

**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

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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

	Note	2023 £	2022 £
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
------------------------	------------------------------

(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	2023	2022	2022
	Number	FTE	Number	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
	514,433	3,149,490	(3,251,846)	24,239	463,316

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
	125,024	1,277,618	(1,205,086)	(38,658)	158,898

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
	549,085	2,913,770	(2,987,080)	38,658	514,433

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.