's website. Legislation in the United Kingdom governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

Disclosure of information to the auditors

We, the Directors of the Company who held office at the date of approval of these Financial Statements as set out above each confirm, so far as we are aware, that

- there is no relevant audit information of which the Company's auditors are unaware; and
- we have taken all the steps that we ought to have taken as Directors in order to make ourselves aware of any relevant audit information and to establish that the Company's auditors are aware of that information.

In approving the Trustees' Annual Report, we also approve the Strategic Report included therein, in our capacity as company Directors.

On behalf of the board

E. A. Jones

Liz Jones
Chair of the Board of Trustees

Dated:.....**13.10.21**.....

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF THE CARERS' RESOURCE

Opinion

We have audited the financial statements of The Carers' Resource (the 'charitable company') for the year ended 31 March 2021 which comprise the Statement of Financial Activities (Including Income and Expenditure Account), the Balance Sheet, the Statement of Cash Flows and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 *The Financial Reporting Standard applicable in the UK and Republic of Ireland* (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2021, and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the charitable company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

We have nothing to report in respect of the following matters in relation to which the ISAs (UK) require us to report to you where:

- the Trustees' use of the going concern basis of accounting in the preparation of the financial statements is not appropriate; or
- the Trustees have not disclosed in the financial statements any identified material uncertainties that may cast significant doubt about the charitable company's ability to continue to adopt the going concern basis of accounting for a period of at least twelve months from the date when the financial statements are authorised for issue.

However, it is not possible to predict with certainty the potential impact of future developments in either the charitable company's trading environment or in the broader economy. Because of this, the above statements should not be interpreted as a guarantee that the charitable company will continue to operate as a going concern.

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF THE CARERS' RESOURCE

Other information

The Trustees are responsible for the other information. The other information comprises the information included in the Report of the Trustees, other than the financial statements and our auditor's report thereon. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether there is a material misstatement in the financial statements or a material misstatement of the other information. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006

In our opinion, based on the work undertaken in the course of the audit:

- the information given in the Trustees' Annual Report, which includes the Directors' Report and Strategic Report prepared for the purposes of company law, for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the Strategic Report and the Directors' Report included within the Trustees' Annual Report have been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

In the light of our knowledge and understanding of the charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the Strategic Report and the Directors' Report.

We have nothing to report in respect of the following matters in relation to which the Companies Act 2006 requires us to report to you if, in our opinion:

- adequate accounting records have not been kept, or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of directors' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit.

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF THE CARERS' RESOURCE

Responsibilities of Trustees

As explained more fully in the Trustees' Responsibilities Statement set out on page 12, the Trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the Trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the Trustees are responsible for assessing the charitable company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the Trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

Auditor's responsibilities for the audit of the financial statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at: www.frc.org.uk/auditorsresponsibilities. This description forms part of our auditor's report.

Extent to which the audit was capable of detecting irregularities, including fraud

Irregularities, including fraud, are instances of non-compliance with laws and regulations. In identifying and assessing risks of material misstatement in respect of irregularities, including fraud and non-compliance with laws and regulations, our procedures included the following:

- enquiring of the directors on procedures relating to their processes for identifying, evaluating and complying with laws and regulations and for detecting and responding to the risks of fraud;
- obtaining an understanding of the legal and regulatory frameworks applicable to the entity. The most significant considerations identified were the Companies Act 2006, corporation tax and employment tax legislation; and
- discussing among the engagement team how and where fraud might occur in the financial statements and any potential indicators of fraud. As part of this discussion, we identified potential for fraud in the following areas:
 - management override of controls; and
 - revenue recognition.

We designed and executed procedures in line with our responsibilities to detect material misstatements in respect of irregularities, including fraud. These procedures, together with the extent to which they are capable of detecting irregularities, including fraud, are detailed below:

- We made enquiries of management and reviewed correspondence with the relevant authorities to identify any irregularities or instances of non-compliance with laws and regulations and to identify any irregularities or instances of fraud;
- We tested the appropriateness of a sample of accounting journals;

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF THE CARERS' RESOURCE

- We reviewed the Company's accounting policies for non-compliance with relevant accounting standards;
- We considered significant accounting estimates for evidence of misstatement; and
- We considered the appropriateness of the revenue recognition policies.

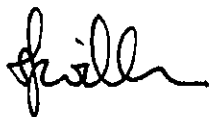
We also communicated relevant identified laws and regulations and potential fraud risks to all engagement team members and remained alert to any indications of fraud or non-compliance with laws and regulations throughout the audit.

Our audit procedures were designed to respond to risks of material misstatement in the financial statements. There are inherent limitations in the audit procedures performed not least due to the following:

- the risk of not detecting a material misstatement due to fraud is higher than the risk of not detecting a material misstatement resulting from error, as fraud may involve deliberate concealment; and
- the further removed the non-compliance with laws and regulations is from the events and transactions reflected in the financial statements, the less likely we are to become aware of it.

Use of this report

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company's members as a body, for our audit work, for this report, or for the opinions we have formed.



Steven Williams FCA
Senior Statutory Auditor
For and on behalf of Murray Harcourt Limited
Registered Auditors

6 Queen Street
Leeds
LS1 2TW

11 November 2021

THE CARERS' RESOURCE
STATEMENT OF FINANCIAL ACTIVITIES
(Including Income and Expenditure Account)

YEAR ENDED 31 MARCH 2021

	Note	Unrestricted funds £	Restricted funds £	Total 2021 £	Total 2020 £
Income from:					
Donations and legacies	2	75,288	634	75,922	112,503
Charitable activities	3	2,413,388	1,261,125	3,674,513	3,581,026
Other trading activities	4	856	-	856	5,240
Investments	5	20	-	20	261
Total income		2,489,552	1,261,759	3,751,311	3,699,030
Expenditure on:					
Raising funds	6	26,752	-	26,752	39,280
Charitable activities	6/7	2,484,251	1,216,376	3,700,627	3,681,235
Total expenditure		2,511,003	1,216,376	3,727,379	3,720,515
Net income		(21,451)	45,383	23,932	(21,485)
Transfers between funds	16	34,004	(34,004)	-	-
Net movement in funds	16	12,553	11,379	23,932	(21,485)
Reconciliation of funds:					
Total funds brought forward	16	536,532	113,645	650,177	671,662
Total funds carried forward	16	549,085	125,024	674,109	650,177

All income and expenditure derive from continuing activities.

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

**THE CARERS' RESOURCE
BALANCE SHEET**

AS AT 31 MARCH 2021

Company Registration No. 03054273

	Note	2021 £	2020 £
Fixed assets			
Tangible assets	12	<u>80,220</u>	<u>88,536</u>
		80,220	88,536
Current assets			
Debtors	13	551,389	480,128
Cash at bank and in hand		<u>724,164</u>	<u>575,192</u>
		1,275,553	1,055,320
Creditors: amounts falling due within one year	14	<u>(681,664)</u>	<u>(493,679)</u>
Net current assets		<u>593,889</u>	<u>561,641</u>
Total assets less current liabilities		<u>674,109</u>	<u>650,177</u>
Net assets		<u>674,109</u>	<u>650,177</u>
Funds			
Restricted funds	16	125,024	113,645
Unrestricted funds	16	549,085	536,532
		<u>674,109</u>	<u>650,177</u>
Total funds	16	<u>674,109</u>	<u>650,177</u>

The financial statements were approved and authorised for issue by the Board on 13/10/21

Signed on behalf of the Board of Trustees

E. A. Jones

Liz Jones
Chair of the Board of Trustees

The notes on pages 20 to 36 form part of these financial statements.

**THE CARERS' RESOURCE
STATEMENT OF CASH FLOWS**

YEAR ENDED 31 MARCH 2021

	Note	2021 £	2020 £
Cash flow from/ (used in) operating activities	18	<u>198,039</u>	<u>(486,082)</u>
Net cash flow from operating activities		<u>198,039</u>	<u>(486,082)</u>
Cash flow from investing activities			
Payments to acquire tangible fixed assets		(49,087)	(40,330)
Capital grants received		-	8,503
Interest received		<u>20</u>	<u>1,242</u>
Net cash flow used in investing activities		<u>(49,067)</u>	<u>(30,585)</u>
Net increase/ (decrease) in cash and cash equivalents		148,972	(516,667)
Cash and cash equivalents at start of year		<u>575,192</u>	<u>1,091,859</u>
Cash and cash equivalents at end of year		<u>724,164</u>	<u>575,192</u>

Cash and cash equivalents consist of cash at bank and in hand.

**THE CARERS' RESOURCE
NOTES TO THE FINANCIAL STATEMENTS**

YEAR ENDED 31 MARCH 2021

1 SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES

(a) General information and basis of preparation

The Carers' Resource is a company limited by guarantee registered in the United Kingdom. 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. The address of the registered office is:

11 North Park Road
Harrogate
North Yorkshre
HG1 5PD

The nature of the Charity's operations and principal activities are set out in the Trustees' Annual Report.

The Charity constitutes a public benefit entity as defined by FRS 102. The financial statements have been prepared in accordance with Charities SORP (FRS 102): 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), the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS 102), the Charities Act 2011, the Companies Act 2006 and UK Generally Accepted Practice.

The financial statements are prepared on a going concern basis under the historical cost convention. The financial statements are prepared in sterling, which is the functional currency of the Charity, and rounded to the nearest £1.

The significant accounting policies applied in the preparation of these financial statements are set out below. These policies have been consistently applied to all years presented unless otherwise stated.

(b) Funds

Unrestricted funds 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.

(c) Income recognition

All incoming resources are included in the Statement of Financial Activities (SoFA) when the Charity is legally entitled to the income after any performance conditions have been met, the amount can be measured reliably, and it is probable that the income will be received.

For donations to be recognised the Charity will have been notified of the amounts and the settlement date in writing. If there are conditions attached to the donation and this requires a level of performance before entitlement can be obtained, then income is deferred until those conditions are fully met or the fulfilment of those conditions is within the control of the Charity and it is probable that they will be fulfilled.

Donated facilities and donated professional services are recognised in income at their fair value when their economic benefit is probable, it can be measured reliably, and the Charity has control over the item. Fair value is determined on the basis of the value of the gift to the Charity. For example, the amount the Charity would be willing to pay in the open market for such facilities and services. A corresponding amount is recognised in expenditure.

**THE CARERS' RESOURCE
NOTES TO THE FINANCIAL STATEMENTS**

YEAR ENDED 31 MARCH 2021

1 SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES (continued)

(c) Income recognition (continued)

No amount is included in the financial statements for volunteer time in line with the Charities SORP (FRS 102). Further detail is given in the Trustees' Annual Report.

Income from trading activities includes income earned from fundraising events and trading activities to raise funds for the Charity. Income is received in exchange for supplying goods and services in order to raise funds and is recognised when entitlement has occurred.

Income from the provision of charitable services and government and other grants is recognised at fair value when the Charity has entitlement after any performance conditions have been met, it is probable that the income will be received and the amount can be measured reliably. If entitlement is not met, then these amounts are deferred.

Investment income is earned on bank deposits and is recognised in the period in which it is receivable.

(d) 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. It is categorised under the following headings:

- Costs of raising funds; and
- Expenditure on charitable activities.

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

(e) 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, professional fees and governance costs. They are incurred directly in support of expenditure on the objects of the Charity and include project management carried out at the Charity's Headquarters. Where support costs cannot be directly attributed to particular headings they have been allocated to cost of raising funds and expenditure on charitable activities on a basis consistent with use of the resources.

Fund-raising costs are those incurred in seeking voluntary contributions and do not include the costs of disseminating information in support of the charitable activities.

The analysis of these costs is included in note 6.

**THE CARERS' RESOURCE
NOTES TO THE FINANCIAL STATEMENTS**

YEAR ENDED 31 MARCH 2021

1 SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES (continued)

(f) Impairment of assets

The Charity assesses at each reporting date whether there is an indication that an asset may be impaired. If any such indication exists, the Charity makes an estimate of the asset's recoverable amount.

An asset's recoverable amount is the higher of an asset's fair value less costs to sell and its value in use and is determined for an individual asset, unless the asset does not generate cash inflows that are largely independent of those from other assets or groups of assets. Where the carrying amount of an asset exceeds its recoverable amount, the asset is considered impaired and is written down to its recoverable amount.

In assessing value in use, the estimated future cash flows are discounted to their present value using a discount rate that reflects current market assessments of the time value of money and the risks specific to the asset. In determining fair value less costs to sell, an appropriate valuation model is used, calculations are corroborated by valuation multiples, or other available fair value indicators are used. Impairment losses are recognised in the Statement of Financial Activities in those expense categories consistent with the function of the impaired asset.

(g) Tangible fixed assets

Tangible fixed assets are stated at cost less accumulated depreciation and accumulated impairment losses. Cost includes costs directly attributable to making the asset capable of operating as intended.

Depreciation is provided on all tangible fixed assets, at rates calculated to write off the cost, less estimated residual value, of each asset on a systematic basis over its expected useful life as follows:

Fixtures and equipment	33% on a straight-line basis
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(h) Debtors and creditors receivable / payable within one year

Debtors and creditors with no stated interest rate and receivable or payable within one year are recorded at transaction price. Any losses arising from impairment are recognised in expenditure.

(i) Cash at bank and in hand

Cash at bank and in hand includes cash and short term highly liquid investments with a short maturity of three months or less from the date of acquisition or opening the deposit or similar account.

(j) Leases

Rentals payable and receivable under operating leases are charged to the SoFA on a straight-line basis over the period of the lease.

(k) Employee benefits

When employees have rendered service to the Charity, short-term employee benefits to which the employees are entitled are recognised at the undiscounted amount expected to be paid in exchange for that service.

The Charity operates a defined contribution plan for the benefit of its employees. Contributions are expensed as they become payable.

**THE CARERS' RESOURCE
NOTES TO THE FINANCIAL STATEMENTS**

YEAR ENDED 31 MARCH 2021

1 SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES (continued)

(l) Tax

The Charity is an exempt charity within the meaning of schedule 3 of the Charities Act 2011 and is considered to pass the tests set out in Paragraph 1 Schedule 6 of the Finance Act 2010 and therefore it meets the definition of a charitable company for UK corporation tax purposes.

(m) Going concern

The financial statements have been prepared on a going concern basis as the Trustees believe that no material uncertainties exist. The Trustees have considered the level of funds held and the expected level of income and expenditure for 12 months from authorising these financial statements. The budgeted income and expenditure is sufficient with the level of reserves for the Charity to be able to continue as a going concern.

(n) Judgements and key sources of estimation uncertainty

Key sources of estimation uncertainty

The key assumptions concerning the future and other key sources of estimation uncertainty at the reporting date that have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities within the next financial year include:

Trade debtor provisioning

The Charity makes an estimate of the recoverable value of trade and other debtors. When assessing impairment of trade and other debtors, management considers factors including the ageing profile and historical experience. The carrying value of trade and other debtors and the associated provision is set out in note 13.

(o) Financial instruments

The Charity only has financial assets and liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value with the exception of financing transactions that don't qualify as concessionary loans, which are subsequently measured at amortised cost using the effective interest method.

2 INCOME FROM DONATIONS AND LEGACIES

	2021 £	2020 £
Gifts and donations receivable - revenue	75,288	104,000
Gifts and donations receivable - capital	634	8,503
	<hr/>	<hr/>
	75,922	112,503

Income from donations and legacies was £75,922 (2020 - £112,503) of which £634 (2020 - £8,503) was attributable to restricted and £75,288 (2020 - £104,000) was attributable to unrestricted funds.

**THE CARERS' RESOURCE
NOTES TO THE FINANCIAL STATEMENTS**

YEAR ENDED 31 MARCH 2021

3 INCOME FROM CHARITABLE ACTIVITIES

	2021 £	2020 £
Carer support	2,980,880	2,924,122
Care@	<u>693,633</u>	<u>656,904</u>
	<u>3,674,513</u>	<u>3,581,026</u>

Income from charitable activities was £3,674,513 (2020 - £3,581,026) of which £1,261,125 (2020 - £1,363,922) was attributable to restricted and £2,413,388 (2020 - £2,217,104) was attributable to unrestricted funds.

4 INCOME FROM OTHER TRADING ACTIVITIES

	2021 £	2020 £
Fundraising events/activities	<u>856</u>	<u>5,240</u>
	<u>856</u>	<u>5,240</u>

All income from trading and fundraising activities in both reporting periods was attributable to unrestricted funds.

5 INCOME FROM INVESTMENTS

	2021 £	2020 £
Interest – deposits	<u>20</u>	<u>261</u>
	<u>20</u>	<u>261</u>

All income from investments in both periods was attributable to unrestricted funds.

THE CARERS' RESOURCE
NOTES TO THE FINANCIAL STATEMENTS

YEAR ENDED 31 MARCH 2021

6 ANALYSIS OF EXPENDITURE

	Basis of allocation	Raising funds £	Charitable Activities £	Total 2021 £	Total 2020 £
Costs directly allocated					
Staff costs	Direct	24,860	3,061,937	3,086,797	2,894,823
Travel	Direct	-	74,825	74,825	133,493
Fundraising costs	Direct	1,892	-	1,892	2,518
Recruitment and advertising	Direct	-	7,885	7,885	9,681
Carer activities	Direct	-	30,219	30,219	54,101
Bad debt expense	Direct	-	1,049	1,049	1,570
Other direct costs	Direct	-	124,889	124,889	178,595
Total directly allocated costs		26,752	3,300,804	3,327,556	3,274,781
Support costs allocated to activities					
Premises	Usage	-	128,221	128,221	149,295
Utilities	Usage	-	32,840	32,840	35,555
Printing, publicity, stationery & postage	Usage	-	33,142	33,142	42,836
Insurance	Usage	-	14,915	14,915	14,202
Professional fees	Usage	-	21,333	21,333	22,417
Repairs and maintenance	Usage	-	35,908	35,908	34,536
Equipment	Usage	-	18,549	18,549	-
Communications	Usage	-	29,016	29,016	26,143
Depreciation	Usage	-	57,404	57,404	55,595
Staff training	Usage	-	14,713	14,713	25,510
Audit fees	Governance	-	5,400	5,400	5,100
Accountancy fees	Governance	-	-	-	1,268
Other indirect costs	Usage	-	8,382	8,382	33,277
Total support costs		-	399,823	399,823	445,734
Total expenditure		26,752	3,700,627	3,727,379	3,720,515

7 ANALYSIS OF EXPENDITURE ON CHARITABLE ACTIVITIES

	Directly allocated costs £	Support costs £	Governance costs £	Total £
Carer support	2,635,526	350,164	6,321	2,992,011
Care @	665,278	43,338	-	708,616
	3,300,804	393,502	6,321	3,700,627

Expenditure on charitable activities was £3,700,627 (2020 - £3,681,235) of which £1,216,376 (2020 - £1,384,229) was attributable to restricted and £2,484,251 (2020 - £2,297,006) was attributable to unrestricted funds.

**THE CARERS' RESOURCE
NOTES TO THE FINANCIAL STATEMENTS**

YEAR ENDED 31 MARCH 2021

8 NET INCOME FOR THE YEAR

Net income is stated after charging:

	2021 £	2020 £
Depreciation of tangible fixed assets	57,403	55,595
Operating lease rentals	106,319	110,280
	<hr/>	<hr/>

9 AUDITOR'S REMUNERATION

	2021 £	2020 £
Fees payable to the Charity's auditor for the audit of the Charity's annual accounts	<hr/> 5,400	<hr/> 5,100
Fees payable to the Charity's auditor for other services:		
Other services	<hr/> -	<hr/> 1,268

10 TRUSTEES' AND KEY MANAGEMENT PERSONNEL REMUNERATION AND EXPENSES

The Trustees neither received nor waived any remuneration during the year (2020 - £Nil).

The total amount of employee benefits received by Key Management Personnel is £264,289 (2020 - £229,097).

The Trustees did not have any expenses reimbursed during the year (2020 - £213).

**THE CARERS' RESOURCE
NOTES TO THE FINANCIAL STATEMENTS**

YEAR ENDED 31 MARCH 2021

11 STAFF COSTS AND EMPLOYEE BENEFITS

The average monthly number of employees and full time equivalent (FTE) during the year was as follows:

	2021 Number	2021 FTE	2020 Number	2020 FTE
Information	13	8.6	16	10.3
Development	8	6.1	7	5.1
Administration	23	16.3	24	15.5
Carer support officers	54	35.3	52	34.7
Children & Families	9	6.7	15	9.2
Training	10	5.7	7	5.9
Volunteering	3	1.9	3	2.1
Care workers	67	37.1	76	39.3
	187	117.7	200	122.1

The total staff costs and employee benefits was as follows:

	2021 £	2020 £
Wages and salaries	2,815,679	2,648,216
Social security	188,039	170,524
Defined contribution pension costs	83,079	76,083
	3,086,797	2,894,823

There were no employees who received total employee benefits (excluding employer pension costs) of more than £60,000 (2020 – none).

Included in staff costs are termination payments totalling £Nil (2020 - £Nil).

**THE CARERS' RESOURCE
NOTES TO THE FINANCIAL STATEMENTS**

YEAR ENDED 31 MARCH 2021

12 TANGIBLE FIXED ASSETS

	Fixtures and equipment £	Total £
Cost or valuation		
At 1 April 2020	538,854	538,854
Additions	49,087	49,087
At 31 March 2021	<u>587,941</u>	<u>587,941</u>
Depreciation		
At 1 April 2020	450,318	450,318
Charge for the year	57,403	57,403
At 31 March 2021	<u>507,721</u>	<u>507,721</u>
Net book value		
At 31 March 2021	<u>80,220</u>	<u>80,220</u>
At 31 March 2020	<u>88,536</u>	<u>88,536</u>

13 DEBTORS

	2021 £	2020 £
Trade debtors	14,734	21,523
Grants and contracts receivable	477,768	422,407
Prepayments and accrued income	57,043	32,207
Other debtors	1,844	3,991
	<u>551,389</u>	<u>480,128</u>

There was no provision for impairment of trade debtors in either the current or prior period.

THE CARERS' RESOURCE
NOTES TO THE FINANCIAL STATEMENTS

YEAR ENDED 31 MARCH 2021

14 CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2021 £	2020 £
Trade creditors	69,144	25,563
Taxes and social security	48,498	42,472
Deferred income	267,183	212,400
Accruals	58,161	75,921
Other creditors	238,678	137,323
	<u>681,664</u>	<u>493,679</u>

Deferred income

	2021 £	2020 £
Deferred income at start of year	212,400	454,488
Released from previous years	(212,400)	(454,488)
Resources deferred in the year	267,183	212,400
	<u>267,183</u>	<u>212,400</u>
Deferred income at end of year	<u>267,183</u>	<u>212,400</u>

At the balance sheet date, the charity was holding funds received in advance in respect of unearned income from performance related grants.

15 LEASES

a) *Operating leases - lessee*

Total future minimum lease payments under non-cancellable operating leases are as follows:

	2021 £	2020 £
Not later than one year	98,120	93,620
Later than one and not later than five years	85,787	177,907
	<u>183,907</u>	<u>271,527</u>

**THE CARERS' RESOURCE
NOTES TO THE FINANCIAL STATEMENTS**

YEAR ENDED 31 MARCH 2021

16 FUND RECONCILIATION

Restricted funds

	Balance at 1 April 2020 £	Income £	Expenditure £	Transfers £	Balance at 31 March 2021 £
Airedale and Craven CCT	15,185	62,680	(58,647)	-	19,218
Home from Hospital	23,388	316,770	(320,937)	-	19,221
North Yorkshire Home from Hospital	21,225	306,649	(318,907)	-	8,967
Personal Support Navigator	665	130,000	(117,298)	-	13,367
North Yorkshire Sitting Service	(1,690)	122,265	(103,031)	-	17,544
Big Lottery - CReate	3,422	101,846	(102,778)	-	2,490
Big Lottery – Worth Connecting (revenue)	12,884	132,377	(113,540)	(31,721)	-
Big Lottery – Worth Connection (capital)	3,720	-	(3,720)	-	-
Kirby Foundation	13,937	-	(7,980)	-	5,957
Stronger Communities	5,292	-	-	-	5,292
Toller Projects	2,283	-	-	(2,283)	-
Tarn Moor	5,174	-	(502)	-	4,672
Young Carer Activities	55	-	-	-	55
Opportunity Daycare Fund	6,454	28,677	(21,531)	-	13,600
Carers Getting Together	-	4,196	(4,196)	-	-
Parent Carer Club	1,651	-	(1,192)	-	459
Bradford Worth Connecting	-	21,429	(20,395)	-	1,034
Bradford Winter Covid Grant	-	7,994	(6,700)	-	1,294
ABCD Funds	-	6,970	-	-	6,970
Yorkshire Water – Employment Project	-	4,917	(3,329)	-	1,588
ESF Groundworks – Employment Project	-	9,989	(6,693)	-	3,296
YAC Grant – Young Carers	-	5,000	(5,000)	-	-
	113,645	1,261,759	(1,216,376)	(34,004)	125,024

Unrestricted funds

	Balance at 1 April 2020 £	Income £	Expenditure £	Transfers £	Balance at 31 March 2021 £
Unrestricted	536,532	2,489,552	(2,511,003)	34,004	549,085
<i>Designated funds:</i>					
Contingency fund	-	-	-	-	-
	536,532	2,489,552	(2,511,003)	34,004	549,085

THE CARERS' RESOURCE
NOTES TO THE FINANCIAL STATEMENTS

YEAR ENDED 31 MARCH 2021

16 FUND RECONCILIATION (continued)

Comparative information in respect of the preceding period is as follows:

Restricted funds

	Balance at 1 April 2019 £	Income £	Expenditure £	Transfers £	Balance at 31 March 2020 £
Airedale and Craven CCT	16,797	62,949	(61,488)	(3,073)	15,185
Home from Hospital	59,055	305,893	(334,053)	(7,507)	23,388
North Yorkshire Home from Hospital	1,016	347,638	(327,429)	-	21,225
Personal Support Navigator	-	130,000	(129,335)	-	665
North Yorkshire Sitting Service	-	118,256	(119,946)	-	(1,690)
Big Lottery - CReate	3,057	118,328	(117,963)	-	3,422
Big Lottery – Worth Connecting (revenue)	12,476	178,848	(169,576)	(8,864)	12,884
Big Lottery – Worth Connection (capital)	4,721	8,503	(9,504)	-	3,720
Kirby Foundation	26,989	-	(13,052)	-	13,937
Stronger Communities	6,015	175	(898)	-	5,292
Aged Veterans Fund	-	50,000	(50,562)	562	-
Morecambe CCG	667	16,930	(22,787)	5,190	-
Toller Projects	2,768	-	(485)	-	2,283
Out of Hours	-	-	-	-	-
Tarn Moor	5,525	-	(351)	-	5,174
Young Carer Activities	55	-	-	-	55
Opportunity Daycare Fund	-	28,677	(22,223)	-	6,454
Carers Getting Together	-	3,200	(3,200)	-	-
Parent Carer Club	-	3,028	(1,377)	-	1,651
	<u>139,141</u>	<u>1,372,425</u>	<u>(1,384,229)</u>	<u>(13,692)</u>	<u>113,645</u>

Unrestricted funds

	Balance at 1 April 2019 £	Income £	Expenditure £	Transfers £	Balance at 31 March 2020 £
Unrestricted	457,521	2,326,605	(2,336,286)	88,692	536,532
<i>Designated funds:</i>					
Contingency fund	75,000	-	-	(75,000)	-
	<u>532,521</u>	<u>2,326,605</u>	<u>(2,336,286)</u>	<u>13,692</u>	<u>536,532</u>

**THE CARERS' RESOURCE
NOTES TO THE FINANCIAL STATEMENTS**

YEAR ENDED 31 MARCH 2021

16 FUND RECONCILIATION (continued)

Purposes of restricted funds

- a) **Airedale and Craven Collaborative Care Teams**
This contract was awarded to provide carer specialist services across all of the general practices in Airedale. A large portion of it was subsumed in the Integrated Carer Services contract which was competitively tendered in mid-2014. Carers' Resource was successful in winning the ICS. Carers' Resource continues to receive the remaining portion of the former funding to provide additional specialist carer support. We are raising awareness of the role and needs of carers and encouraging health care staff to work in partnership with others to better support carers.
- b) **Home from Hospital and Extension**
From autumn 2012, we have been funded to provide a service from within all Bradford hospitals to ensure frail, elderly and vulnerable people do not go "home alone" and that they receive support for up to six weeks. Funding to extend the capacity of the Home from Hospital project continued due to the success of the service in preventing re-admission to hospital in the short to medium term. This project encompassed the "supported discharge" scheme in 18/19 which enabled staff to be in the hospitals to talk to the cared for and their carers before discharge, to signpost to the Home from Hospital service and to liaise and arrange for homecare if required using our Care@ services.
- c) **North Yorkshire Home from Hospital**
This contract was awarded at the end of 2017 for a start date of the 1 April 2018; the contract is for four years. Funding is to support vulnerable people recently discharged from hospital, and to stop them readmitting (within 6 weeks). This contract works in partnership with Scarborough Rydale Carers Resource. The geography of this contract covers Selby, Richmondshire and Hambleton, alongside Harrogate and Craven.
- d) **Big Lottery Empowering Parents**
An award funded by Reaching Communities from Big Lottery for three years to provide help, assistance and advice to parent carers across Harrogate, Craven and Bradford. This came to end in December 2018; however, the decision was taken to run the project to the end of the financial year (March 2019), when staff could then be transferred to another contract and continue their work within the parameters of the Bradford Integrated Services.
- e) **North Yorkshire Carers' Sitting Service**
This contract uses volunteers to provide a carers short break service where the cared for person is supported either in their own home or outside in order for the carer to have a break. The break is for a short period of time (2 to 4 hours). This project is funded by North Yorkshire County Council. There has been some overlap this year between this and the previous service which used paid staff.
- f) **Big Lottery CReate**
A four-year grant from the Big Lottery Fund to continue the employment, training and personal development advice and support we provide to carers throughout Bradford, Craven and Harrogate.
- g) **Big Lottery – Worth Connecting**
This is a Positive Minds partnership project and Carers' Resource is the lead partner of four delivery partners. The aim of the service is to introduce older people who are lonely, isolated, and digitally excluded to IT, so that they are able to communicate using Skype, e-mails etc thus enabling them to communicate with others and to aid them in day-to-day tasks such as shopping, ordering prescriptions etc.
- h) **Kirby Foundation**
The Kirby foundation funded the organisation to upgrade/replace PCs and Laptops to enable us to become Cyber Essential Plus compliant, and also to help move and update our servers from our Harrogate offices to the Shipley offices.

**THE CARERS' RESOURCE
NOTES TO THE FINANCIAL STATEMENTS**

YEAR ENDED 31 MARCH 2021

16 FUND RECONCILIATION (continued)

- i) Aged Veterans Fund**
This project is managed by Community First Yorkshire and covers the whole of North Yorkshire. Carers Resource acts as the lead body for the carers work. Together with other carers centres, an additional service is offered to both ex-Services personnel over the age of 65 who are carers, and the carers of ex-Services personnel.
- j) Bramall Foundation**
The Bramall Foundation donated a sum towards the cost of services to support children and young people with autism. This has helped to support young carers, parent carers and to enable us to run trips and activities. The monies are expected to continue for a further two years.
- k) Tarn Moor**
A grant received for driving lessons and refresher lessons for Carers of all ages but living within Skipton Parish only.
- l) Young Carer Activities**
Specific funds were received from North Yorkshire County Council to help with young carers transport. There were also funds received from Techbuyer to fund trips and activities.
- m) Opportunity Daycare Fund**
This fund has been used to focus on the development of support groups for carers specifically in the Shipley and Bradford East areas by employing a group development worker.
- n) Carers Getting Together**
This was a small fund from the lottery to focus on groups.
- o) Parent Carer Club**
This was a specific project to help parent carers by attending groups and helping/showing them the need for "peer support".

Purposes of designated funds

The Trustees designated the following funds during the period:

- a) Contingency Fund**
This fund has been designated to pursue new sources of income for the service.

**THE CARERS' RESOURCE
NOTES TO THE FINANCIAL STATEMENTS**

YEAR ENDED 31 MARCH 2021

16 FUND RECONCILIATION (continued)

Unrestricted general funds include:

- a) **NY Community Care Agreement**
Funding for the core activities of the organisation has been provided since 1995 by the North Yorkshire County Council Adult and Community Services Directorate and by the Harrogate and Rural District Clinical Commissioning Group (and its predecessors). There is a strong focus on the delivery of Carer Assessments, accompanied by comprehensive Information provision.
- b) **NY Young Carers and Young Carer Activities**
Our Young Carers project involves work across Harrogate and Craven with other services to increase awareness and understanding of the role and needs of young carers and offer one-to-one support for young carers as well as a range of group activities. Miscellaneous funds and donations support a range of activities for the young people.
- c) **Care@**
Crossroads Care (Airedale and Bradford) provided care for over 20 years and in 2013 was absorbed by Carers' Resource. Its assets and liabilities were transferred to the Carers' Resource with effect from 1 April 2013 and services are open to anyone over the age of 18 who requires social care support in the areas where we operate. Funding for our services comes from a variety of sources including individuals themselves and health or social care agencies.
- d) **Integrated Care Teams**
Through its Better Care Funds, Harrogate and Rural District CCG enables us to base our specialist staff in the heart of key community nursing teams to ensure better identification of and support for carers.
- e) **Integrated Care Services (Bradford and Craven)**
Services for carers across Bradford District and Craven are pulled together in one integrated contract that ensures a comprehensive service for all carers, and enables our offer to be person centred and meet their individual needs.
- f) **CCCT**
We are funded to provide services through Craven Community Collaborative Team. We have specialist staff based with community care teams to ensure better identification of, and support for, carers.
- g) **Changing Lives Fund (now part of ATI)**
Income, generated from a number of small initiatives, to help with the training and employment needs of carers, was ring fenced in the Changing Lives Fund, established in April 2005. Our nationally recognised Carers in Employment project which is run under the banner of Changing Lives to assist carers with training and employment, has struggled to maintain consistent funding, especially in North Yorkshire.

**THE CARERS' RESOURCE
NOTES TO THE FINANCIAL STATEMENTS**

YEAR ENDED 31 MARCH 2021

17 ANALYSIS OF NET ASSETS BETWEEN FUNDS

Fund balances at 31 March 2021 are represented by:

	Unrestricted funds £	Designated funds £	Restricted funds £	Total £
Fixed assets	74,263	-	5,957	80,220
Cash	606,412	-	117,752	724,164
Other current assets / liabilities	(131,590)	-	1,315	(130,275)
Total	549,085	-	125,024	674,109

Comparative information in respect of the preceding period is as follows:

	Unrestricted funds £	Designated funds £	Restricted funds £	Total £
Fixed assets	68,603	-	31,710	100,313
Cash	528,659	75,000	488,200	1,091,859
Other current assets / liabilities	(139,741)	-	(380,769)	(520,510)
Total	457,521	75,000	139,141	671,662

18 RECONCILIATION OF NET INCOME TO NET CASH FLOW FROM OPERATING ACTIVITIES

	2021 £	2020 £
Net income for year	23,932	(21,485)
Interest receivable	(20)	(261)
Capital grants receivable	-	(8,503)
Depreciation and impairment of tangible fixed assets	57,403	55,595
	81,315	25,346
Changes in working capital:		
(Increase)/decrease in debtors	(71,261)	(306,550)
Increase/(decrease) in creditors	187,985	(204,878)
Net cash flow from from/ (used) in operating activities	198,039	(486,082)

**THE CARERS' RESOURCE
NOTES TO THE FINANCIAL STATEMENTS**

YEAR ENDED 31 MARCH 2021

19 PENSIONS AND POST-RETIREMENT BENEFITS

a) Defined contribution pension plans

The Charity operates a defined contribution pension plan for its employees. The amount recognised as an expense in the period was £83,079 (2020 - £76,083).

The defined contribution liability as at 31 March 2021 is allocated to unrestricted funds and amounted to £18,141 (2020 - £17,493).

20 FINANCIAL INSTRUMENTS

The carrying amounts of the Charity's financial instruments are as follows:

	2021	2020
	£	£
<i>Financial assets</i>		
Debt instruments measured at amortised cost:		
- Trade debtors (note 13)	14,734	21,523
- Accrued income (note 13)	477,768	422,407
- Other debtors (note 13)	1,844	3,991
	<u>494,346</u>	<u>447,921</u>
<i>Financial liabilities</i>		
Measured at amortised cost		
- Trade creditors (note 14)	69,144	25,563
- Accruals (note 14)	58,161	75,921
- Other creditors (note 14)	238,678	137,323
	<u>365,983</u>	<u>238,807</u>

21 AGENCY ARRANGEMENTS

Bradford Carers Small Grants

The Charity administers disbursement of grant payments to carers on behalf of the Local Authority. During the year ended 31 March 2021, it received £175,000 (2020 - £90,000) and disbursed £94,496 (2020 - £89,543). At 31 March 2021, there remained an unspent amount of £164,711 (2020 - £84,207), which is included within other creditors.