SUTTON CARERS CENTRE CHARITY COMPANY

England & Wales · Charity number 1062302

Details

Other names	SUTTON CARERS CENTRE
Status	Registered
Legal form	Charitable company
Company number	03353573
Registered	1997-05-12
Register	View on the Charity Commission register

Contact

Address	1st Floor Sutton Gate 1 Carshalton Road Sutton Surrey SM1 4LE
Phone	02082965611
Email	enquiries@suttoncarerscentre.org
Website	www.suttoncarerscentre.org

Activities

Objects: THE RELIEF OF PERSONS [CAREERS] WHO HAVE AN UNPAID RESPONSIBILITY FOR THE DAILY CARE AND TREATMENT OF DEPENDENTS WITH A DISABILITY ARISING FROM AGE, DISABILITY ARISING FROM AGE ,SICKNESS, PHYSICAL OR MENTAL DISABILITY IN THE LONDON BOROUGH OF BUTTON . THE PROVISION OF PRACTICAL HELP, ADVICE ,ASSISTANCE ,SERVICE, SUPPORT, ADVOCACY AND INFORMATION TO SUCH PERSONS. [B] THE RELIEF OF POVERTY AND MENTAL OR PHYSICAL SICKNESS OR SUFFERING AMONGST THE CARERS AND THE THE ABOVE OBJECTS.[C] TO ADVANCE EDUCATION CONCERNING CARING AMONG CARERS AND THE PUBLIC.

Activities: The Charity provides advice, information, advocacy and support to "unpaid" family and friend Carers to ensure that they have access to practical and emotional support, and time out from their caring role. The Charity also provides assistance to enable Carers to continue in their caring role whilst maintaining their own health & wellbeing. Acts strategically to ensure that Carers' voices are heard.

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Classification

- **How:** Provides Services, Provides Advocacy/advice/information, Acts As An Umbrella Or Resource Body
- **What:** Education/training, The Advancement Of Health Or Saving Of Lives, Disability, The Prevention Or Relief Of Poverty, Economic/community Development/employment, Human Rights/religious Or Racial Harmony/equality Or Diversity
- **Who:** Children/young People, Elderly/old People, People With Disabilities, Other Charities Or Voluntary Bodies, Other Defined Groups

Geography

- **Area of benefit:** SURREY
- Sutton

Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£732,716	£805,497	£289,810	18
2024-03-31	£730,120	£740,883	£362,591	18
2023-03-31	£749,169	£668,996	£373,354	18
2022-03-31	£804,078	£682,401	£293,181	19
2021-03-31	£659,722	£630,613	£171,504	21

Trustees

Name	Role	Appointed
Anne Christine Dharmpaul		2024-03-27
Bissy Thomas		2019-01-30
Dr Alan Lindsay Woodhead		2024-07-31
Dr Folashade Ajayi-Obe		2024-07-31
Patrick Jonathan Hopkinson		2019-12-04

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SUTTON CARERS CENTRE CHARITY COMPANY

England & Wales - Charity number 1062302

Accounts

SUTTON CARERS CENTRE
CHARITY COMPANY
(A company limited by guarantee)

REPORT OF THE TRUSTEES AND
FINANCIAL STATEMENTS
For the year ended 31st March 2025

Charity no: 1062302
Company no: 3353573

SUTTON CARERS CENTRE CHARITY COMPANY

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for the year ended 31st March 2025

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SUTTON CARERS CENTRE CHARITY COMPANY
REPORT OF THE TRUSTEES
for the year ended 31st March 2025

The Trustees, who are also Directors of the Charity for the purposes of the Companies Act 2006, present their report with the financial statements of the Charity for the year ended 31st March 2025. The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard Applicable in the UK and Republic of Ireland, issued in October 2019, and the Companies Act 2006.

REFERENCE AND ADMINISTRATIVE INFORMATION

Charity Name:	Sutton Carers Centre
Charity registration Number:	1062302
Company registration number:	3353573 (England & Wales)
Registered Office and Operational Address:	1st Floor, Sutton Gate 1 Carshalton Road Sutton, Surrey SM1 4LE

Trustees:

Dr. Shade Ajayi-Obe	Chair and Trustee
Dr Alan Lindsay Woodhead	Treasurer and Trustee
Bissy Thomas	Trustee
Patrick Hopkinson	Trustee
Sally Brearley	Trustee
Anne Dharmpaul	Trustee

Advisors:

Alf Matthews
Don Brims
Harsha Ganatra

Company Secretary:

Rachael MacLeod	Chief Executive and Company Secretary
Auditors:	Kingston Burrowes Audit Ltd 308 Ewell Road, Surbiton, Surrey, United Kingdom, KT6 7AL
Bankers:	Barclays Bank Ltd, 43 High St, Sutton SM1 1DR CCLA Investment Management Ltd, COIF Charity Funds, 80 Cheapside, London EC2V 6DZ

Network Partner of, and quality assured by, *Carers Trust* (formed by the merger of the legacy organisations *Princess Royal Trust for Carers* and *Crossroads Care*), a national charity connecting and supporting independent Carers' organisations across the UK. Registered address: Carers Trust, 32-36 Loman Street, London SE1 0EH, Charity No. 1145181 (England & Wales) / SC042870 (Scotland). Registered as a company limited by guarantee in England and Wales No. 7697170.

SUTTON CARERS CENTRE CHARITY COMPANY
REPORT OF THE TRUSTEES
for the year ended 31st March 2025

Structure, Governance and Management

Governing Document

Sutton Carers Centre (SCC) is a charitable company limited by guarantee, formed in 1994 and registered as a charity in 1997. The organisation was initiated in 1992 and was one of the first Princess Royal Trust for Carers Centres in the country. The company was established under a Memorandum which established the objects and powers of the charitable company and is governed under its Articles of Association. These were updated mainly to reflect changes in charity law a few years ago and continue to be regularly reviewed. In the event of the company being wound up, its members are required to contribute an amount not exceeding £1.

Trustees

2024-2025 was a year of progress and collaboration for Sutton Carers Centre. We have continued to deliver on our mission while strengthening governance and operational practices. The trustees have provided strategic leadership and notably, the introduction of the Staff and Trustee Forum has improved communication and fostered a shared sense of purpose across the organisation.

As of 31st March 2025, the Board comprised six Trustees and three Advisers. Dr Shade Ojayi-Obe has been leading the Board of Trustees as Chair since 29th January 2025 (appointed as a Trustee in July 2024). Dr (Alan) Lindsay Woodhead was appointed as Treasurer on the 2nd October 2024, following his appointment as Trustee in July 2024.

Trustees are appointed in accordance with the charity's governing document, elected by members at the AGM, stepping down on a rotational basis, with the option to stand for re-election. Trustees have lived experience of caring, serve as volunteers, many balancing this role alongside paid work as well as caring responsibilities.

New trustees receive a comprehensive induction, including an overview of our mission, policies, and legal responsibilities. Ongoing training in both formal and informal settings is provided to ensure trustees remain informed about governance best practices as well as operations.

Trustees are responsible for ensuring compliance with charity law, policies and procedures, and provide financial oversight. They play a key role in approving budgets, monitoring risk, and guiding the organisation's long-term strategy to ensure activities align with our charitable objectives. We regularly assess the Board's skill set, considering organisational challenges and opportunities, while embracing the advantages of a diverse membership. Importantly, we remain Carer-led throughout.

Our Trustees and Advisers bring a wealth of professional experience in areas such as adult and children health, social care and community services, safeguarding, finance, fundraising, project and business management, as well as personal caregiving experience in Sutton. As we look to recruit another two Trustees, we will be looking to recruit people with additional Communications, Quality Assurance or HR experience. The board is committed to diversity and inclusion and continues to review its composition to ensure a broad range of skills, experiences, and perspectives. This approach supports robust decision-making and reflects our commitment to equality and equity.

The Management Board meets at least five times annually, in addition to the AGM, informed by the working 'RIO' (Risk, Information and Opportunities) Committee that meets monthly or bi-monthly depending on the business cycle of the charity. Trustees receive regular reports from the Chief Executive on strategic and governance matters requiring their attention or decision, alongside detailed financial updates from the RIO Committee. We also review the Risk Register, Service Manager reports including contract performance, as well as updates on funding, HR, health and safety, quality assurance, and infrastructure. Safeguarding updates also are provided at each meeting by the CEO, and we review complaints, GDPR issues, and celebrate successes.

Trustees meet with staff at least three times a year for a newly-introduced Staff and Trustee Forum. This initiative provides a structured opportunity for staff and trustees to meet regularly, share updates, and discuss key priorities. The Forum strengthens communication and collaboration across the organisation, ensuring that Trustees have a deeper understanding of operational challenges and successes, while staff gain insight into strategic decision-making. By meeting consistently, we foster transparency, build stronger relationships, and create a shared sense of purpose, which ultimately supports better governance and more informed decision-making. Teams also present their work formally on rotation once a year at full Board meetings, also an opportunity for rich discussions and increased understanding.

Looking ahead, Trustees will focus on additional Board member recruitment, enhancing governance and quality assurance, supporting the refresh and delivery of our strategic plan, and continuing to strengthen engagement with staff, Carers, partners and wider stakeholders.

Organisational structure

Day-to-day management of the charitable company is delegated to the CEO, who operates within the policies and target outcomes agreed by the Management Board. Despite challenges in funding and project streams, all services run concurrently to ensure a seamless Carer pathway, tailored to individual needs and desired outcomes. We take an integrated, 'matrix' approach, working across all ages and health and social care issues. This is guided by a 'Whole-Family' and 'Think Family' philosophy, ensuring the best possible support for Carers and the people they care for.

Core teams

The core teams comprise of:

- **Adult Carers Information and Advice Service** – This service provides income maximisation for whole families, alongside universal, light-touch, and advanced casework support for Carers, hospital and primary care outreach (in particular prevention and discharge support).

- **Adult Carers Preventative Support Service** – Includes Carer Wellbeing Navigation services, Talking therapies, End-of-Life care via Sutton's Palliative Care Co-ordination Hub, dementia and mental health-specific support, and targeted support for Carers with higher needs due to their caring role, wellbeing needs, or risk.

- **Young Carers Service** – Offers targeted advice, information, and support, with a focus on young people aged 8–18 (as well as a smaller focus up to age 25 if indicated) and their families. This service ensures Young Carers reach their potential, are protected from inappropriate caring responsibilities, and receive support in school settings.

- **Central Services** – Provides organisational infrastructure support, including communications, quality assurance, HR, fundraising and resource oversight, as well as managing the Centre and our engagement within the wider community.

We also offer comprehensive training and consultancy to help other organisations improve their practices in identifying and supporting Carers and their families.

Each team delivers essential advice, information, emotional and practical support, while ensuring that all Carers and their families have access to:

- Breaks from their caring roles
- Training to support them in their caring roles
- Benefits and income advice, to overcome the financial inequalities that can come with caring
- Psychological and complementary therapies to maintain and promote better health and wellbeing for Carers and their families
- Opportunities to contribute their expertise to local and national policy and service development.

People

Staffing levels have remained stable, with around 12 full-time and 7 part-time core staff across services. We regularly review roles in response to financial challenges and the increasing complexity of Carers' needs, ensuring staff are skilled and well-supported. The Board of Trustees sets the remuneration of personnel, considering the charity's financial position and industry benchmarks.

We are expanding the roles of our mostly voluntary Information Workers to increase outreach both in person and online, requiring additional training. Increasing volunteer numbers is a key strategic goal.

In addition to core staff, we host up to two Psychological Therapists from the Mental Health Trust and Senior Advisors in benefits and debt from Citizens Advice Sutton. We outsource accountancy, payroll, and some HR functions, and contract sessional workers for additional clinical supervision and training.

Currently, all staff and volunteers are current or former Carers, with professional qualifications in areas such as teaching, social work, and psychology. The team is predominantly female, but increasingly diverse in terms of age, heritage, and background, with many living locally within five miles of the Centre.

Volunteers remain crucial to our success, supporting every aspect of our work. 25 - 30 volunteers contribute around 65 hours weekly, covering roles such as Trustees, Therapists, Receptionists, Administration, Activity organisers, and Fundraisers. Their contribution, valued at least £45,000 annually, is vital to our local impact. We desperately need more volunteer support but recruiting volunteers has become even more challenging as the Cost of Living and public sector crisis continues to bite. Many Carers want to volunteer to give back, take a break, and/or reconnect - but growing caring duties and work commitments mean they simply don't have the time or energy.

We continue to actively recruit and support volunteers through our induction and training systems, aligned with the volunteer management quality mark. We also recognise their commitment during Volunteers' Week and through other appreciation efforts.

SUTTON CARERS CENTRE CHARITY COMPANY
REPORT OF THE TRUSTEES
for the year ended 31st March 2025

Our Aims and Objectives

We offer support to any unpaid Carer who lives, cares, works or studies in the London Borough of Sutton (or where relevant, the surrounding areas if the person for whom they care is receiving services in Sutton) without distinction as to age, gender, disability, sexual orientation, faith or belief, ethnicity or caring responsibilities. We value the increasing diversity of our communities and do our utmost to remove or overcome barriers to accessing our services.

In line with national policy definitions, we define a 'Carer' as someone who, unpaid, cares for and supports a family member or friend, someone who needs this help due to illness, disability, mental ill-health or substance misuse issues.

Purposes, Aims and Values

Our Charity's purpose is defined and based on those set out in the Memorandum and Articles of Association.

Sutton Carers Centre's vision is of communities in which every Carer is recognised and respected as an individual and can get the support they need and the ongoing assurance that they are not alone.

SCC's mission is to support Carers to improve their health, well-being and quality of life by:

- Reaching out to every carer living in the Borough of Sutton
- Helping each carer to understand their rights and get their voice heard; and
- Working with and for each carer, respecting and responding to their individual skills, experience and choice.

Our values inform our work, to achieve our vision, reflecting not just WHAT we do, but HOW we do it. They are:

- **Respect:** for Carers and their individual views and skills, for staff and volunteers and for those with whom we work in partnership.
- **Sensitivity:** valuing difference and contributions from all, working together as a creative, harmonious team.
- **Delivery**: committed to quality support and making change happen in a planned, professional and appropriate manner

How Carers Benefit from Our Services

Our charity services focuses on three key groups:

- Adult Carers (including older, parent, working, and 'sandwich' Carers)
- Young Carers (including sibling Carers)
- Carers supporting people with mental health, dementia, substance misuse issues, or end-of-life care (both young and adult Carers)

We provide advice, information, advocacy, and bio-psycho-social therapeutic services, in-person and online, expanding our reach while remaining mindful of digital exclusion. Centrally located in Sutton for accessibility, we also offer outreach services in local centres, especially in northern Sutton wards where many Carers face economic and social challenges. Increasingly, our services are delivered in community settings like schools and healthcare facilities.

Our services have evolved to support families with more complex needs, particularly since the Covid pandemic, which highlighted the challenges Carers face, including long-term physical and/or mental health needs and inequalities among minoritised communities.

We aim to help Carers maintain independence while offering support when needed. Our approach ranges from 'light-touch' assistance to more intensive interventions, ensuring ongoing connection and social support for Carer wellbeing. Carers receive information through induction packs, newsletters and bulletins, and can access help in crisis or as needed via phone, email, online or in person. We also assist Carers to access formal Carer's Needs Assessments from the Local Authority.

Carers benefit from advice on income maximisation, psychological therapies, and participation in social, learning, and training activities. Support intensifies during crises, and we continue to develop staff and volunteer training to better address Carers' needs. Our approach includes assessing needs, planning support, and measuring the impact to ensure positive outcomes for Carers and their families.

We strive to reflect Sutton's diverse community in our Carer support. In response to male Carers, Young Adult Carers, and LGBTQ+ Carers being under-represented in our services, we have introduced new peer support initiatives for these groups. We also increased support for Carers from the global majority, Parent Carer groups, and special interest groups like Carers of people with dementia and continue to develop grass-roots initiatives such as Carer-led meditation groups.

How the wider community benefits from our services

Strategic Partnerships and Collaboration

Sutton Carers Centre (SCC) works strategically in partnership with various organisations, focusing on the following:

- **National and Local Policies**: SCC aligns its work with key health and social care legislation and policies, including the Care Act 2014, Children and Families Act 2014, and the Health and Care Act 2022. Despite financial challenges, SCC addresses increasing needs and complexity.

- **Carer Engagement**: SCC ensures Carers' voices are heard by engaging with health and social care partners, especially in relation to strategic decisions and services, including delivery of Sutton's new multi-agency Carers Strategy. This includes Young Carers, where our Young Carer Ambassadors collaborate with schools, health and social care to improve the identification and support of Young Carers in Sutton.

- **Leadership and Collaboration across Health and Social Care:** The CEO is a key member of the South West London Integrated Care System and Sutton 'Place' Partnership Board, working to influence policy, reduce hospital dependence, and address health inequalities. Increasingly, we are working across the whole-system through our particularly strong network of SW London Carers Centres.

- **Voluntary Sector Collaboration**: SCC works with local, regional, and national voluntary organisations, including Carers Trust, to identify and support Carers, share best practices, and influence policy. SCC is part of the 'Together for Sutton' consortium, enhancing third-sector collaboration and delivery, and is a member of Community Action Sutton and Sutton Healthwatch.

- **Voluntary Sector Networks**: In addition to being a Carers Trust Network Partner, SCC is affiliated with Carers UK, NCVO, and ACEVO, gaining best practice advice, quality assurance, and training opportunities.

This collaborative approach strengthens SCC's ability to support Carers in Sutton and influence local and national Carer-related policy.

All our activities focus on supporting Sutton's Carers to achieve the following outcomes:

a) The five outcomes of the last National Carers Strategy 2010 and linked to the national Action Plan:

Carers are:

- Recognised and supported as expert care partners.
- Enjoying a life outside caring.
- Not financially disadvantaged.
- Mentally and physically well and treated with dignity.
- Children will be thriving and protected from inappropriate caring roles.

b) Carers can balance their caring roles and maintain their desired quality of life whilst:

- Maintaining that role and still enjoying good health and well-being and a life of their own, one that is free from financial hardship.
- Having access to work, leisure and social activity.

How Our Activities Deliver Public Benefit

In forming the charity's objectives and activities, the Trustees confirm that they have had regard to the Charity Commission's guidance on public benefit.

Some key achievements and plans for the future

Despite what the latest census says, our evidence suggests that the numbers of Carers has grown, demands and needs have become more complex, and Carer wellbeing is negatively impacted by public service challenges and failures and feelings of isolation. When recognised and well-supported, however, Carers tell us that the rewards of caring can be great, and we see how looking after each other is a key component of a strong community. This opinion is shared by many in the field.

On the cusp of the end of this reporting year, there were two major accomplishments in response to these challenges and opportunities:

- the completion of the new, multi-agency Carers Strategy for Sutton

- the decision to re-locate our Centre to bigger and better town-centre premises.

To begin the development of the much-needed Strategy, we held our first-ever Sutton Carers Conference, in partnership with London Borough of Sutton. This ambitious day and evening Conference brought Carers of all ages, paid professionals and other supporters together as equals for the first time, and launched the engagement and consultation for the Strategy. As the Strategy has now been launched, the challenge will be how to make the delivery impactful. By co-chairing the Board, we will continue to provide leadership, practical support, and our knowledge and expertise around co-production to make this Strategy truly meaningful for Carers and their families as well as colleagues across the system.

Relatedly, we also have been a system leader in the development and delivery of the new Dementia Strategy for Sutton.

After over three happy decades at Benhill House, we out-grew our Centre space and took advantage of the end of lease to secure new, larger premises in Sutton Gate at the top of the High Street with no rise in overall outgoings. This helped us maintain a central, easily-accessible, and affordable space for Carers and their families, as well as space for increased partner activity and service development.

Although the transition was challenging, especially on a limited budget, we set the scene for the actual move in April 2025. We were grateful for the amazing support we received from companies and the wider community to make this a reality. We also are excited for the opportunities this move presents and look forward to reporting next year on the difference this has made for Carers.

Other Key highlights:

- Despite extreme pressures, we again balanced our books, met our financial reserves target, diversified our funding further, and increased our service offer to Carers by approximately 25% across the last few years.

- We supported over 11,000 Carers, with approximately 2200 receiving the most intensive support (another c10% increase), with the average number of interventions per Carer increasing by 1/3.

- All specific service output and outcome targets were achieved or exceeded and within budget. These are monitored and reported quarterly to our various funders as part of the regular performance management systems to provide proper accountability for the use of public funds. The financial management systems support this process.

- We are proud to report again that our large sample of Carers demonstrated marked improvement in many areas of their wellbeing and general life with our academically-validated outcome measures. In addition to improving the ability to care safely, these again show that we have the most impact in the areas of mental and emotional health, financial health, relationships, confidence and self-esteem, reducing risk and increasing social connectedness. This is true for Carers of all ages, irrespective of caring roles. We also have shown greater levels of improvements year on year, across the last 3 years in our Young Carers in Schools programme, for example, increasing outcomes for certain cohorts, e.g. teenage boys, a group experiencing particular inequalities in previous years.

- We have increased the number of Carers from minoritised communities and groups receiving support through changes in our recruitment, targeting and service offer.

- We maintained staff who bring positive, lived experience of mental health issues as well as caring, now being completely staffed as well as led by people who are care-experienced.

Future plans

Looking back at last year's plans, we are pleased that we achieved or progressed most of them, many reported above or via our website.

At the time of writing, we are launching a new 'Impact' section on our website to replace the former Annual Review document, an online resource which will highlight, on an ongoing basis, what we have done and the impact we have made. We aim to make this section as informative and appealing to Carers as well as potential funders. For more information, please see our website: www.suttoncarerscentre.org. The website also contains newsletters and blogs, plus more information and many pictures can also be found in our Twitter feed @suttoncarers, Sutton Carers Centre Facebook page, YouTube and Instagram. We also are happy to share more detailed, anonymised monitoring information and case studies upon request – be it for funders, interested partners, the media, or Carers themselves.

This year, we also will be:

- refreshing our Centre Strategies – with a focus on organisational resilience, service development and fundraising
- renewing our Carers Trust Quality Markers
- building our data and AI capabilities
- restructuring our staffing and service teams to build capacity, maintain retention, as well as provide additional opportunities to valued staff to progress their careers in the charity.

Our main risks remain:

- **Financial,** therefore we have prudently made savings, spent carefully yet well, and increased our reserve, raising and designating funds to help bridge these difficult times, also to ensure we are a 'going concern' for at least the next three years. We will need to develop an even more robust fundraising strategy as fiscal constraints become more acute.

- **Service Quality** in the face of such volume, complexity and demand, as well as the related pressures this places on the wellbeing of our lived experienced staff and volunteers

We are pleased that as we overcame the threat, and capitalised upon the opportunity of moving to new premises, the Accommodation risks have been minimised.

Financial review

Funding for health and social care, and Carers in particular, remains limited. Despite these financial challenges, Sutton Carers Centre has worked hard to bring together all available resources to deliver services for Carers.

Locally, as part of the social care and health integration agenda, we are also seeing encouraging signs that people and partners in the 'Place' of Sutton may be coming together to overcome some of these challenges in uniquely local and inspiring ways. Working across the system is key – and seeing Carers as partners in that system alongside paid professionals, is equally key.

We are pleased we secured 5 – 7 years funding (currently in 2025 year 4) for many of our core projects via the 'Together for Sutton' partnership. We also have increased our support to Carers with dementia, as well as Carers caring for people with mental health needs via the Community Mental Health Transformation partnership with other VCS partners and South West London and St George's Mental Health NHS Trust. We additionally have provided increased support for End of Life Carers, more Income Maximisation for families, and more support to Young Carers, especially at points of transition and in schools. We also now have a dedicated, small team trying to better support Adult and Young Carers when a family member or friend is being discharged from hospital.

Our service offer increased by approximately 25% across the last four years whilst we have been able to replenish our reduced general fund to reach the necessary 3 months' financial reserve, which grew to between 5 and 6 months given the particular challenges we face with some funding steams finishing and the end of our lease at Benhill House (premises we also had outgrown).

Risks due to reductions in the overall amount of money for services being commissioned are now very clear. Equally, an increasing focus (long apparent in the NHS) on crisis or near crisis point interventions - to the detriment of a proper balance with spending on preventative measures and the longer-term gains they can bring - poses a considerable threat to the welfare of the majority of Carers. Our specialist support services and skilled information and advice should be well placed not only to help those in crisis but also prevent families from reaching that crisis point in the first place. Our services also strengthen family and community life, adding much social and public benefit.

Incoming resources, resources expended and services

The financial outturn was considered balanced, reflecting the Board's strategic planning, including the use of designated funds to bridge salary gaps and support the relocation to new premises.

For 2024/25, the accounts show a deficit before transfers of £32,300 in unrestricted funds (including designated), less transfers of £17,847, resulting in an overall deficit of £50,147. In anticipation, £65,830 of designated fund expenditure had strategically been set aside in 2023/24 for funding gaps, cost of living increases and premises.

After transfers, core unrestricted funds achieved a surplus of £16,171 against a budgeted deficit of £16,024 - an excellent result given the challenging financial environment.

Income remained broadly consistent with the previous year at £732,714 (2023/24: £730,120), while expenditure increased to £805,497 (2023/24: £740,883), reflecting additional investment in services and support for Carers.

As above, the £65,830 designated fund spend enabled us to sustain services for vulnerable unpaid young and adult Carers during a period of heightened need and funding gaps, and also covered relocation costs.

Restricted funds closed the year at £13,753, retained for their intended purpose of supporting Carers in Sutton.

The General Fund decreased but remained at a prudent level of £276,055 (2023/24: £326,204), ensuring financial resilience.

We were confident going into 2024-25 but anticipate that 2025-26 will be a more difficult year, the year beyond that even more challenging, also with changes in government and related policies.

The largest income source continued to be the London Borough of Sutton (although the funding base has diversified).

Volunteers and students continued to offer their support and input, some of whom were qualified professionals or in advanced stages of training, thus helping to maintain services despite funding pressures.

Our experienced paid staff also worked to find new and more efficient ways to serve an increased volume of Carers within existing resources, even when Carers' lives are becoming more complex.

Reserves Policy

This policy relates to the level of reserves appropriate for Sutton Carers Centre. Each year the RIO Committee examines SCC's reserves in the light of the risks facing the organisation bearing in mind the Charity Commission's guidance. We recommended to the Management Board who agreed that our reserves policy remain the same.

We re-affirmed our need to hold Unrestricted Fund reserves equal to a minimum of 3 months budgeted total spending for the following financial year – and this was achieved in the previous year 2023/24; as above, the Trustees aimed for a higher amount up to, but not more than 6 months.

2024/25 saw a planned reduction in reserves with £276,055 (a decrease on last year's figure of £326,204).

With the 2025/26 budgeted expenditure at £845,450, a 3 months' reserve would equal £211,362, so we are just under c4 months, which meets our current minimum target for 2024/25 (vs 2023/24 5 months). Trustees felt that this level of spend, and reserve, was appropriate given the ongoing pressures which affect Carers as well as the organisation; they also felt that this level strategically managed risk in the coming year. SCC remains vigilant in the current economic climate.

In the short-term, the Management Board also considered what might be done in terms of curtailing activities should the circumstances arise. Scenario-planning is imbedded in our Strategic Planning cycle and Risk Register, accordingly.

Investment Policy

Aside from retaining a prudent amount in reserves each year, most of our funds are spent in the short-term on delivering our objectives, so we have little to invest long-term. All fund balances are held in bank current and deposit accounts or as cash so are immediately available. In common with many others in the charity sector, we invest such funds as we do have longer-term in the Charity Office Investment Funds (COIF), and our Virgin Deposit account.

Further details regarding the restricted funds are listed below:

Restricted Funds

Circle Club & Kit Kat Club **Balance £150**

This fund resulted from a private donation several years ago and £600 monies were paid in from the former Kit Kat Club. The Circle and Kit Kat Clubs provided a social outlet for Carers, the people they care for and other family members. In consultation with members of the group, the Club was incorporated into the mainstream activities of the Centre. It is now used to fund or subsidise Carers' social activities, outings and courses, e.g. a restaurant outing, money for transport and so on. There was '0' spend during the year.

Carers' Transport Fund **Balance £311**

This fund enabled us to offer and fund transport for Carers who have difficulty accessing public transport or have emergency transport needs. It enables Carers to attend events organised by the Centre and so be fully included, as well as participate in consultation, engagement and other agencies' events. Balance b/fwd from previous year £498 and £187 was spent during the year.

Skills & Learning/Carers Relief Funds **Balance £3,514**

Carers Centres can apply to Carers Trust and Sutton Nursing Association on behalf of Carers to access nationally and locally held funds that help improve Carer quality of life. All monies are paid to the Centre and then allocated to Carers. Balance b/fwd from previous year £2,453; during the year, another £8,153 was obtained for Carers and £7,092 spent, balance c/fwd to next year.

Workforce Development Programme **Balance £6,000**

SCC was awarded £10k in 2022/23 from London Borough of Sutton to run a Workforce Development Programme in conjunction with Service leads once the Council was ready. Balance b/fwd from previous year £10,000 and £4,000 spent, balance c/fwd to next year.

Dementia Carers Peer Support Programme **Balance £0**

SCC received £19,500 from London Borough of Sutton to provide support to Carers of someone living with dementia, following the expiry of the previous contract, funded by LBS and held by Age UK Sutton as lead. All the £19,500 was spent during the year.

Cost of Living Food Support **Balance £0**

SCC received £500 from London Borough of Sutton vis Community Action Sutton to provide support to Carers in need of food due to Cost of Living crisis. All the £500 was spent during the year.

Neighbourhood Grant Fund **Balance £0**

SCC received £2,050 from London Borough of Sutton towards the Carers Conference held at LBS offices. All the £2,050 was spent during the year.

Winter Pressures/Better Care Fund **Balance £0**

SCC received £46,100 from London Borough of Sutton on behalf of Health and Social Care to provide increased support to Carers being discharged from hospital or caring for someone being discharged from hospital. All the £46,100 was spent during the year.

Uplift Wellbeing Navigator **Balance £0**

SCC received £42,700 from SWLStG MH NHS Trust to fund and employ specialist Carers' Wellbeing Navigator posts (1.2 FTE) as part of the 'Uplift' (now Talking Therapies) Service. A deficit b/fwd from 2023/24 (£1,059) and £51,091 was spent during the year, resulting in an overspend of £9,452, which was transferred from unrestricted reserves.

Mental Health Transformation - Welfare Benefits **Balance £0**
SCC was awarded £43,594 via lead partner Citizens Advice Sutton to provide Mental Health Carers and their families' welfare benefits and related income maximisation and opportunities advice, information and support. All the £43,594 was spent during the year.

Development of Carers' Manual **Balance £297**
This manual was commissioned by the then Primary Care Trust a few years ago and is an information resource specifically for those Carers looking after people with mental health issues. The balance is retained to pay for any future inserts, updates and the expenses involved in storing and distributing the manual. This fund will be fully spent in the coming year on related, now digital work.

Lloyd's Bank Foundation **Balance £0**
SCC was awarded £15,000 in 2016/17 to research, and as viable, develop and pilot a menu of chargeable services which meets the needs of Carers whilst generating sustainable income for the charity. Balance b/fwd from previous year was £14,707 and all was spent during the year.

BBC Children in Need **Balance £0**
SCC was awarded a three-year grant to offer capacity-building support to schools as well as a range of support services for Young Carers in schools. These included training, one-to- one support, group activities and advocacy. Young Carers benefited through improved aspirations, increased engagement with education and better family relationships. Balance b/fwd from previous year 2023/24 was £4,698. The original project was for 3 years ending June 2021. SCC was awarded a new three-year grant for 3 years beginning September 2021. Final funding received for 1st quarter of 2024/25 was £9,994. Expenditure exceeded funds b/fwd & received by £1,588, this has been transferred from unrestricted reserves.

Time for Me! **Balance £0**
SCC was awarded a one-off grant of £8,000 from Carers Trust to provide Peer Support, Ambassador workshops, activities and support to Young and Young Adult Carers. All the £8,000 was spent in the year.

City Bridge 'Bridging Divides' **Balance £0**
SCC was awarded £43,190 from City Bridge in partnership with the lead, Citizens Advice Sutton. This enabled SCC to provide a dedicated worker to offer Carers support, also enabling Citizens Advice Sutton and Sutton Carers Centre to continue working together, providing Carers and their families with impartial, free, expert and comprehensive information, advice and support on welfare benefits and other income maximisation, service navigation, and caring issues. Spend during the year was £44,192 resulting in an overspend of £1,002 which SCC has transferred from unrestricted reserves.

End of Life Care **Balance £0**
SCC was awarded £32,846 for End of Life Care services from Epsom & St Helier Hospitals NHS Trust, Sutton Health and Care. SCC employs a part-time, dedicated worker as part of the Palliative Care Co-ordination Hub to support Carers with a family member facing end of life. Spend for the year £36,691 resulting in an overspend of £3,845. SCC has transferred from unrestricted reserves.

HPV Vacinne Awareness **Balance £0**
SCC was awarded £230 to give advice and guidance to Young Carers (12-13 yr olds) on receiving the HPV vaccine. All the £230 was spent in the year. **Balance £0**

Young Carers General Activities **Balance £903**
SCC was awarded £1,250 in 2019/20, £750 in 2021/22, £300 in 2022/23 and £300 in 2023/24 from Jack Petchey Foundation towards Young Carers' Activities. Balance b/fwd from 2023/24 was £1,288. Spend for the year £685, balance c/fwd to next year.

Young Carers Summer Activities **Balance £75**
SCC was awarded £500 from Jack Petchey in 2020 towards Young Carers Activities in the summer. Balance b/fwd from 2023/24 £75. No spend during the year, balance c/fwd to next year.

Leader Award Grant **Balance £1,966**
SCC was awarded £600 from Jack Petchey in the year towards Young Carers. Balance b/fwd from 2023/24 £1,366. Balance to be spent beginning 2025/26.

Mental Health Transformation – Peer Support **Balance £0**
SCC was awarded funding from SWLStG Mental Health NHS Trust of £89,894 in the year, to deliver an improved Carer identification and service delivery pathway, and to recruit staff to deliver Carer peer support functions to families connected to Recovery Support Teams in Sutton. All the £89,894 was spent during the year.

Winter Engagement **Balance £0**
SCC was awarded £500 from SWL ICS, NHS South West London via Croydon Voluntary Action for SCC to take part in an initiative to help Carers stay healthy and well in winter. SCC attended winter champion online training covering subjects like winter vaccination programmes and other ongoing healthcare projects, winter healthcare messaging, and other materials to say well in winter. All the £500 was spent in the year.

Peer Support **Balance £536**
SCC was awarded £1,208 funding from The Rotary Club of Cheam. This enabled SCC to increase access for Young Adult Carers through the introduction of peer support groups. Balance b/fwd 2023/24 £663; £1,355 spent during the year and balance c/fwd to next year.

7 Stars Foundation **Balance £0**
SCC was awarded £1,251 towards a new laptop for young carers in clubs that are held at SCC office. This was received at the end of the year 2022/23 and all the £1,251 was spent in the year.

Total Restricted Funds **£13,753**

Designated Funds

Provision for Refurbishment **Balance £59,510**

This fund was established by the Management Board initially to set aside funding on an annual basis for the re-decorating and re-instatement costs required under the terms of the current lease as well as other general refurbishment of the Centre and its resources. This year, funds were spent on ICT equipment in view of new digital priorities as well as aging equipment. Balance b/fwd from 2023/24 was £60,000 with £490 spend during the year. SCC was given notice by landlords, fellow charity Aid to the Church in Need, of termination of lease during 2024/25, resulting in an office move scheduled for 2025/26.

Cost of Living Increases **Balance £9,170**

This fund of £30,000 was strategically agreed by the Management Board and set-up in 2022/23 to cover anticipated Cost-of-Living increases, including inflationary pay increases for staff. Cost of Living increases were awarded during the year and £20,830 was spent. Balance c/fwd to next year.

Bridging the Gap Salaries **Balance £0**

This fund of £45,000 was strategically agreed by the Management Board and set-up in 2022/23 to mitigate the risk that may occur with gaps in funding streams; this fund bridged the gap during the period SCC was awaiting outcomes of funding bids when previous funding had come to an end. All the £45,000 was spent in the year, mainly for Young Carers Services.

Total Designated Funds **£68,680**

SUTTON CARERS CENTRE CHARITY COMPANY
REPORT OF THE TRUSTEES
for the year ended 31st March 2025

The Trustees (who are also the directors of Sutton Carers' Centre for the purpose of company law) are responsible for preparing the Report of the Trustees and the financial statements in accordance with applicable law and 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 as at the balance sheet date and of its incoming resources and application of resources, including income and expenditure, for the financial year. In preparing these financial statements, the trustees are required to:

- select suitable accounting policies and apply them consistently;
- observe the methods and principles in the charity SORP:2019 (FRS 102);
- make judgements and estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will not continue in operation.

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

In so far as the trustees are aware:

- there is no relevant audit information of which the charitable company's auditor is unaware; and
- the trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditor is aware of that information.

Auditors

Kingston Burrows Accountants have indicated their willingness to accept appointment as auditors of the charity for this next term and a resolution proposing their reappointment will be put to the members at the Annual General Meeting. We look forward to this new relationship.

We give sincere thanks to our previous firm 'Myrus Smith', which has now merged with Kingston Boroughs. In particular, we thank Stephen Jones who has supported us with skill and kindness for decades. We wish him well in his retirement.

This report has been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small companies.

Approved by the Trustees and signed on their behalf:

A. L. Woodhead

Dr Alan Lindsay Woodhead
Trustee/Director and Treasurer

Date: 24th December 2025

Sutton Carers Centre Charity Company
Sutton Gate, 1st Floor
1 Carshalton Road
Sutton, SM1 4LE

Independent Auditor's Report to the Members of:

SUTTON CARERS CENTRE CHARITY COMPANY

Opinion

We have audited the financial statements of Sutton Carers Centre Charity Company (the 'charitable company') for the year ended 31 March 2025 which comprise the Statement of Financial Activities, Balance Sheet, 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 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

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 charitable company'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 trustees report, other than the financial statements and our auditor's report thereon. The trustees are responsible for the other information contained within the trustees 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.

Independent Auditor's Report to the Members of:

SUTTON CARERS CENTRE CHARITY COMPANY

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' report (incorporating the directors' report) for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the directors' report has been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

In the light of the 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 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; 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 directors' report and from the requirement to prepare a strategic report.

Responsibilities of trustees

As explained more fully in the trustees' responsibilities statement, 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.

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:

- Enquiry of management and those charged with governance about actual and potential litigation or claims and the identification of non-compliance with laws and regulations.
- Reviewing minutes of meetings of those charged with governance.
- Reviewing financial statement disclosures and testing to supporting documentation to assess compliance with applicable laws and regulations.
- Auditing the risk of management override of controls, including testing journal entries and other adjustments for appropriateness; assessing whether the judgements made in making accounting estimates are indicative of a potential bias; and evaluating the business rationale of any significant transactions that are unusual or outside the normal course of business.
- Performing analytical procedures to identify any unusual or unexpected relationships that may indicate risks of material misstatement due to fraud.
- Professional scepticism in course of the audit and with audit sampling in material audit areas.

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.

A further description of our responsibilities is available on the Financial Reporting Council's website at: 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.

K. C. Fisher

Kevin Fisher FCA (Senior Statutory Auditor)
For and on behalf of Kingston Burrowes Audit Ltd
Statutory Auditors
308 Ewell Road, Surbiton,
Surrey, United Kingdom,
KT6 7AL

24th December 2025

SUTTON CARERS CENTRE CHARITY COMPANY
(Registered Charity Number: 1062302)

STATEMENT OF FINANCIAL ACTIVITIES
(incorporating Income and Expenditure Account)
for the year ended 31st March 2025

	Notes	Unrestricted Funds £	Restricted Funds £	Total Funds 2025 £	Total Funds 2024 £
Income					
Donations and legacies	2	11,819	-	11,819	11,714
Charitable activities	3	363,238	349,358	712,596	714,303
Investment income	4	1,288	-	1,288	1,068
Other income		7,013	-	7,013	3,035
Total		**383,358**	**349,358**	**732,716**	**730,120**
Expenditure					
Raising funds	5	20,577	-	20,577	22,291
Charitable activities	6	395,081	389,839	784,920	718,592
Total		**415,658**	**389,839**	**805,497**	**740,883**
Net (expenditure)/income for the year	10	**(32,300)**	**(40,481)**	**(72,781)**	**(10,763)**
Transfers between funds	17	(17,847)	17,847	-	-
Net movement in Funds		**(50,147)**	**(22,634)**	**(72,781)**	**(10,763)**
Total funds as at 1 April 2024	17	326,204	36,387	362,591	373,354
Total funds as at 31 March 2025	17	**£276,057**	**£13,753**	**£289,810**	**£362,591**

All income and expenditure derive from continuing activities.

The Statement of Financial Activities includes all recognised gains and losses.

The notes form part of these financial statements

SUTTON CARERS CENTRE CHARITY COMPANY
(Registered Charity Number: 1062302)

BALANCE SHEET
as at 31st March 2025

	Notes	2025 £	2024 £
Current assets:			
Debtors	13	87,628	201,324
Cash and Bank:			
Current Account		207,096	178,206
COIF Deposit Account		33	32
Virgin Deposit Account		42,493	41,911
Cash in hand		251	707
		337,501	**422,180**
Liabilities:			
Creditors: amounts falling due within one year	14	47,691	59,589
Net assets	16	**£289,810**	**£362,591**
Funds:			
Unrestricted	17	207,377	191,204
Designated (Unrestricted)	17	68,680	135,000
Restricted	17	13,753	36,387
	17	**£289,810**	**£362,591**

These financial statements have been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to Small Companies.

The financial statements were approved by the Management Committee on 26th November 2025 and were signed on its behalf by:

A. L. Woodhead

Dr Alan Lindsay Woodhead
Trustee/Director and Treasurer

Date: 24th December 2025

The notes form part of these financial statements

SUTTON CARERS CENTRE CHARITY COMPANY
(Registered Charity Number: 1062302)

CASH FLOW STATEMENT
for the year ended 31st March 2025

	Notes	2025 £	2024 £
Cash flows from operating activities			
Net movement in funds per statement of financial activities		**(72,781)**	**(10,763)**
Adjustments for:			
Interest receivable	4	(1,288)	(1,068)
Decrease/(increase) in debtors		113,696	(20,188)
(Decrease)/increase in creditors		(11,898)	3,558
Net cash provided by/(used in) operating activities		**27,729**	**(28,461)**
Cash flows from investing activities			
Interest received	4	1,288	1,068
Net cash provided by investing activities		**1,288**	**1,068**
Change in cash at bank in the year		29,017	(27,393)
Cash at bank brought forward		220,856	248,249
Cash at bank carried forward		**£249,873**	**£220,856**

The notes form part of these financial statements

1. Accounting policies

General information and basis of preparation

Sutton Carers Centre Charity Company is a private company (No. 03353573), limited by guarantee, registered in England and Wales. 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 given in the Reference and Administrative Information on page 1.

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

The financial statements are prepared on the going concern basis and under the historical cost convention. 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.

Income recognition

Items of income are recognised in the financial statements when all of the following criteria are met:

- The charity has entitlement to the funds;
- any performance conditions have been met or are fully within the control of the charity;
- there is sufficient certainty that receipt of the income is considered probable; and
- the amount can be measured reliably.

Expenditure recognition

Expenditure is recognised once there is a legal or constructive obligation to make payment to a third party, it is probable that settlement will be required and the amount can be measured reliably.

Expenditure includes those costs of a direct nature which can be allocated to a specific activity. It also includes indirect costs, including governance costs that do not relate to a specific activity but are necessary to support those activities. Support costs are apportioned to each activity on the basis of staff time.

1. Accounting policies (Contd)

Fund accounting

Unrestricted general funds are freely available for use in furtherance of the objects of the charity and which have not been designated for particular purposes.

Designated funds are unrestricted funds set aside by the trustees for particular purposes.

Restricted funds are funds which can only be used in accordance with specific restrictions imposed by the donor or which have been raised for a particular purpose.

Leases

Operating lease rentals are charged to the Statement of Financial Activities on a straight line basis over the period of the lease.

Pensions

The charity operates a defined contribution pension scheme. Contributions payable under the scheme are charged the Statement of Financial Activities in the year to which they relate.

Debtors and Creditors

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

2. DONATIONS AND LEGACIES

	Unrestricted Funds £	Restricted Funds £	Total 2025 £	Total 2024 £
Donations	6,819	-	6,819	11,714
Legacies	5,000	-	5,000	-
	£11,819	**£Nil**	**£11,819**	**£11,714**

All of the £11,714 recognised in 2024 was unrestricted funds.

3. INCOME FROM CHARITABLE ACTIVITIES	Unrestricted Funds £	Restricted Funds £	Total 2025 £	Total 2024 £
London Borough of Sutton – Together for Sutton via CAS	334,488	-	334,488	320,880
London Borough of Sutton – Dementia Programme	-	19,500	19,500	16,467
London Borough of Sutton – Winter Pressures	-	46,100	46,100	-
London Borough of Sutton – CoL Food Support via CAS	-	500	500	-
London Borough of Sutton – Neighbourhood Grant Fund	-	2,050	2,050	-
SWLStG Mental Health NHS Trust – Carers Wellbeing Navigator	-	42,699	42,699	41,097
SWLStG Mental Health NHS Trust (Uplift Rental)	8,750	-	8,750	8,750
SWLStG Mental Health NHS Trust (IAPT/PTiPC)	15,000	-	15,000	15,000
SWLStG MH NHS Trust – Community Transformation	-	89,894	89,894	86,520
BBC Children in Need	-	9,994	9,994	39,837
Carers Trust - Time for Me	-	8,000	8,000	-
City Bridge – Bridging Divides via CAB	-	43,190	43,190	41,466
SWLStG MH NHS Trust - Transformation for Welfare Benefits via Citizen's Advice Sutton	-	43,594	43,594	43,594
Co-op Foundation - #iWill Young Carers	-	-	-	3,278
Skills and Learning/Carers Breaks and Relief	-	8,153	8,153	4,533
Epsom & St Helier Hospital Trust – End of Life Care	-	32,846	32,846	32,846
HPV Vaccine Awareness Grant via CVA	-	230	230	-
Jack Petchey Young Carers	-	300	300	-
Jack Petchey – Leader Award Grant	-	600	600	1,279
National Lottery – Cost of Living Fund	-	-	-	55,605
SWL Accelerating Reform Fund	5,000	-	5,000	-
SWL ICS Winter Engagement Fund	-	500	500	500
Rotary Club of Cheam	-	1,208	1,208	1,400
7 Stars Foundation	-	-	-	1,251
	£363,238	**£349,358**	**£712,596**	**£714,303**

Of the £714,303 recognised in 2024, £400,235 was unrestricted funds and £314,068 was restricted funds.

4. INVESTMENT INCOME

	Unrestricted Funds	Restricted Funds	Total 2025	Total 2024
Bank interest	**£1,288**	**£Nil**	**£1,288**	**£1,068**

All of the £1,068 recognised in 2024 was unrestricted funds.

5. COST OF RAISING FUNDS

	Direct Costs £	Support Costs £	Total 2025 £	Total 2024 £
Staff costs	16,999	-	16,999	16,656
Fundraising support	2,144	-	2,144	4,083
Printing and publicity	1,434	-	1,434	1,552
	£20,577	**£Nil**	**£20,577**	**£22,291**

All of the £22,291 expenditure recognised in 2024 was charged to unrestricted funds.

6. EXPENDITURE ON CHARITABLE ACTIVITIES

	Direct Costs £	Support Costs £	Total 2025 £	Total 2024 £
Carers advice, information and support	86,713	31,279	117,992	127,911
Adult carers services	154,126	34,851	188,977	169,015
Young carers services	143,550	37,387	180,937	150,204
Mental health services	249,488	47,526	297,014	271,462
	£633,877	**£151,043**	**£784,920**	**£718,592**

Of the £718,592 expenditure recognised in 2024, £311,004 was charged to unrestricted funds and £407,588 was charged to restricted funds.

7. ANALYSIS OF DIRECT COSTS

	Raising Funds £	Charitable Activities £	Total 2025 £	Total 2024 £
Staff costs	16,999	589,467	606,466	550,150
Rent, service charge and business rates	-	-	-	4,837
Recruitment expenses	-	1,795	1,795	1,141
Outsourced fundraising/financial services	2,144	10,999	13,143	18,716
Staff expenses	-	3,956	3,956	1,076
Staff training/wellbeing/mentoring	-	6,148	6,148	7,364
Stationery	-	-	-	4
Telephones	-	1,836	1,836	191
Volunteers expenses	-	594	594	375
IT software/equipment	-	5,068	5,068	20
Carers breaks and activities	-	13,715	13,715	13,642
Newsletter/printing/publicity	1,434	299	1,733	1,552
	£20,577	**£633,877**	**£654,454**	**£599,068**

8. ANALYSIS OF SUPPORT COSTS

	Raising Funds £	Charitable Activities £	Total 2025 £	Total 2024 £
Staff costs	-	35,343	35,343	27,227
Rent, service charge and business rates	-	49,873	49,873	44,884
Cleaning, waste disposal and alarm	-	5,114	5,114	4,689
Insurance	-	2,061	2,061	2,030
Office furniture, equipment and refurbishment	-	631	631	320
Computer software and maintenance	-	10,105	10,105	11,645
Newsletter/printing/publicity	-	-	-	579
Photocopier costs	-	1,435	1,435	1,942
Stationery	-	1,550	1,550	800
Postage	-	2,222	2,222	1,186
Telephones	-	9,346	9,346	9,756
Subscriptions	-	3,368	3,368	8,665
Outsourced payroll costs	-	2,114	2,114	2,614
Outsourced financial services	-	8,342	8,342	6,711
Consultancy fees	-	12,272	12,272	12,113
Meeting expenses (Management Board)	-	859	859	785
Audit Fee/Legal Exp/AGM Costs Governance costs (see Note 9)	-	6,260	6,260	5,720
Bank charges	-	148	148	149
	£Nil	**£151,043**	**£151,043**	**£141,815**

NOTES TO THE FINANCIAL STATEMENTS
for the year ended 31st March 2025

9. GOVERNANCE COSTS

	Unrestricted Funds £	Restricted Funds £	Total 2025 £	Total 2024 £
Audit fee	3,840	-	3,840	3,570
Legal and professional fees	2,420	-	2,420	13
AGM and annual report	-	-	-	2,137
	£6,260	**£Nil**	**£6,260**	**£5,720**

10. NET EXPENDITURE

	2025	2024
Net expenditure for the year is stated after charging:		
Auditor's remuneration	£3,840	£3,570
Operating lease rentals	£34,800	£34,800

11. TRUSTEES' REMUNERATION AND EXPENSES

The trustees neither received nor waived any remuneration during the year (2024: £Nil). Three trustees (2024: Three trustees) were reimbursed travel expenses during the year of £152 (2024: £305).

12. STAFF COSTS

	2025 £	2024 £
Wages and Salaries	565,074	507,076
Employer's NI costs	49,213	45,057
Pension costs (defined contribution scheme)	27,522	25,244
	£641,809	**£577,377**

Total employee benefits received by key management amounted to £256,686 (2024: £232,853).

Under FRS 102, employee benefits include gross salary, benefits in kind, employee's national insurance and employer's pension costs.

One employee received total employee benefits (excluding employer national insurance and pension costs) of more than £60,000 in the current year (2024: One).

The average number of employees was 18 (2024: 18), both part-time and full-time, analysed by function was:

	2025 Number	2024 Number
Direct charitable activities	15	15
Management and administration	3	3
	18	**18**

13. DEBTORS

	2025 £	2024 £
Trade debtors	67,969	182,085
Prepayments	19,659	19,239
	£87,628	**£201,324**

14. CREDITORS: Amounts falling due within one year

	2025 £	2024 £
Trade creditors	17,243	23,001
Accruals and deferred income	14,412	19,883
Social security costs	12,484	12,969
Pension accrual	3,552	3,736
	£47,691	**£59,589**

15. OPERATING LEASE COMMITMENTS

The total future minimum lease payments due under non-cancellable operating leases was as follows:

	2025 £	2024 £
Within one year	2,900	34,800
Two to five years	-	2,900
	£2,900	**£37,700**

16. ANALYSIS OF NET ASSETS BETWEEN FUNDS

2025	Unrestricted General Funds £	Unrestricted Designated Funds £	Restricted Funds £	Total £
Current assets	255,068	68,680	13,753	337,501
Current liabilities	(47,691)	-	-	(47,691)
Total	**£207,377**	**£68,680**	**£13,753**	**£289,810**

Comparative information for the analysis of net assets between funds in the previous year is as follows:

2024	Unrestricted General Funds £	Unrestricted Designated Funds £	Restricted Funds £	Total £
Current assets	250,793	135,000	36,387	422,180
Current liabilities	(59,589)	-	-	(59,589)
Total	**£191,204**	**£135,000**	**£36,387**	**£362,591**

NOTES TO THE FINANCIAL STATEMENTS
for the year ended 31st March 2025

17. MOVEMENT IN FUNDS

2025	Balance 1 April 2024 £	Income £	Expenditure £	Transfers £	Balance 31 March 2025 £
Unrestricted Funds:					
Carers General Fund	**191,204**	**383,358**	**415,168**	**47,983**	**207,377**
Designated Funds:					
Provision for Refurbishments	60,000	-	490	-	59,510
Cost of Living Increases	30,000	-	-	(20,830)	9,170
Bridging the Gap	45,000	-	-	(45,000)	-
	135,000	**-**	**490**	**(65,830)**	**68,680**
Restricted Funds:					
Circle Club and Kit Kat Club	150	-	-	-	150
Carers' Transport Fund	498	-	187	-	311
Skills and Learning/Carers Relief and Breaks	2,453	8,153	7,091	-	3,515
LBS – Workforce Development Programme	10,000	-	4,000	-	6,000
LBS – Dementia Programme	-	19,500	19,500	-	-
LBS – Winter Pressure	-	46,100	46,100	-	-
LBS – CoL Food Support via CAS	-	500	500	-	-
LBS – Neighbourhood Grant Fund	-	2,050	4,009	1,959	-
SWL StG Wellbeing Navigator	(1,059)	42,699	51,094	9,454	-
Development of Carers' Manual	297	-	-	-	297
Lloyds Bank Foundation	14,707	-	14,707	-	-
BBC Children in Need	4,698	9,994	16,279	1,587	-
Carers Trust - Peer Support	663	1,208	1,335	-	536
Carers Trust - Time for Me	-	8,000	8,000	-	-
City Bridge – Bridging Divides via CAB	-	43,190	44,192	1,002	-
MH Transformation for Welfare Benefits via CAB	-	43,594	43,594	-	-
Epsom & St Helier Hospitals NHS Trust	-	32,846	36,691	3,845	-
Jack Petchey – Young Carers	1,288	300	685	-	903
Jack Petchey – Young Carers Summer Activities	75	-	-	-	75
HPV Vaccine Awareness Grant via CVA	-	230	230	-	-
Jack Petchey – Leader Award Grant	1,366	600	-	-	1,966
Sutton VCSE – MH Transformation	-	89,894	89,894	-	-
SWL ICS Winter Engagement Fund	-	500	500	-	-
7 Stars Foundation	1,251	-	1,251	-	-
	36,387	**349,358**	**389,839**	**17,847**	**13,753**
Total Funds	**£362,591**	**£732,716**	**£805,497**	**£Nil**	**£289,810**

The purpose of each restricted fund and transfers is set out in the Trustees' Report.

NOTES TO THE FINANCIAL STATEMENTS
for the year ended 31st March 2025

17. MOVEMENT IN FUNDS

Comparative information for the movement in funds in the previous year is as follows:

2024	Balance 1 April 2023 £	Income £	Expenditure £	Transfers £	Balance 31 March 2024 £
Unrestricted Funds:					
Carers General Fund	**190,128**	**416,052**	**333,295**	**(81,681)**	**191,204**
Designated Funds:					
Provision for Refurbishments	30,000	-	-	30,000	60,000
Cost of Living Increases	30,000	-	-	-	30,000
Bridging the Gap	-	-	-	45,000	45,000
	60,000	**-**	**-**	**75,000**	**135,000**
Restricted Funds:					
Circle Club and Kit Kat Club	150	-	-	-	150
Carers' Transport Fund	498	-	-	-	498
Skills and Learning/Carers Relief and Breaks	3,715	4,533	5,795	-	2,453
LBS – Workforce Development Programme	10,000	-	-	-	10,000
LBS – Dementia Programme	-	16,466	16,466	-	-
LBS – Winter Pressure	32,482	-	32,482	-	-
LBS – Suicide Prevention	3,500	-	3,500	-	-
SWL StG Wellbeing Navigator	(1,187)	41,097	40,969	-	(1,059)
SWL CCG – Sutton Carers Support Partnership Lead	7,498	-	7,498	-	-
Development of Carers' Manual	297	-	-	-	297
Lloyds Bank Foundation	14,707	-	-	-	14,707
BBC Children in Need	5,145	39,837	40,284	-	4,698
Carers Trust - Peer Support	729	1,400	1,466	-	663
Co-op #iWill	43,697	3,278	46,975	-	-
City Bridge – Bridging Divides via CAB	-	41,467	43,624	2,157	-
MH Transformation for Welfare Benefits via CAB	-	43,594	43,594	-	-
Epsom & St Helier Hospitals NHS Trust	(781)	32,846	36,589	4,524	-
Jack Petchey – Young Carers	2,362	-	1,074	-	1,288
Jack Petchey – Young Carers Summer Activities	75	-	-	-	75
Jack Petchey – Leader Award Grant	339	1,279	252	-	1,366
Sutton VCSE – MH Transformation	-	86,520	86,520	-	-
SWL ICS Winter Engagement Fund	-	500	500	-	-
7 Stars Foundation	-	1,251	-	-	1,251
	123,226	**314,068**	**407,588**	**6,681**	**36,387**
Total Funds	**£373,354**	**£730,120**	**£740,883**	**£Nil**	**£362,591**

18. CONTINGENT ASSETS

Total grant fund awarded as at 31 March 2025 but not yet received and recognised as income due to the recognition criteria not being met amounts to £776,037. (2024: £574,826)

19. RELATED PARTY TRANSACTIONS

There were no transactions with related parties other than set out in Notes 11 and 12 relating to trustees expenses and key management remuneration.

SUTTON CARERS CENTRE CHARITY COMPANY

England & Wales - Charity number 1062302

Accounts

SUTTON CARERS CENTRE
CHARITY COMPANY
(A company limited by guarantee)

REPORT OF THE TRUSTEES AND
FINANCIAL STATEMENTS
For the year ended 31st March 2024

Charity no: 1062302
Company no: 3353573

SUTTON CARERS CENTRE CHARITY COMPANY

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for the year ended 31st March 2024

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SUTTON CARERS CENTRE CHARITY COMPANY
REPORT OF THE TRUSTEES
for the year ended 31st March 2024

The Trustees, who are also Directors of the Charity for the purposes of the Companies Act 2006, present their report with the financial statements of the Charity for the year ended 31st March 2024. The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard Applicable in the UK and Republic of Ireland, issued in October 2019, and the Companies Act 2006.

REFERENCE AND ADMINISTRATIVE INFORMATION

Charity Name:	Sutton Carers Centre
Charity registration Number:	1062302
Company registration number:	3353573 (England & Wales)
Registered Office and Operational Address:	Benhill House 1st Floor 12-14 Benhill Avenue, Sutton, Surrey SM1 4DA

Trustees:

Harsha Ganatra	Chair (to January 29th 2024)
Dr. Shade Ajayi-Obe	Chair (from January 29th 2024)
Andrew McCreddie	Treasurer (to July 22nd 2024)
Dr Lindsay Woodhead	Trustee and Treasurer (appointed July 31st 2024)
Alana Crisci	Trustee (to January 29th 2024)
Bissy Thomas	Trustee
Patrick Hopkinson	Trustee
Sally Brearley	Trustee
Anne Dharmpaul	Trustee

Advisors:

Sarah Samee (to January 29th, 2025)
Nadia Dhunna (to January 29th, 2025)
Alf Matthews
Don Brims
Harsha Ganatra (from January 29th, 2025)

Company Secretary:
Rachael MacLeod — Chief Executive and Company Secretary

Auditors:	Kingston Burrowes Audit Ltd 308 Ewell Road, Surbiton, Surrey, United Kingdom, KT6 7AL
Bankers:	Barclays Bank Ltd, 43 High St, Sutton SM1 1DR CCLA Investment Management Ltd, COIF Charity Funds, 80 Cheapside, London EC2V 6DZ

Network Partner of, and quality assured by, *Carers Trust* (formed by the merger of the legacy organisations *Princess Royal Trust for Carers* and *Crossroads Care*), a national charity connecting and supporting independent Carers' organisations across the UK. Registered address: Carers Trust, 32-36 Loman Street, London SE1 0EH, Charity No. 1145181 (England & Wales) / SC042870 (Scotland). Registered as a company limited by guarantee in England and Wales No. 7697170.

SUTTON CARERS CENTRE CHARITY COMPANY
REPORT OF THE TRUSTEES
for the year ended 31st March 2024

Structure, Governance and Management

Governing Document

Sutton Carers Centre (SCC) is a charitable company limited by guarantee, formed in 1994 and registered as a charity in 1997. The organisation was initiated in 1992 and was one of the first Princess Royal Trust for Carers Centres in the country. The company was established under a Memorandum which established the objects and powers of the charitable company and is governed under its Articles of Association. These were updated mainly to reflect changes in charity law a few years ago and continue to be regularly reviewed. In the event of the company being wound up, its members are required to contribute an amount not exceeding £1.

Trustees

As of 31st March 2023, the Board comprised five Trustees and four Advisers. We actively recruited new Trustees as part of our succession planning, ensuring a balanced mix of skills and lived experience to guide our work. At the time of writing the report in 2024-2025, we stand at six Trustees, with a new Chair, Treasurer and a mixture of Trustees and Advisors, both new and old, all very experienced and knowledgeable, able also to draw upon their lived experience of caring.

We sincerely thank our outgoing Trustees - our former Chair Harsha Ganatra, former Treasurer Andy McCreddie, and former Trustee Alana Crisci – and our outgoing Advisors, Sarah Samee and Nadia Dhunna - all of whom had served the charity with dedication for several years.

We welcome our new Chair, Dr Shade Ajayi-Ode, new Treasurer Dr Lindsay Woodhead, Sally Brearley and Anne Dharmpaul, as well as Don Brims as Advisor alongside Alf Matthews and former Chair Harsha Ganatra.

All Trustees/Directors serve as volunteers, many balancing this role alongside work or caring responsibilities. Trustee induction and training occur year-round in both formal and informal settings. We regularly assess the Board's skill set, considering organisational challenges and opportunities, while embracing the advantages of a diverse membership. Importantly, we remain Carer-led throughout. Trustees are elected by members at the AGM, stepping down on a rotational basis, with the option to stand for re-election.

Our Trustees and Advisers bring a wealth of professional experience in areas such as adult and children health, social care and community services, safeguarding, finance, fundraising, project and business management, as well as personal caregiving experience in Sutton. As we look to recruit another two Trustees, we will be looking to recruit people with additional Communications, Quality Assurance or HR experience.

The Management Board meets at least five times annually, in addition to the AGM. Trustees receive regular reports from the Chief Executive on strategic and governance matters requiring their attention or decision, alongside detailed financial updates from the RIO (Risk, Information and Opportunities) Committee. We also review the Risk Register, service reports, including contract performance, and receive updates from the Service Managers, Service Development Lead, Centre Co-ordinator, and Board and Business Support Manager on matters such as funding bids, HR, health and safety, quality assurance, and infrastructure. Safeguarding updates are provided at each meeting by the CEO, and we review complaints, GDPR issues, and celebrate successes.

The role of Board and Business Support Manager was introduced in May 2023 to offer dedicated infrastructure support to Trustees and Advisers, and to enhance recruitment and training processes. We now have a shared, online platform, providing Board members with timely access to Management Board papers, monitoring reports, business documents, newsletters, accounts, and administrative documents, in line with the Centre's environmental policy. This has improved capacity across the Board.

Organisational structure

Day-to-day management of the charitable company is delegated to the CEO, who operates within the policies and target outcomes agreed by the Management Board. Despite challenges in funding and project streams, all services run concurrently to ensure a seamless Carer pathway, tailored to individual needs and desired outcomes. We take an integrated, 'matrix' approach, working across all ages and health and social care issues. This is guided by a 'Whole-Family and Think Family' philosophy, ensuring the best possible support for Carers and those they care for.

Core teams

The core teams comprise of:

- **Adult Carers Information and Advice Service** – This service provides income maximisation for whole families, alongside universal, light-touch, and advanced casework support for Carers, hospital and primary care outreach (in particular prevention and discharge support).

- **Adult Carers Preventative Support Service** – Includes Carer Wellbeing Navigation services, Talking therapies, End-of-Life care via Sutton's Palliative Care Co-ordination Hub, dementia and mental health-specific support, and targeted support for Carers with higher needs due to their caring role, wellbeing needs, or risk.

- **Young Carers Service** – Offers targeted advice, information, and support, with a focus on young people aged 8–18 (as well as a smaller focus up to age 25 if indicated) and their families. This service ensures Young Carers reach their potential, are protected from inappropriate caring responsibilities, and receive support in school settings.

- **Central Services** – Provides organisational infrastructure support, including communications, quality assurance, and resource management, as well as managing the Centre and our engagement within the wider community.

We also offer comprehensive training and consultancy to help other organisations improve their practices in identifying and supporting Carers and their families.

Each team delivers essential advice, information, emotional and practical support, while ensuring that all Carers and their families have access to:

- Breaks from their caring roles

- Training to support them in their caring roles

- Benefits and income advice, to overcome the financial inequalities that can come with caring

- Psychological and complementary therapies to maintain and promote better health and wellbeing for Carers and their families

- Opportunities to contribute their expertise to local and national policy and service development.

People

Staffing levels have remained stable, with around 12 full-time and 7 part-time core staff across services. We regularly review roles in response to financial challenges and the increasing complexity of Carers' needs, ensuring staff are skilled and well-supported. The Board of Trustees sets the remuneration of key management personnel, considering the charity's financial position and industry benchmarks.

We are expanding the roles of our, mostly voluntary, Information Workers to increase outreach both in person and online, requiring additional training. Increasing volunteer numbers is a key strategic goal.

In addition to core staff, we host two Psychological Therapists from the Mental Health Trust and Senior Advisors in benefits and debt from Citizens Advice Sutton. We outsource accountancy, payroll, and some HR functions, and contract sessional workers for clinical supervision and training.

Currently, all staff and volunteers are current or former Carers, with professional qualifications in areas such as teaching, social work, or psychology. The team is predominantly female, but increasingly diverse in terms of age, heritage, and background, with many living within five miles of the Centre.

Volunteers remain crucial to our success, supporting every aspect of our work. Between 40 and 50 volunteers contribute over 100 hours weekly, covering roles such as Trustees, Therapists, Receptionists, Administration, Activity organisers, and Fundraisers. Their contribution, valued at approximately £110,000 annually, is vital to our local impact. At the time of writing, however, our volunteer numbers have dropped significantly as the Cost of Living and public sector crisis continues to bite. This has meant people returning to paid work, and our Carers who often volunteered to 'give back', get a break from caring and rebuild skills, find they no longer have the time.

We continue to actively recruit and support volunteers through our induction and training systems, aligned with the volunteer management quality mark. We also recognise their commitment during Volunteers' Week and through other appreciation efforts.

Our Aims and Objectives

We offer support to any unpaid Carer who lives, works or studies in the London Borough of Sutton (or where relevant, the surrounding areas if the person for whom they care is receiving services in Sutton) without distinction as to age, gender, disability, sexual orientation, faith or belief, ethnicity or caring responsibilities. We value the increasing diversity of our communities and do our utmost to remove or overcome barriers to accessing our services.

In line with national policy definitions, we define a 'Carer' as someone who, unpaid, cares for and supports a family member or friend, someone who needs this help due to illness, disability, mental ill-health or substance misuse issues.

Purposes, Aims and Values

Our Charity's purpose is defined and based on those set out in the Memorandum and Articles of Association.

Sutton Carers Centre's vision is of communities in which every Carer is recognised and respected as an individual and can get the support they need and the ongoing assurance that they are not alone.

SUTTON CARERS CENTRE CHARITY COMPANY
REPORT OF THE TRUSTEES
for the year ended 31st March 2024

SCC's mission is to support Carers to improve their health, well-being and quality of life by:

- Reaching out to every carer living in the Borough of Sutton
- Helping each carer to understand their rights and get their voice heard; and
- Working with and for each carer, respecting and responding to their individual skills, experience and choices

Our values inform our work, to achieve our vision, reflecting not just WHAT we do, but HOW we do it. They are:

- **Respect:** for Carers and their individual views and skills, for staff and volunteers and for those with whom we work in partnership.
- **Sensitivity:** valuing difference and contributions from all, working together as a creative, harmonious team.
- **Delivery**: committed to quality support and making change happen in a planned, professional and appropriate manner

How Carers Benefit from Our Services

Our charity supports unpaid Carers living, working or studying in Sutton, with services focused on three key groups:

- Adult Carers (including older, parent, working, and 'sandwich' Carers)
- Young Carers (including sibling Carers)
- Carers supporting those with mental health, dementia, substance misuse issues, or end-of-life care (both young and adult Carers)

We provide advice, information, advocacy, and bio-psycho-social therapeutic services, in-person and online, expanding our reach while remaining mindful of digital exclusion. Centrally located in Sutton for accessibility, we also offer outreach services in local centres, especially in northern Sutton wards where many Carers face economic and social challenges. Increasingly, our services are delivered in community settings like schools and healthcare facilities.

Our services have evolved to support families with more complex needs, particularly since the Covid pandemic, which highlighted the challenges Carers face, including long-term physical and/or mental health needs and inequalities among minoritised communities.

We aim to help Carers maintain independence while offering support when needed. Our approach ranges from 'light-touch' assistance to more intensive interventions, ensuring ongoing connection and social support for Carer wellbeing. Carers receive information through induction packs, newsletters and bulletins, and can access help in crisis or as needed via phone, email, online or in person. We also assist Carers to access formal Carer's Needs Assessments from the Local Authority.

Carers benefit from advice on income maximisation, psychological therapies, and participation in social, learning, and training activities. Support intensifies during crises, and we continue to develop staff and volunteer training to better address Carers' needs. Our approach includes assessing needs, planning support, and measuring the impact to ensure positive outcomes for Carers and their families.

We strive to reflect Sutton's diverse community in our Carer support, though male Carers, Young Adult Carers, and LGBTQ+ Carers remain under-represented, influencing our outreach efforts. We have increased support for ethnic minority Carers, Parent Carer groups, and special interest groups like Carers of people with dementia and continue to develop grass-roots initiatives such as Carer-led meditation groups.

How the wider community benefits from our services

Strategic Partnerships and Collaboration

Sutton Carers Centre (SCC) works strategically in partnership with various organisations, focusing on the following:

- **National and Local Policies**: SCC aligns its work with key health and social care legislation and policies, including the Care Act 2014, Children and Families Act 2014, and the Health and Care Act 2022. Despite financial challenges, SCC addresses increasing needs and complexity.

- **Integrated Care System**: The CEO is a key member of the South West London Integrated Care System and Sutton 'Place' Partnership Board, working to influence policy, reduce hospital dependence, and address health inequalities. Increasingly, we are working across the whole-system through our particularly strong network of SW London Carers Centres.

- **Carer Engagement**: SCC ensures Carers' voices are heard by engaging with health and social care partners, especially in relation to strategic decisions and services, including Covid vaccination efforts.

- **Leadership and Collaboration**: The CEO and senior staff participate in the Sutton Systems Leadership Group and various health and social care boards.

- **Voluntary Sector Collaboration**: SCC works with local, regional, and national voluntary organisations, including Carers Trust, to identify and support Carers, share best practices, and influence policy. SCC is part of the 'Together for Sutton' consortium, enhancing third-sector collaboration and delivery, and is a member of Community Action Sutton and Sutton Healthwatch.

- **Young Carers**: SCC and our Young Carer Ambassadors collaborate with schools and healthcare providers to improve the identification and support of Young Carers in Sutton.

- **Voluntary Sector Networks**: In addition to being a Carers Trust Network Partner, SCC is affiliated with Carers UK, NCVO, and ACEVO, gaining best practice advice, quality assurance, and training opportunities.

This collaborative approach strengthens SCC's ability to support Carers in Sutton and influence local and national Carer-related policy.

All our activities focus on supporting Sutton's Carers to achieve the following outcomes:

a) The five outcomes of the last National Carers Strategy 2010 and linked to the national Action Plan:

Carers are:

- Recognised and supported as expert care partners.
- Enjoying a life outside caring.
- Not financially disadvantaged.
- Mentally and physically well and treated with dignity.
- Children will be thriving and protected from inappropriate caring roles.

b) Carers can balance their caring roles and maintain their desired quality of life whilst:

- Maintaining that role and still enjoying good health and well-being and a life of their own, one that is free from financial hardship.
- Having access to work, leisure and social activity.

How Our Activities Deliver Public Benefit

In forming the charity's objectives and activities, the Trustees confirm that they have had regard to the Charity Commission's guidance on public benefit.

Some key achievements and plans for the future

Despite what the latest census says, our evidence suggests that the numbers of Carers has grown, demands and needs have become more complex, and Carer wellbeing is negatively impacted by public service challenges and failures and feelings of isolation. When recognised and well-supported, however, Carers tell us that the rewards of caring can be great, and we see how looking after each other is a key component of a strong community. This opinion is shared by many in the field.

In response, below we list some of our key achievements and future work plans. For more information, please see our website: www.suttoncarerscentre.org which also contains newsletters and blogs; much information and many pictures can also be found in our Twitter feed @suttoncarers, Sutton Carers Centre Facebook page, YouTube and Instagram. We also are happy to share more detailed, anonymised monitoring information and case studies upon request – be it for funders, interested partners, the media, or Carers themselves.

We also were proud to have resumed our public Annual Review event for Carers and other colleagues last year, and produced an information-packed associated document regarding our impact; this can be found here: https://www.suttoncarerscentre.org/post/annual-review-2022-2023. In 2024, we will replace this with our first-ever Sutton Carers Conference, in partnership with London Borough of Sutton, and a new section on our website which will highlight what we done and the impact we have made.

The ambitious Conference will also be the launch of the engagement and consultation for the new Sutton Carers Strategy, much-needed. We aim to provide leadership, practical support and our knowledge and expertise around co-production to make this Strategy truly meaningful for Carers and their families as well as colleagues across the system. We also will be a system leader in the development of the new Dementia Strategy for Sutton.

Other Key highlights:

- Despite extreme pressures, we again balanced our books, met our increased financial reserves target, diversified our funding further, and increased our service offer to Carers by approximately 25% across the last few years.

- We supported over 10,000 Carers, with approaching 2000 receiving the most intensive support, with the average number of interventions per Carer increasing by 1/3.

- All specific service output and outcome targets were achieved or exceeded and within budget. These are monitored and reported quarterly to our various funders as part of the regular performance management systems to provide proper accountability for the use of public funds. The financial management systems support this process.

- We are proud to report again that our large sample of Carers demonstrated marked improvement for Carers in many areas of their wellbeing and general life with our academically-validated outcome measures. These show that we have the most impact in the areas of mental and emotional health, financial health, relationships, confidence and self-esteem, reducing risk and increasing social connectedness. This is true for Carers of all ages, irrespective of caring roles. We also have shown greater levels of improvements year on year, across the last 3 years in our Young Carers in Schools programme, for example, although there had been some decrease for certain cohorts, e.g. teenage boys, which we will be attended to in 2023/24.

- We have increased the number of Carers from minoritised communities and groups receiving support through changes in our recruitment, targeting and service offer.

- We increased the number of staff who bring positive, lived experience of mental health issues as well as caring.

Future plans

Looking back at last year's plans, we are pleased that we achieved or progressed most of them, many reported above or via our website.

Our main risks remain:

a) **Financial,** therefore we have prudently made savings, spent carefully yet well, and increased our reserve, raisning and designating funds to help bridge these difficult times, also to ensure we are a 'going concern' for at least the next three years

b) **Service Quality** in the face of such volume, complexity and demand and the related pressures this also places on the wellbeing of our lived experienced staff and volunteers

c) **Accommodation**, as we face the threat, and also the opportunity of moving to new premises; we have planned well over the years for this possibility by designating funds to help us move as necessary.

Financial review

The message still has not changed: the costs of the Covid Pandemic, decades of austerity and BREXIT has meant that Government funding for social care and Carers has been limited. Despite these financial challenges, Sutton Carers Centre has worked hard to bring together all available resources to deliver services for Carers. Locally, as part of the social care and health integration agenda, we are also seeing encouraging signs that people and partners in the 'Place' of Sutton may be coming together to overcome some of these challenges in uniquely local and inspiring ways. Working across the system is key – and seeing Carers as partners in that system alongside paid professionals, is equally key.

We are pleased to have secured 5 – 7 years funding (now entering year 3) for many of our core projects via the 'Together for Sutton' partnership and to have increased our support of Carers with mental health needs and Carers caring for people with mental health needs via the Community Mental Health Transformation partnership with other VCS partners and South West London and St George's Mental Health NHS Trust. We also are pleased to have provided increased support for End of Life Carers, more Income Maximisation for families, and increased support to Young Carers, especially at points of transition and in schools. We also now have a dedicated, small team trying to better support Adult and Young Carers when a family member or friend is being discharged from hospital.

Our service offer increased by approximately 25% across the last three years whilst we have been able to replenish our reduced general fund to reach the necessary 3 months' financial reserve, now between 5 and 6 months given the particular challenges we face with some funding steams finishing and the end of our lease at Benhill House (premises we also have outgrown).

Risks due to reductions in the overall amount of money for services being commissioned are now very clear. Equally, an increasing focus (long apparent in the NHS) on crisis or near crisis point interventions - to the detriment of a proper balance with spending on preventative measures and the longer-term gains they can bring - poses a considerable threat to the welfare of the majority of Carers. Our specialist support services and skilled information and advice should be well placed not only to help those in crisis but also prevent families from reaching that crisis point in the first place. Our services also strengthen family and community life, adding much social and public benefit.

Incoming resources, resources expended and services

Income was lower and expenditure was slightly lower than the previous year (2022/23), income being £730,120 (vs £749,169) mainly due to some income being received in advance; expenditure on services and support to Carers, however, increased to £740,883 (from £668,996). The largest income source continued to be the London Borough of Sutton (although the funding base has diversified). The overall total deficit for all funds is £10,763, and this is broken down into individual funds:

Unrestricted funds: income was £416,052 vs expenditure £333,295 with the surplus at end of year being £82,757. This a better out-turn than expected with the budgeted deficit set for 2023/24 of £52,586. The increase in surplus was due to a part-time post on hold, consultancy income generated, and a cost-of-living grant received from the National Lottery for Communities. The Board of Trustees agreed to transfer £75k to designated funds and £6.7k to restricted funds to balance overspends in some funding received.

Designated funds: the Board of Trustees agreed to the transfer to £75k from unrestricted to designated funds of £30k to increase the provision for refurbishment of the building, a condition of our lease, and to help us if we have to move; we also set aside funds of £45k for anticipated need to 'Bridge the Gap' in salaries (as one funding stream ends and we await outcomes of funding bids submitted).

Restricted funds income was £314,068 vs expenditure £407,588; deficit at end of year was £86,839, plus brought forward from previous year 2022/23, total fund balance carried forward to 2024/25 being £36,387. In the previous year funding was received in advance £76.2k, and this has been spent and no further funding received in advance for 2024/25. This includes funding received in advance from Co-op Foundation £43.7k. Balance of funds received in advance in previous year was £43.5k. A further £36k is general carry forward on existing funding streams to following year.

Volunteers and students continued to offer their support and input, some of whom were qualified professionals or in advanced stages of training, thus helping to maintain services despite the reduced funds.

Our experienced paid staff also worked to find new and more efficient ways to serve the same volume of Carers within existing resources, even when Carers' lives are becoming more complex, especially with the ongoing impact of repeated lockdowns due to the COVID 19 pandemic and further impacted by the Cost-of-Living crisis.

2023/24 ended with a very much better than expected result due to our funding successes despite an extremely difficult financial environment, with the General Fund standing at an increased level of £326,204 (2022/23: £250,218). We were confident going into 2024-25, but anticipate that 2025-26 will be a more difficult year, also with changes in government and related policies.

Funds that are 'Restricted' are often given by donors to 'top-up' core funding for e.g. Carers' activities and breaks which provide much needed time out for both Young and Adult Carers but are not deemed appropriate to be funded by public bodies. They are valued greatly by Carers and their families, supporting their health and wellbeing, monies going directly and visibly to benefit Carers.

Reserves Policy

This policy relates to the level of reserves appropriate for Sutton Carers Centre. Each year the Finance and Funding Committee examines SCC's reserves in the light of the risks facing the organisation bearing in mind the Charity Commission's guidance. We recommended to the Management Board who agreed that our reserves policy remain the same.

We re-affirmed that we needed to aim to build up Unrestricted Fund reserves equal to 3 months budgeted total spending for the following financial year – and this was achieved in the previous year; as above, the Trustees aimed for a higher amount up to, but no more than 6 months.

2023/24 exceeded this minimum with £326,204 (an increase on last year's figure of £250,218) held as unrestricted funds (c41% of budgeted expenditure £787,445).

With the 2024/25 budgeted expenditure at £799,843, a 3 months' reserve would equal £199,960, so we are at c5 months, exceeding our current minimum target for 2024/25 (vs 2022/23 3.8 months) but not exceeding our maximum. Trustees feel that this level of spend, and reserve was appropriate given the ongoing pressures of COVID-19 and Cost-of-Living crisis, which affects Carers as well as the organisation; they also felt that this level strategically managed risk in the coming year. SCC remains vigilant in the current economic climate.

In the short-term, the Management Board also considers what might be done in terms of curtailing activities should the circumstances arise. Scenario-planning is imbedded in our Strategic Planning cycle and Risk Register, accordingly.

Investment Policy

Aside from retaining a prudent amount in reserves each year, most of our funds are spent in the short-term on delivering our objectives, so we have little to invest long-term. All fund balances are held in bank current and deposit accounts or as cash so are immediately available. In common with many others in the charity sector, we invest such funds as we do have longer-term in the Charity Office Investment Funds (COIF), and our Virgin Deposit account.

Further details regarding the restricted funds are listed below:

Restricted Funds

Circle Club & Kit Kat Club **Balance £150**
This fund resulted from a private donation several years ago and £600 monies were paid in from the former Kit Kat Club. The Circle and Kit Kat Clubs provided a social outlet for Carers, the people they care for and other family members. In consultation with members of the group, the Club was incorporated into the mainstream activities of the Centre. It is now used to fund or subsidise Carers' social activities, outings and courses, e.g. a restaurant outing, money for transport and so on. There was '0' spend during the year.

Carers' Transport Fund **Balance £498**
This fund enabled us to offer and fund transport for Carers who have difficulty accessing public transport or have emergency transport needs. It enables Carers to attend events organised by the Centre and so be fully included, as well as participate in consultation, engagement and other agencies' events.

Skills & Learning/Carers Relief Funds **Balance £2,453**
Carers Centres can apply to Carers Trust and Sutton Nursing Association on behalf of Carers to access nationally and local held funds that help improve Carer quality of life. All monies are paid to the Centre and then allocated to Carers. Balance b/fwd from previous year £3,715; during the year, another £4,533 was obtained for Carers and £5,795 spent, balance c/fwd to next year.

Workforce Development Programme **Balance £10,000**
SCC was awarded £10k in 2022/23 from London Borough of Sutton. It has been agreed that funding be c/fwd to next year 2024/25 to run a Workforce Development Programme in conjunction with Service leads once the Council was ready.

Dementia Carers Peer Support Programme **Balance £0**
SCC received £16,467 from London Borough of Sutton to provide support to Carers of someone living with dementia, following the expiry of the previous contract, funded by LBS and held by Age UK Sutton as lead. All the 16,467 was spent during the year.

Winter Pressures/Better Care Fund **Balance £0**
SCC received a non-recurrent £32,482 from London Borough of Sutton on behalf of Health and Social Care to provide increased support to Carers being discharged from hospital or caring for someone being discharged from hospital. All the £32,482 was spent during the year.

Suicide Prevention **Balance £0**
SCC received £5,000 from London Borough of Sutton in 2022/23 to provide workshops and related activity for Carers affected by suicidal risk as well as the wellbeing of staff and volunteers supporting them. Balance b/fwd from previous year £3,500 which was spent during the year.

Uplift Wellbeing Navigator **Balance (£1,059)**
SCC received £41,097 by SWLStG MH NHS Trust to fund and employ specialist Carers' Wellbeing Navigator posts (1.2 FTE) as part of the 'Uplift' Service. A deficit b/fwd from 2022/23 (£1,188) and £40,969 was spent during the year, resulting in an overspend c/fwd to next year of £1,059.

Sutton Carers Partnership Support Lead **Balance £0**
SCC was awarded £50,000 a one-year development grant in 2022/823 from SWL/Sutton CCG as a strategic partner to assess the maturity of the integrated Health System in meeting its obligations towards Carers and making recommendations for developmental improvements. B/fwd from 2022/23 £7,498 which was spent during the year.

Development of Carers' Manual **Balance £297**
This manual was commissioned by the then Primary Care Trust a few years ago and is an information resource specifically for those Carers looking after people with mental health issues. The balance is retained to pay for any future inserts, updates and the expenses involved in storing and distributing the manual.

Lloyd's Bank Foundation **Balance £14,707**
SCC was awarded £15,000 in 2016/17 to research, develop and pilot a menu of chargeable services which meets the needs of Carers whilst generating sustainable income for the charity. This was to involve the recruitment of new posts, research, consultative events/meetings and to develop an operational plan to launch and run new services. Recruitment costs of £293 have been spent in advance, in readiness for recruitment, although this fund is currently under review with the funder, given the pandemic, cost of living crisis and SCC's changed priorities with plans to spend the money fully in 2024/5.

BBC Children in Need **Balance £4,698**
SCC was awarded a three-year grant to offer capacity-building support to schools as well as a range of support services for Young Carers in schools. These included training, one-to- one support, group activities and advocacy. Young Carers benefited through improved aspirations, increased engagement with education and better family relationships. Balance b/fwd from previous year 2022/23 was £5,145. The original project was for 3 years ending June 2021. SCC was awarded a new three-year grant for 3 years beginning September 2021. Funding received for the 3rd year (project beginning September 2023 was £39,837 and total spend £40,284.

Peer Support **Balance £663**
SCC was awarded £1,400 funding from Carers Trust. This enabled SCC to increase access for Young Adult Carers through the introduction of peer support groups. Balance b/fwd 2022/23 £729; £1,466 spent during the year and balance c/fwd to next year.

iWill Peer Support **Balance £0**
SCC was awarded £43,697 for the final year of a 3-year grant from the Co-op Foundation for Young Carers in schools for peer- to-peer support, and to improve wellbeing. All the £43,697 was spent during the year. In addition, SCC was awarded an additional £3,278 towards cost-of-living costs which was also spent during the year.

City Bridge 'Bridging Divides' **Balance £0**
SCC was awarded £41,467 from City Bridge in partnership with the lead, Citizens Advice Sutton. This enabled SCC to provide a dedicated worker to offer Carers support, also enabling Citizens Advice Sutton and Sutton Carers Centre to continue working together, providing Carers and their families with impartial, free, expert and comprehensive information, advice and support on welfare benefits and other income maximisation, service navigation, and caring issues. Spend during the year was £43,624 resulting in an overspend of £2,157 which SCC has covered from unrestricted reserves.

Mental Health Transformation - Welfare Benefits **Balance £0**
SCC was awarded £43,594 via lead partner Citizens Advice Sutton to provide Mental Health Carers and their families' welfare benefits and related income maximisation and opportunities advice, information and support. All the £43,594 was spent during the year.

End of Life Care **Balance £0**
SCC was awarded £32,846 for End of Life Care services from Sutton CCG, as was, via Epsom & St Helier Hospitals NHS Trust, Sutton Health and Care. This enabled SCC to provide a part-time, dedicated worker as part of the Palliative Care Co-ordination Hub to support Carers with a family member facing end of life. Deficit b/fwd from 2022/23 (£781), spend for the year £43,624 resulting in an overspend of £4,523. SCC has covered from unrestricted reserves.

Young Carers General Activities **Balance £1,288**
SCC was awarded £1,250 in 2019/20, £750 in 2021/22 and £300 in 2022/23 from Jack Petchey Foundation towards Young Carers' Activities. Balance b/fwd from 2022/23 was £2,062. Spend for the year £1,074, balance c/fwd to next year.

Young Carers Summer Activities **Balance £75**
SCC was awarded £500 from Jack Petchey in 2020 towards Young Carers Activities in the summer. Balance b/fwd from 2022/23 £75. No spend during the year, balance c/fwd to next year.

Leader Award Grant **Balance £1,366**
SCC was awarded £1,279 from Jack Petchey in the year towards Young Carers. Balance b/fwd from 2022/23 £339.. Spend for the year was £252. Balance to be spent beginning 2024/25.

Mental Health Transformation – Peer Support **Balance £0**
SCC was awarded a funding from SWLStG Mental Health NHS Trust of £86,520 in the year, to help develop an improved Carer identification and service delivery pathway, and to recruit staff to deliver Carer peer support functions to families connected to Recovery Support Teams in Sutton. All the £86,520 was spent during the year.

Winter Engagement Fund **Balance £0**
SCC was awarded £500 from SWL ICS to help community members know how to get preventative and/or community-based health support, to reduce the pressure on acute services.
This was spent during the year.

7 Stars Foundation **Balance £1,251**
SCC was awarded £1,251 towards a new laptop for young carers in clubs that are held at SCC office. This was received at the end of the year and c/fwd to be spend at the beginning of 2024/25.

Total Restricted Funds £36,387

Designated Funds

Provision for Refurbishment **Balance £60,000**

This fund was established by the Management Board initially to set aside funding on an annual basis for the re-decorating and re-instatement costs required under the terms of the current lease as well as other general refurbishment of the Centre and its resources. This year, funds were spent on ICT equipment in view of new digital priorities that emerged during the COVID-19 pandemic as well as aging equipment. Balance b/fwd from 2022/23 was £30,000 with '0' spend during the year. Positively, the lease with the landlords, fellow charity Aid to the Church in Need, UK was renewed at a fixed fee for 7 years in 2018/19 but that is nearing the end of its life, expiring in 2025. Considering the upcoming lease re-negotiations, the Board of Trustees agreed to designate a further £30k from unrestricted funds to the provision of refurbishment of our rented 1st Floor of their building and prepare for the costs of a move, also given we have outgrown our presmises.

Cost of Living Increases **Balance £30,000**

This fund was agreed by the Management Board and set-up in 2022/23 to cover anticipated Cost-of-Living increases, including inflationary pay increases for staff. No spend during the year and c/fwd to 2024/25.

Bridging the Gap **Balance £45,000**

This fund was strategically agreed by the Management Board to mitigate the risk that may occur with gaps in funding streams; this fund will help to bridge that gap, i.e. during the periods SCC is awaiting outcomes of funding bids when previous funding has come to an end.

Total Designated Funds £135,000

SUTTON CARERS CENTRE CHARITY COMPANY
REPORT OF THE TRUSTEES
for the year ended 31st March 2024

The Trustees (who are also the directors of Sutton Carers' Centre for the purpose of company law) are responsible for preparing the Report of the Trustees and the financial statements in accordance with applicable law and 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 as at the balance sheet date and of its incoming resources and application of resources, including income and expenditure, for the financial year. In preparing these financial statements, the trustees are required to:

- select suitable accounting policies and apply them consistently;
- observe the methods and principles in the charity SORP:2019 (FRS 102);
- make judgements and estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will not continue in operation.

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

In so far as the trustees are aware:

- there is no relevant audit information of which the charitable company's auditor is unaware; and
- the trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditor is aware of that information.

Auditors

Kingston Burrows Accountants have indicated their willingness to accept appointment as auditors of the charity for this next term and a resolution proposing their reappointment will be put to the members at the Annual General Meeting. We look forward to this new relationship.

We give sincere thanks to our previous firm 'Myrusers Smith', which has now merged with Kingston Boroughs. In particular, we thank Stephen Jones who has supported us with skill and kindness for decades. We wish him well in his retirement.

This report has been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small companies.

Approved by the Trustees and signed on their behalf:

A L Woodhead

Dr Lindsay Woodhead
Trustee/Director and Treasurer

Date 31 January 2025

Sutton Carers Centre Charity Company
Benhill House 1st Floor
12-14 Benhill Avenue
Sutton, Surrey, SM1 4DA

Independent Auditor's Report to the Members of:

SUTTON CARERS CENTRE CHARITY COMPANY

Opinion

We have audited the financial statements of Sutton Carers Centre Charity Company (the 'charitable company') for the year ended 31 March 2024 which comprise the Statement of Financial Activities, Balance Sheet, 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 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

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 charitable company'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 trustees report, other than the financial statements and our auditor's report thereon. The trustees are responsible for the other information contained within the trustees 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.

Independent Auditor's Report to the Members of:

SUTTON CARERS CENTRE CHARITY COMPANY

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' report (incorporating the directors' report) for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the directors' report has been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

In the light of the 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 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; 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 directors' report and from the requirement to prepare a strategic report.

Responsibilities of trustees

As explained more fully in the trustees' responsibilities statement, 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.

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:

- Enquiry of management and those charged with governance about actual and potential litigation or claims and the identification of non-compliance with laws and regulations.
- Reviewing minutes of meetings of those charged with governance.
- Reviewing financial statement disclosures and testing to supporting documentation to assess compliance with applicable laws and regulations.
- Auditing the risk of management override of controls, including testing journal entries and other adjustments for appropriateness; assessing whether the judgements made in making accounting estimates are indicative of a potential bias; and evaluating the business rationale of any significant transactions that are unusual or outside the normal course of business.
- Performing analytical procedures to identify any unusual or unexpected relationships that may indicate risks of material misstatement due to fraud.
- Professional scepticism in course of the audit and with audit sampling in material audit areas.

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.

A further description of our responsibilities is available on the Financial Reporting Council's website at: 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.



Kevin Fisher FCA (Senior Statutory Auditor)
For and on behalf of Kingston Burrowes Audit Ltd
Statutory Auditors
308 Ewell Road, Surbiton,
Surrey, United Kingdom,
KT6 7AL

31 January 2025

SUTTON CARERS CENTRE CHARITY COMPANY

(Registered Charity Number: 1062302)

STATEMENT OF FINANCIAL ACTIVITIES
(incorporating Income and Expenditure Account)
for the year ended 31st March 2024

	Notes	Unrestricted Funds £	Restricted Funds £	Total Funds 2024 £	Total Funds 2023 £
Income					
Donations and legacies	2	11,714	-	11,714	6,029
Charitable activities	3	400,235	314,068	714,303	733,825
Investment income	4	1,068	-	1,068	310
Other income		3,035	-	3,035	9,005
Total		**416,052**	**314,068**	**730,120**	**749,169**
Expenditure					
Raising funds	5	22,291	-	22,291	12,638
Charitable activities	6	311,004	407,588	718,592	656,358
Total		**333,295**	**407,588**	**740,883**	**668,996**
Net (expenditure)/income for the year	10	**82,757**	**(93,520)**	**(10,763)**	**80,173**
Transfers between funds	17	(6,681)	6,681	-	-
Net movement in Funds		**76,076**	**(86,839)**	**(10,763)**	**80,173**
Total funds as at 1 April 2023	17	250,128	123,226	373,354	293,181
Total funds as at 31 March 2024	17	**£326,204**	**£36,387**	**£362,591**	**£373,354**

All income and expenditure derive from continuing activities.

The Statement of Financial Activities includes all recognised gains and losses.

The notes form part of these financial statements

SUTTON CARERS CENTRE CHARITY COMPANY
(Registered Charity Number: 1062302)

BALANCE SHEET
as at 31st March 2024

	Notes	2024 £	2023 £
Current assets:			
Debtors	13	201,324	181,136
Cash and Bank:			
Current Account		178,206	206,581
COIF Deposit Account		32	31
Virgin Deposit Account		41,911	41,470
Cash in hand		707	167
		422,180	**429,385**
Liabilities:			
Creditors: amounts falling due within one year	14	59,589	56,031
Net assets	16	**£362,591**	**£373,354**
Funds:			
Unrestricted	17	191,204	190,128
Designated (Unrestricted)	17	135,000	60,000
Restricted	17	36,387	123,226
	17	**£362,591**	**£373,354**

These financial statements have been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to Small Companies.

The financial statements were approved by the Management Committee on 31 January 2025 and were signed on its behalf by:

A L Woodhead

Dr Lindsay Woodhead
Trustee/Director and Treasurer

The notes form part of these financial statements

SUTTON CARERS CENTRE CHARITY COMPANY
(Registered Charity Number: 1062302)

CASH FLOW STATEMENT
for the year ended 31st March 2024

	Notes	2024 £	2023 £
Cash flows from operating activities			
Net movement in funds per statement of financial activities		**(10,763)**	**80,173**
Adjustments for:			
Interest receivable	4	(1,068)	(310)
(Increase)/decrease in debtors		(20,188)	45,722
Increase/(decrease) in creditors		3,558	(18,854)
Net cash (used in)/provided by operating activities		**(28,461)**	**106,731**
Cash flows from investing activities			
Interest received	4	1,068	310
Net cash provided by investing activities		**1,068**	**310**
Change in cash at bank in the year		(27,393)	107,041
Cash at bank brought forward		248,249	141,208
Cash at bank carried forward		**£220,856**	**£248,249**

The notes form part of these financial statements

1. Accounting policies

General information and basis of preparation

Sutton Carers Centre Charity Company is a private company (No. 03353573), limited by guarantee, registered in England and Wales. 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 given in the Reference and Administrative Information on page 1.

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

The financial statements are prepared on the going concern basis and under the historical cost convention. 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.

Income recognition

Items of income are recognised in the financial statements when all of the following criteria are met:

- The charity has entitlement to the funds;
- any performance conditions have been met or are fully within the control of the charity;
- there is sufficient certainty that receipt of the income is considered probable; and
- the amount can be measured reliably.

Expenditure recognition

Expenditure is recognised once there is a legal or constructive obligation to make payment to a third party, it is probable that settlement will be required and the amount can be measured reliably.

Expenditure includes those costs of a direct nature which can be allocated to a specific activity. It also includes indirect costs, including governance costs that do not relate to a specific activity but are necessary to support those activities. Support costs are apportioned to each activity on the basis of staff time.

1. Accounting policies (Contd)

Fund accounting

Unrestricted general funds are freely available for use in furtherance of the objects of the charity and which have not been designated for particular purposes.

Designated funds are unrestricted funds set aside by the trustees for particular purposes.

Restricted funds are funds which can only be used in accordance with specific restrictions imposed by the donor or which have been raised for a particular purpose.

Leases

Operating lease rentals are charged to the Statement of Financial Activities on a straight line basis over the period of the lease.

Pensions

The charity operates a defined contribution pension scheme. Contributions payable under the scheme are charged the Statement of Financial Activities in the year to which they relate.

Debtors and Creditors

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

2. DONATIONS AND LEGACIES

	Unrestricted Funds £	Restricted Funds £	Total 2024 £	Total 2023 £
Donations	11,714	-	11,714	6,029
Legacies	-	-	-	-
	£11,714	**£Nil**	**£11,714**	**£6,029**

All of the £6,029 recognised in 2023 was unrestricted funds.

NOTES TO THE FINANCIAL STATEMENTS
for the year ended 31st March 2024

3. INCOME FROM CHARITABLE ACTIVITIES	Unrestricted Funds £	Restricted Funds £	Total 2024 £	Total 2023 £
Adult Carers Advice, Information and Support (ALPS) via Citizen's Advice, Sutton	-	-	-	27,500
Adult Carers Preventative Support Service, Sutton Together	-	-	-	50,000
London Borough of Sutton (People (Directorate)): Young Carers Support	-	-	-	16,875
London Borough of Sutton – Together for Sutton via CAS	320,880	-	320,880	231,962
London Borough of Sutton – Dementia Programme	-	16,467	16,467	3,532
London Borough of Sutton – Winter Pressures	-	-	-	35,000
London Borough of Sutton – Suicide Prevention	-	-	-	5,000
SWLStG Mental Health NHS Trust – Carers Wellbeing Navigator	-	41,097	41,097	40,699
SWLStG Mental Health NHS Trust (Uplift Rental)	8,750	-	8,750	8,750
SWLStG Mental Health NHS Trust (IAPT/PTiPC)	15,000	-	15,000	15,000
SWLStG MH NHS Trust – Community Transformation	-	86,520	86,520	80,000
BBC Children in Need	-	39,837	39,837	49,581
City Bridge – Bridging Divides via CAB	-	41,466	41,466	43,228
SWLStG MH NHS Trust - Transformation for Welfare Benefits via Citizen's Advice Sutton	-	43,594	43,594	38,396
Co-op Foundation - #iWill Young Carers	-	3,278	3,278	43,697
Skills and Learning/Carers Breaks and Relief	-	4,533	4,533	5,859
Epsom & St Helier Hospital Trust – End of Life Care	-	32,846	32,846	28,846
Jack Petchey Young Carers	-	-	-	300
Jack Petchey – Leader Award Grant	-	1,279	1,279	600
LBS via Age UK Sutton – Dementia Programme	-	-	-	9,000
National Lottery – Cost of Living Fund	55,605	-	55,605	-
SWL ICS Winter Engagement Fund	-	500	500	-
Rotary Club of Cheam	-	1,400	1,400	-
7 Stars Foundation	-	1,251	1,251	-
	£400,235	**£314,068**	**£714,303**	**£733,825**

Of the £733,825 recognised in 2023, £350,087 was unrestricted and £383,738 was restricted funds.

4. INVESTMENT INCOME

	Unrestricted Funds	Restricted Funds	Total 2024	Total 2023
Bank interest	**£1,068**	**£Nil**	**£1,068**	**£310**

All of the £310 recognised in 2023 was unrestricted funds.

5. COST OF RAISING FUNDS

	Direct Costs £	Support Costs £	Total 2024 £	Total 2023 £
Staff costs	16,656	-	16,656	10,115
Fundraising support	4,083	-	4,083	1,555
Printing and publicity	1,552	-	1,552	968
	£22,291	**£Nil**	**£22,291**	**£12,638**

All of the £12,638 expenditure recognised in 2023 was charged to unrestricted funds.

6. EXPENDITURE ON CHARITABLE ACTIVITIES

	Direct Costs £	Support Costs £	Total 2024 £	Total 2023 £
Carers advice, information and support	102,371	25,540	127,911	93,937
Adult carers services	126,356	42,659	169,015	169,267
Young carers services	124,363	25,841	150,204	137,466
Mental health services	223,687	47,775	271,462	255,688
	£576,777	**£141,815**	**£718,592**	**£656,358**

Of the £656,358 expenditure recognised in 2023, £273,380 was charged to unrestricted funds and £382,978 was charged to restricted funds.

7. ANALYSIS OF DIRECT COSTS

	Raising Funds £	Charitable Activities £	Total 2024 £	Total 2023 £
Staff costs	16,656	533,494	550,150	481,410
Rent, service charge and business rates	-	4,837	4,837	-
Recruitment expenses	-	1,141	1,141	2,623
Outsourced fundraising/financial services	4,083	14,633	18,716	5,544
Staff expenses	-	1,076	1,076	1,188
Staff training/wellbeing/mentoring	-	7,364	7,364	5,036
Stationery		4	4	-
Telephones	-	191	191	-
Volunteers training		-	-	30
Volunteers expenses		375	375	263
Counselling service		-	-	725
IT software/equipment		20	20	18,505
Carers breaks and activities		13,642	13,642	14,321
Newsletter/printing/publicity	1,552	-	1,552	1,473
	£22,291	**£576,777**	**£599,068**	**£531,118**

8. ANALYSIS OF SUPPORT COSTS

	Raising Funds £	Charitable Activities £	Total 2024 £	Total 2023 £
Staff costs	-	27,227	27,227	18,745
Rent, service charge and business rates	-	44,884	44,884	50,481
Cleaning, waste disposal and alarm	-	4,689	4,689	4,509
Insurance	-	2,030	2,030	1,850
Office furniture, equipment and refurbishment	-	320	320	125
Computer software and maintenance	-	11,645	11,645	8,884
Newsletter/printing/publicity	-	579	579	985
Photocopier costs	-	1,942	1,942	985
Stationery	-	800	800	1,075
Postage	-	1,186	1,186	1,027
Telephones	-	9,756	9,756	7,662
Subscriptions	-	8,665	8,665	3,309
Outsourced payroll costs	-	2,614	2,614	2,103
Outsourced financial services	-	6,711	6,711	10,346
Consultancy fees	-	12,113	12,113	9,631
Meeting expenses (Management Board)	-	785	785	253
Audit Fee/Legal Exp/AGM Costs Governance costs (see Note 9)	-	5,720	5,720	4,116
Bank charges	-	149	149	139
	£Nil	**£141,815**	**£141,815**	**£125,240**

9. GOVERNANCE COSTS

	Unrestricted Funds £	Restricted Funds £	Total 2024 £	Total 2023 £
Audit fee	3,570	-	3,570	3,353
Legal and professional fees	13	-	13	763
AGM and annual report	2,137	-	2,137	-
	£5,720	**£Nil**	**£5,720**	**£4,116**

10. NET (EXPENDITURE)/INCOME

	2024	2023
Net (expenditure)/income for the year is stated after charging:		
Auditor's remuneration	£3,570	£3,353
Operating lease rentals	£34,800	£34,800

11. TRUSTEES' REMUNERATION AND EXPENSES

The trustees neither received nor waived any remuneration during the year (2023: £Nil). Three trustees (2023: One trustee) were reimbursed travel expenses during the year of £305 (2023: £29).

12. STAFF COSTS

	2024 £	2023 £
Wages and Salaries	507,076	442,347
Employer's NI costs	45,057	37,672
Pension costs (defined contribution scheme)	25,244	20,136
	£577,377	**£500,155**

Total employee benefits received by key management amounted to £232,853 (2023: £215,658).

Under FRS 102, employee benefits include gross salary, benefits in kind, employee's national insurance and employer's pension costs.

One employee received total employee benefits (excluding employer pension costs) of more than £60,000 in the current year (2023: One).

The average number of employees was 18 (2023: 18), both part-time and full-time, analysed by function was:

	2024 Number	2023 Number
Direct charitable activities	15	15
Management and administration	3	3
	18	**18**

13. DEBTORS

	2024 £	2023 £
Trade debtors	182,085	158,344
Prepayments	19,239	22,792
	£201,324	**£181,136**

14. CREDITORS: Amounts falling due within one year

	2024 £	2023 £
Trade creditors	23,001	28,815
Accruals and deferred income	19,883	13,439
Social security costs	12,969	10,168
Pension accrual	3,736	3,609
	£59,589	**£56,031**

15. OPERATING LEASE COMMITMENTS

	2024 £	2023 £
The total future minimum lease payments due under non-cancellable operating leases was as follows:		
Within one year	2,900	34,800
Two to five years	-	2,900
	£2,900	**£37,700**

16. ANALYSIS OF NET ASSETS BETWEEN FUNDS

2024	Unrestricted General Funds £	Unrestricted Designated Funds £	Restricted Funds £	Total £
Current assets	250,793	135,000	36,387	422,180
Current liabilities	(59,589)	-	-	(59,589)
Total	**£191,204**	**£135,000**	**£36,387**	**£362,591**

Comparative information for the analysis of net assets between funds in the previous year is as follows:

2023	Unrestricted General Funds £	Unrestricted Designated Funds £	Restricted Funds £	Total £
Current assets	246,159	60,000	123,226	429,385
Current liabilities	(56,031)	-	-	(56,031)
Total	**£190,128**	**£60,000**	**£123,226**	**£373,354**

NOTES TO THE FINANCIAL STATEMENTS
for the year ended 31st March 2024

17. MOVEMENT IN FUNDS

2024	Balance 1 April 2023 £	Income £	Expenditure £	Transfers £	Balance 31 March 2024 £
Unrestricted Funds:					
Carers General Fund	**190,128**	**416,052**	**333,295**	**(81,681)**	**191,204**
Designated Funds:					
Provision for Refurbishments	30,000	-	-	30,000	60,000
Cost of Living Increases	30,000	-	-	-	30,000
Bridging the Gap	-	-	-	45,000	45,000
	60,000	**-**	**-**	**75,000**	**135,000**
Restricted Funds:					
Circle Club and Kit Kat Club	150	-	-	-	150
Carers' Transport Fund	498	-	-	-	498
Skills and Learning/Carers Relief and Breaks	3,715	4,533	5,795	-	2,453
LBS – Workforce Development Programme	10,000	-	-	-	10,000
LBS – Dementia Programme	-	16,466	16,466	-	-
LBS – Winter Pressure	32,482	-	32,482	-	-
LBS – Suicide Prevention	3,500	-	3,500	-	-
SWL StG Wellbeing Navigator	(1,187)	41,097	40,969	-	(1,059)
SWL CCG – Sutton Carers Support Partnership Lead	7,498	-	7,498	-	-
Development of Carers' Manual	297	-	-	-	297
Lloyds Bank Foundation	14,707	-	-	-	14,707
BBC Children in Need	5,145	39,837	40,284	-	4,698
Carers Trust - Peer Support	729	1,400	1,466	-	663
Co-op #iWill	43,697	3,278	46,975	-	-
City Bridge – Bridging Divides via CAB	-	41,467	43,624	2,157	-
MH Transformation for Welfare Benefits via CAB	-	43,594	43,594	-	-
Epsom & St Helier Hospitals NHS Trust	(781)	32,846	36,589	4,524	-
Jack Petchey – Young Carers	2,362	-	1,074	-	1,288
Jack Petchey – Young Carers Summer Activities	75	-	-	-	75
Jack Petchey – Leader Award Grant	339	1,279	252	-	1,366
Sutton VCSE – MH Transformation	-	86,520	86,520	-	-
SWL ICS Winter Engagement Fund	-	500	500	-	-
7 Stars Foundation	-	1,251	-	-	1,251
	123,226	**314,068**	**407,588**	**6,681**	**36,387**
Total Funds	**£373,354**	**£730,120**	**£740,883**	**£Nil**	**£362,591**

The purpose of each restricted fund and transfers is set out in the Trustees' Report.

NOTES TO THE FINANCIAL STATEMENTS
for the year ended 31st March 2024

17. MOVEMENT IN FUNDS

Comparative information for the movement in funds in the previous year is as follows:

2023	Balance 1 April 2022 £	Income £	Expenditure £	Transfers £	Balance 31 March 2023 £
Unrestricted Funds:					
Carers General Fund	**154,749**	**365,431**	**286,018**	**(44,034)**	**190,128**
Designated Funds:					
Provision for Refurbishments	15,966	-	-	14,034	30,000
	-	-	-	30,000	30,000
	15,966	**-**	**-**	**44,034**	**60,000**
Restricted Funds:					
Circle Club and Kit Kat Club	150	-		-	150
Carers' Transport Fund	1,021	-	523	-	498
Skills and Learning/Carers Relief and Breaks	3,642	5,859	5,786	-	3,715
LBS – Workforce Development Programme	10,000	-	-	-	10,000
LBS – Dementia Programme	-	3,532	3,532	-	-
LBS – Winter Pressure	-	35,000	2,518	-	32,482
LBS – Suicide Prevention	-	5,000	1,500	-	3,500
SWL StG Wellbeing Navigator	764	40,699	42,650	-	(1,187)
SWL CCG – Sutton Carers Support Partnership Lead	50,000	-	42,502	-	7,498
Development of Carers' Manual	297	-	-	-	297
Lloyds Bank Foundation	14,707	-	-	-	14,707
BBC Children in Need	-	49,581	44,436	-	5,145
BBC Children in Need - IT Equipment	1,000	-	1,000	-	-
Carers Trust - Peer Support	729	-	-	-	729
Co-op #iWill	35,212	43,697	35,212	-	43,697
City Bridge – Bridging Divides via CAB	-	43,228	43,228	-	-
MH Transformation for Welfare Benefits via CAB	-	38,396	38,396	-	-
Epsom & St Helier Hospitals NHS Trust	-	28,846	29,627	-	(781)
Age UK Sutton – Dementia Programme	2,500	9,000	11,500	-	-
Jack Petchey – Young Carers	2,062	300	-	-	2,362
Jack Petchey – Young Carers Summer Activities	255	-	180	-	75
Jack Petchey – Leader Award Grant	127	600	388	-	339
Sutton VCSE – MH Transformation	-	80,000	80,000	-	-
	122,466	**383,738**	**382,978**	**-**	**123,226**
Total Funds	**£171,504**	**£804,078**	**£682,401**	**£Nil**	**£293,181**

18. CONTINGENT ASSETS

Total grant fund awarded as at 31 March 2024 but not yet received and recognised as income due to the recognition criteria not being met amounts to £574,826. (2023: £1,429,336)

19. RELATED PARTY TRANSACTIONS

There were no transactions with related parties other than set out in Notes 11 and 12 relating to trustees expenses and key management remuneration.

SUTTON CARERS CENTRE CHARITY COMPANY

England & Wales - Charity number 1062302

Accounts

SUTTON CARERS CENTRE
CHARITY COMPANY
(A company limited by guarantee)

REPORT OF THE TRUSTEES AND
FINANCIAL STATEMENTS
For the year ended 31st March 2023

Charity no: 1062302
Company no: 3353573

SUTTON CARERS CENTRE CHARITY COMPANY

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for the year ended 31st March 2023

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SUTTON CARERS CENTRE CHARITY COMPANY
REPORT OF THE TRUSTEES
for the year ended 31st March 2023

The Trustees, who are also Directors of the Charity for the purposes of the Companies Act 2006, present their report with the financial statements of the Charity for the year ended 31st March 2023. The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard Applicable in the UK and Republic of Ireland, issued in October 2019, and the Companies Act 2006.

REFERENCE AND ADMINISTRATIVE INFORMATION

Charity Name:	Sutton Carers Centre
Charity registration Number:	1062302
Company registration number:	3353573 (England & Wales)
Registered Office and Operational Address:	Benhill House 1st Floor 12-14 Benhill Avenue, Sutton, Surrey SM1 4DA

Trustees:

Harsha Ganatra	Chair
Andrew McCreddie	Treasurer
Margaret Hobbs	(resigned 30th November 2022)
Giuliana Rosenow	(resigned 19th October 2022)
Alana Crisci	
Bissy Thomas	
Patrick Hopkinson	

Advisors:

Sarah Samee
Nadia Dhunna
Alf Matthews
Don Brims

Company Secretary:

Rachael MacLeod	Chief Executive and Company Secretary

Auditors:	Myrus Smith, Chartered Accountants, Norman House, 8 Burnell Road, Sutton, SM1 4BW
Bankers:	Barclays Bank Ltd, 43 High St, Sutton SM1 1DR CCLA Investment Management Ltd, COIF Charity Funds, 80 Cheapside, London EC2V 6DZ

Network Partner of, and quality assured by, *Carers Trust* (formed by the merger of the legacy organisations *Princess Royal Trust for Carers* and *Crossroads Care*), a national charity connecting and supporting independent Carers' organisations across the UK. Registered address: Carers Trust, 32-36 Loman Street, London SE1 0EH, Charity No. 1145181 (England & Wales) / SC042870 (Scotland). Registered as a company limited by guarantee in England and Wales No. 7697170.

SUTTON CARERS CENTRE CHARITY COMPANY
REPORT OF THE TRUSTEES
for the year ended 31st March 2023

Structure, Governance and Management

Governing Document

Sutton Carers Centre (SCC) is a charitable company limited by guarantee, formed in 1994 and registered as a charity in 1997. The organisation was initiated in 1992 and was one of the first Princess Royal Trust for Carers Centres in the country. The company was established under a Memorandum which established the objects and powers of the charitable company and is governed under its Articles of Association. These were updated mainly to reflect changes in charity law a few years ago and continue to be regularly reviewed. In the event of the company being wound up, its members are required to contribute an amount not exceeding £1.

Trustees

As of 31st March 2023, there were five Trustees and four Advisers. We are actively recruiting new Trustees as part of succession planning and to ensure that we benefit from the right mix of skills and lived experience.

All Trustees/Directors are volunteers, and most have working and/or caring commitments in addition to this role. Induction and training for Trustees takes various forms, both formal and informal, and takes place throughout the year. We continually review the skills of Board members, considering the challenges and opportunities facing the organisation, whilst also embracing the benefits of a diverse membership.

We actively review our board membership and continually seek interest from potential Trustees. We remain Carer-led, across the board.

Our Trustees have a broad range of professional skills in working with adults, children and young people, finance, fundraising, marketing, PR and communications, project and business management, as well as their own personal experience of caring in Sutton.

Harsha Ganatra has chaired our Board of Trustees throughout the year. Harsha is a local resident and carer with a diverse professional career both within Local Authority and Charity sector as well as having previously worked as a CEO at another Carers Centre.

All Trustees are elected by our members at our AGM and resign by rotation, offering themselves up for re-election if desired.

The Management Board meets at least five times a year in addition to the AGM. Trustees receive regular reports from the Chief Executive on strategic and governance issues that require their knowledge or decision, as well as comprehensive financial monitoring from the Finance and Funding Committee. We also consider service reports (including contractual performance against key targets) from the Service Managers as well as highlights from our Centre Co-Ordinator and Board and Business Support Manager on matters such as HR, health and safety, quality assurance and other infrastructure matters. The Board also receives a safeguarding report from the CEO at each meeting and we review any complaints, GDPR issues as well as celebrate accolades.

The post of Board and Business Support Manager was created in May 2023 to provide dedicated infrastructure support to the Trustees and Advisers, and to improve the Centre's recruitment and training processes, for Trustees and Advisers. Since May, an online platform has been created which allows the Board to access their Management Board papers in a timely manner, as well as enabling access to documents such as monitoring reports, business documents, newsletters, accounts and administration documents, which has built capacity amongst the Board members. This also adheres to the Centre's environmental policy.

The Finance and Funding Sub-Committee reports to the Board. This committee meets between Management Board meetings and its remit remains the detailed monitoring of the financial performance of the Centre, as well as planning for ways the Board can meet its own targets for fundraising included in the annual budget; it also covers key HR and legal issues such as our lease contract, to make recommendations to the full Board as indicated.

Our Community Fundraising Events Working Group, set up in 2019, has proved invaluable – connecting with Sutton's community to raise additional funds to maintain, enhance and develop services for Sutton's carers.

Organisational structure

Day-to-day management of the Charitable Company is delegated to the CEO against the Management Board's agreed policies and target outcomes. Despite the 'back office' changes/challenges in funding and project streams, all services are run in parallel, aiming to provide a seamless Carer pathway as indicated by need and desired outcome. We work in an integrated, 'matrix' fashion across ages, and all health and social care issues, adopting a 'Whole-Family and Think Family' approach where this best meets the needs of Carers and the people for whom they care.

Core teams

The core teams comprise of:

- *Adult Carers Information and Advice Service* – including Income Maximisation work for whole families, as well as universal, light-touch plus advanced case-work support for Carers
- *Adult Carers Preventative Support Service* – including the Carer Wellbeing and Navigation services, End of Life Care as part of Sutton's Palliative Care Co-ordination Hub, Dementia- and Mental Health caring-specific support, as well as our individual or family targeted support for any Carer in higher need due to their caring role, wellbeing issues or risk
- *Young Carers Service* – including targeted advice, information and support, work in schools, focussing on young people aged 8 – 25 and their families, ensuring that Young Carers meet their potential and aspirations, and are protected from inappropriate caring roles
- *Central Services* – supporting organisational infrastructure, communications, quality assurance and management of resources, including the Centre itself and our presence in the wider community

We also have a well-developed training and consultancy offer to assist other organisations to improve their practice in identifying and supporting Carers and their families.

Each team provides a core service of advice, information and emotional and practical support, but also takes a lead to ensure that all Carers and their families have access to:

- breaks from their caring roles
- training to support them in their caring roles
- benefits and other income advice, to ensure Carers are not financially disadvantaged in their caring roles
- psychological and complementary therapies to help support Carer and family health and wellbeing.
- the opportunity and ability to offer their expertise regarding policy and service development.

Staffing and volunteers

Staffing remained stable with approximately 12 full-time and 7 part-time core staff across all services. We continually review posts and roles given the difficult financial climate, whilst also recognising that the Carers we see are presenting with more complex needs, which requires highly skilled and well-supported staff. The remuneration of the charity's key management personnel is set by the Board of Trustees, taking into account the charity's financial position and the amount paid for comparable roles in comparable organisations.

We have worked to develop the roles of the (largely voluntary) Information Workers to increase outreach in person, online and through social media. This requires further training and flexibility, and given we desperately need even more volunteers, this is a strategic aim to develop our volunteering programme. Staff also have historically supported the independent Sutton Carers Forum, but this work has been paused so that we can review how best to support Carer colleagues and increase inclusivity, reach and impact.

In addition to core staff, we continue to host 2 Psychological Therapists from the Mental Health Trust, an outpost for the teams of Admiral Nurses (the largest team in the country) and maintained the increased hours of the Senior Advisor/Case Workers from the Sutton CABx (now Citizens Advice Sutton). We continue to outsource our accountancy, payroll and some HR functions, as well as contract sessional workers for clinical supervision, some activities and training.

Most of our workers are current or former carers, many also have professional qualifications in e.g., teaching, social work or psychology. The team is still predominantly female, but continues to become on average younger, more diverse in terms of heritage and background and have increasing qualifications and experience. Interestingly, the majority of our staff live within a five-mile radius of the Centre.

As above, the Charity remains dependent on volunteers to achieve its aims, with volunteers in almost every area of our activities. Their contribution is highly valued, and we pay homage to the many hundreds of volunteers who have been involved with SCC since our inception. This includes Trustees, Therapists and Counsellors, Reception and Admin volunteers, Young and Adult Activity volunteers, Outreach Information, Advice, and Support volunteers and Fundraisers. Between 50 and 60 volunteers have contributed over 100 hours of their time each week. Local volunteers have an invaluable role for most charities seeking to serve their local community, and if their contribution to Sutton Carers Centre was costed, this would equate, conservatively, to nearly £110K.

We continue to actively recruit new volunteers and support both them and more experienced volunteers through our induction and training systems, in line with the standards of the volunteer management quality mark, including the use our valuable reference handbook for volunteers. We celebrate the support of our volunteers with a small reception during Volunteers' Week each year amongst other efforts to recognise and reward their commitment.

SUTTON CARERS CENTRE CHARITY COMPANY
REPORT OF THE TRUSTEES
for the year ended 31st March 2023

Our Aims and Objectives

We offer support to any unpaid Carer who lives, works or studies in the London Borough of Sutton (or where relevant, the surrounding areas if the person for whom they care is receiving services in Sutton) without distinction as to age, gender, disability, sexual orientation, faith or belief, ethnicity or caring responsibilities. We value the increasing diversity of our communities and do our utmost to remove or overcome barriers to accessing our services.

In line with national policy definitions, we define a 'Carer' as someone who, unpaid, cares for and supports a family member or friend, someone who needs this help due to illness, disability, mental ill-health or substance misuse issues.

Purposes, Aims and Values

Our Charity's purpose is defined and based on those set out in the Memorandum and Articles of Association.

Sutton Carers Centre's vision is of communities in which every Carer is recognised and respected as an individual and can get the support they need and the ongoing assurance that they are not alone.

SCC's mission is to support Carers to improve their health, well-being and quality of life by:

- Reaching out to every carer living in the Borough of Sutton
- Helping each carer to understand their rights and get their voice heard; and
- Working with and for each carer, respecting and responding to their individual skills, experience and choices

Our values inform our work, to achieve our vision, reflecting not just WHAT we do, but HOW we do it. They are:

- **Respect:** for Carers and their individual views and skills, for staff and volunteers and for those with whom we work in partnership.
- **Sensitivity:** valuing difference and contributions from all, working together as a creative, harmonious team.
- **Delivery**: committed to quality support and making change happen in a planned, professional and appropriate manner.

How Our Activities Deliver Public Benefit

In forming the charity's objectives and activities, the Trustees confirm that they have had regard to the Charity Commission's guidance on public benefit.

All our activities focus on supporting Sutton's Carers to achieve the following outcomes:

a) The five outcomes of the National Carers Strategy 2010 and linked to the national Action Plan: Carers are:

- Recognised and supported as expert care partners.
- Enjoying a life outside caring.
- Not financially disadvantaged.
- Mentally and physically well and treated with dignity.
- Children will be thriving and protected from inappropriate caring roles.

b) Carers can balance their caring roles and maintain their desired quality of life whilst:

- Maintaining that role and still enjoying good health and well-being and a life of their own, one that is free from financial hardship.
- Having access to work, leisure and social activity.

c) SCC also works strategically and in partnership:

- Taking account of national and local health and social care policy, legislation and good practice. Our work takes reference to the refreshed Carers Strategy of 2010 (soon hopefully to be updated beyond the national Carers Action Plan of 2018- 2020) including the new Health and Care Act 2022, the Health and Social Care Act 2012, the Care Act 2014, the Children and Families Act 2014, the NHS Long Term Plan 2019 and more - all in a climate of severe austerity with ever-declining funding and, at the same time, being required to deliver ever more both in terms of volume and complexity of need.

- Ensuring that our CEO continues to be a key member of the SWL Integrated Care System and voting member of the Sutton 'Place' Partnership Board – which includes Sutton Council, NHS bodies and other health, social care and voluntary sector delivery partners (including the as-was Sutton Clinical Commissioning Group). Our CEO is tasked to advise and assist, with the interpretation of national policy, legislation and good practice as they relate to Carers. This involves working collaboratively to reduce the reliance on acute hospital services and reducing health inequalities.

- Supporting our Health and Social Care partners and others to engage with Carers on strategic priorities, service provision and future proposals, ensuring that Carer voices are heard and that their knowledge and perspectives are respected and incorporated. This included supporting our public health and clinical colleagues in encouraging Carers to take up Covid vaccinations as indicated.

- Ensuring that our CEO remains in one of the Voluntary Community Sector (VSC) seats on the 'Sutton Systems Leadership Group', a group that was instrumental in making unprecedented advances in partnership-working in Sutton. Senior staff members also continue to sit on a variety of partnership boards and working groups across primary and secondary health and social care.

- Working collaboratively with other voluntary and community sector organisations at a local, regional and national level to identify, recognise and support Carers, providing strategic infrastructure and partnership input where required.

- Working hard to ensure that professionals and other partners (e.g., G.P. surgeries and Hospital colleagues) are well-informed about our support and services so they can refer and encourage Carers to access our services as early as possible - before they reach crisis point. This was something that became ever more crucial in the wake of the Pandemic helping to build capacity in partner organisations, assisting them to develop ways of working to identify more Carers. Carers are valuable 'partners in care', bringing knowledge and experience, deserving of recognition and respect; newly identified Carers also may need support to enable them to continue caring whilst juggling other responsibilities.

- Continuing to work with primary and secondary schools, as well as and health and social care organisations, to develop their awareness of Young Carers' needs and to ensure that more Young Carers are identified, supported appropriately and their needs are better understood by the school community including school nurses. Funding received from BBC Children in Need, Jack Petchey and the Co-op Foundation 'iWill' programme has enabled us to develop this work extensively.

- Strengthening our membership of the 'Sutton Together' consortium of voluntary organisations in Sutton, chaired by Community Action Sutton, designed to facilitate co-operative third sector bids where this adds value, also to extend reach, avoid duplication of services and increase efficiency. We see this as important for maximising the well-being, in the physical, mental, emotional and financial sense, of Sutton's Carers and their families. We are very grateful for the continued committed and positive working relationships we have with so many of our VCS colleagues.

- Remaining an active partner and committed member of Carers Trust's national network of Carers Centres. This enables us to work together across the UK, as well as share and influence national policy, best practice, training and conference opportunities. We are grateful for the support of Carers Trust provides as an infrastructure organisation as well as enabling access to funds which help Carers in Sutton on an individual and family basis.

- We also work alongside Carers UK (the other national charity for Carers which focuses mainly on policy and influencing issues) to whom Sutton Carers is affiliated, as well as the National Council for Voluntary Organisations (NCVO), the Association for Chief Executives of Voluntary Organisations (ACEVO), and Community Action Sutton (formerly Sutton Centre for the Voluntary Sector). From these, we gain both best practice advice (an important component of quality assurance) including ongoing training for staff and volunteers) and some training opportunities for staff and volunteers. We remain an active member within Sutton Healthwatch, too.

How Carers benefit from our services

Our charitable remit is to assist unpaid family or friend carers who live or work in Sutton. There are three core groups of Carers around whom our services remain focused:

- Adult Carers including Older Carers, Parent Carers, Working Carers and Sandwich Carers.
- Young Carers including Sibling Carers.
- Carers supporting family or friends with mental health, dementia or substance misuse issues, or end of life care (both Young and Adult Carers).

The core areas of our work remain the provision of advice and information, advocacy, and a range of support and bio-psycho-social therapeutic services. We now also have a well-developed, hybrid version of services providing services both digitally and/or in-person to Carers. This has extended our reach to Carers who find it difficult to attend the Centre for support whilst being highly conscious that a proportion of our Carers remain digitally excluded.

We are purposefully based in central Sutton with good access to public transport networks so that the Centre is easily accessible to as many Carers as possible. We continue to provide some of our services regularly on an outreach basis at local centres to improve accessibility. Work in the more northern wards of Sutton has helped us reach communities where there are high numbers of Carers, residents caring for the longest hours, and families who experience some of the greatest economic and social challenges. We have developed our outreach, not only through existing community events, but now also in an increasing number of primary and secondary care settings, schools and colleges.

Following commissioning of our services via tenders or through competitive grant applications, the delivery of these services has changed with SCC working increasingly with more families in more complex situations. This became more evident during the onset, peak as well as aftermath of the Covid pandemic. Not only did Carers and Carer families find themselves in highly challenging circumstances, but it exposed many more Carers and the intersection of inequalities that they experience e.g. Carers from minoritised communities. We note that there is a continuing need to increase support for mental health and wellbeing, too.

We strive to support Carers to self-care, remain unencumbered by professional input, yet help as much as possible where and when indicated. There remains the 'light-touch' level of work as well as the ability to 'step up and down' our interventions whilst not losing contact with families over time – social connectedness being key to Carer wellbeing.

Support is provided via information, advice and guidance through information packs and regular newsletters/bulletins (mainly via email and social media). However, we always remain available to support Carers who come to us in crisis, in need of ongoing frequent or infrequent specialist support – or some Carers may be in intermittent phone, email or personal contact, as they deem necessary to care well and stay in good health. We continue to refer or support Carers to receive a formal Carer's Needs Assessment with the Local Authority as needed and we will continue to influence the appropriate uptake of Assessments and ensuring that there are concrete outcomes for those Carers eligible for support.

We continue to provide advice, information and assistance with claiming benefits and other ways to maximise family income, the opportunity to receive psychological therapies such as Counselling and the chance to participate in a range of social, learning, creative or training activities, as well as breaks from caring roles.

Particularly at moments of crisis for the Carer, or the person they care for, support can be intensive for a period. Increasing numbers of Carers need specialist support, so we have been developing training and supervision programmes for both our paid staff and volunteers to be able to recognise, assess and respond to presenting and ongoing needs. Working with Carers, we assess their needs, plan the support that would be most helpful and then measure the impact, ensuring that what we do makes the most positive difference for Carers and their families.

The Carers we support broadly represent the communities in Sutton in terms of ethnicity, but male Carers, Young Adult Carers and Carers who identify as LGBTQ+ were still under-represented; therefore, this continues to influence outreach and service development. We did, however, support more Carers from minoritised ethnic groups (for example young black men). We continued to support a Complex Needs Carers Group, a Moving On group (for people whose cared for relative or friend who has died) and most recently, at their request, increased support to Parent Carer Groups, in partnership with National Autistic Society in Sutton, Sutton Parents Carers Forum and others. We have also maintained and grown groups such as the Carer-led Meditation and Relaxation group.

<u>Our key achievements and plans for the future</u>

Despite what the latest census says, our evidence suggests that the numbers of Carers has grown, demands and needs have become more complex, and Carer wellbeing is negatively impacted by public service challenges and failures and feelings of isolation. When recognised and well-supported, however, Carers tell us that the rewards of caring can be great, and we see how looking after each other is a key component of a strong community.

In response, below we list some of our key achievements and future work plans. For more information, please see our website: www.suttoncarerscentre.org and much information and many pictures can also be found in our Twitter feed @suttoncarers, Sutton Carers Centre Facebook page, YouTube and Instagram. We also are happy to share more detailed, anonymised monitoring information and case studies upon request – be it for funders, interested partners, the media, or Carers themselves.

We also were proud to resume our public Annual Review event for Carers and other colleagues, and produced an information-packed associated document regarding our impact; this can be found here: https://www.suttoncarerscentre.org/post/annual-review-2022-2023

Other Key highlights:

- Our Young Carers Service was awarded the London Youth Bronze Quality Mark. Due to a whole-family working approach, and including a detailed section around Governance, this was an organisational achievement.
- Despite extreme pressures, we balanced our books, maintained a minimal yet prudent level of financial reserves, diversified our funding, and increased our service offer to Carers by approximately 25% across the last few years.
- We supported over 10,000 Carers with over 1,700 receiving the most intensive support, with the average number of interventions per Carer increasing by 1/3.
- All specific service output and outcome targets were achieved or exceeded and within budget. These are monitored and reported quarterly to our various funders as part of the regular performance management systems to provide proper accountability for the use of public funds. The financial management systems support this process.
- We are proud to report again that our large sample of Carers demonstrated marked improvement for Carers in many areas of their wellbeing and general life with our academically-validated outcome measures. These show that we have the most impact in the areas of mental and emotional health, financial health, relationships, confidence and self-esteem, reducing risk and increasing social connectedness. This is true for Carers of all ages, irrespective of caring roles. We also have shown greater levels of improvements year on year, across the last 3 years in our Young Carers in Schools programme, for example, although there has been some decrease for certain cohorts, e.g. teenage boys, which we will be attending to in 2023/24.
- We have increased the number of Carers from minoritised communities and groups receiving support through changes in our recruitment, targeting and service offer.
- We increased the number of staff who bring positive, lived experience of mental health issues as well as caring.
- At the end of this last year, we were pleased to win, in partnership with our local voluntary sector partners, 5 – 7 years funding from Sutton Council (in partnership with Sutton CCG, as was) to create the 'Together for Sutton' delivery partnership, led by Community Action Sutton. This core funding is key to our financial stability and crucial in maintaining the continued support of the Carers registered with us as well as identifying increasing numbers of Carers who may be under-served in Sutton.
- Mental health has become an increasingly important factor for Carers and so we were very pleased to become key delivery partners in the Mental Health Community Transformation Programme, helping to identify and support Carers of children and adults with mental health needs and Carers who have mental health needs themselves at an earlier point in their caring journey.
- We developed a new logo and website, as well as increased the number and regularity of newsletters as well as other information and advice resources we produce.

Future plans

Our goals will be not only to sustain our most impactful work, including combatting the inequalities and injustices Carers can experience, but to be:

- Mobilising the new 'Together for Sutton' contract, working with partners to ensure support for Carers is embedded within local statutory/public and voluntary agencies/organisations, alongside using our knowledge, skills and experience to support Carers directly
- Enabling Carers to have more involvement and support:
    - As partners in care - influencing the development of local services. We're really hoping carers will take a more prominent role in the local Sutton Health and Care Plan and they become an even greater priority across the Integrated Care System alongside developing our own role within the health and care system.
    - In discharge planning - following on from research we have conducted locally about Carer experiences of hospital discharge, we plan to work locally to support improved Carer involvement in discharge planning, as well as access to appropriate levels of support, in line with new duties detailed in the Health and Care Act 2022.
    - Enabling families to be better supported in the community and reduce, limit or prevent hospital stays through the Triangle of Care initiatives.
- Continuing to expand our work with Primary Care Networks, and as above, develop further plans to address Carer identification in hospital settings to prevent, reduce or delay hospital admissions of the people they care for as well as enable Carers to stay well themselves.
- Continuing to work strategically through Leadership for a such as the local Sutton Place Board, the Health and Wellbeing Board, as well as contributing to 'Sutton Health and Care', the 'Sutton Plan' and the 'Sutton Health and Care Plan'.
- Influencing the co-production of a new, Multi-agency Carers Strategy for Sutton, as well as the first Dementia Strategy in many years
- Recruiting a new worker to support Carers in influencing strategy and service development, ensuring that the voices of Carers are heard and acted upon more widely
- Helping to identify new Carers including Young Carers so that they do not care in silence, invisible and alone – and can care safely and with support. Part of our plan will be to undertake increased outreach work to identify more carers in the community including people who are experiencing cost-of-living pressures, mental health needs, or who may be underserved or minoritised.
- Developing further our volunteering programme which will feed into our inequalities work stream.
- Exploring the next stage of digitisation whilst maintaining our relational approach
- Ensuring that our physical Centre continues to be a haven as well as an accessible part of the community
- Working to protect and support the wellbeing of everyone who works with and for us.
- Working further as a Carers Trust Network Partner, contributing to and learning from best practice, as well as Carers UK Affiliate, contributing to national campaigns to address inequalities.
- Strengthening the governance of our charity, recruiting more Board members at all levels, including a new Chair, increasing Board support (digital and in-person), developing individual Personal Development Plans as well as a collective training and development programme.
- Renewing our next Quality Assurance Marks for the charity, as well as for our specific Adult and Young Carer Services.
- Developing our training offer for schools as well as the Health and Social Care workforce, regarding e.g. dementia caring, Carers Assessments and so on.

- Sustaining key posts and work for which funding streams may be expiring, and attracting new, increased funding to meet emerging need.
- Although we are currently financially stable, the coming months and perhaps years may be tough, so we aim to increase support to us with donations of time, influence and money. We hope more members of the community will join us in thanking the thousands of people of all ages in Sutton who care, unpaid, making sacrifices for others through love and/or duty.

Financial review

The message has not changed: the costs of the Covid Pandemic, decades of austerity and BREXIT has meant that Government funding for social care and Carers has been limited. Despite these financial challenges, Sutton Carers Centre has worked hard to bring together all available resources to deliver services for Carers. Locally, as part of the social care and health integration agenda, we are also seeing encouraging signs that people and partners in the 'Place' of Sutton may be coming together to overcome some of these challenges in uniquely local and inspiring ways. Working across the system is key – and seeing Carers as partners in that system alongside paid professionals, is equally key.

We are pleased to have secured 5 – 7 years funding for many of our core projects via the 'Together for Sutton' partnership and to have increased our support of Carers with mental health needs and Carers caring for people with mental health needs via the Community Mental Health Transformation partnership with other VCS partners and South West London and St George's Mental Health NHS Trust. We also are pleased to have provided increased support for End of Life Carers, more Income Maximisation for families, and increased support to Young Carers, especially at points of transition and in schools.

Our service offer increased by approximately 25% across the last two years whilst we have been able to replenish our reduced general fund to reach the necessary 3 months' financial reserve.

Risks due to reductions in the overall amount of money for services being commissioned are now very clear. Equally, an increasing focus (long apparent in the NHS) on crisis or near crisis point interventions - to the detriment of a proper balance with spending on preventative measures and the longer-term gains they can bring - poses a considerable threat to the welfare of the majority of Carers. Our specialist support services and skilled information and advice should be well placed not only to help those in crisis but also prevent families from reaching that crisis point in the first place. Our services also strengthen family and community life, adding much social and public benefit.

<u>Incoming resources, resources expended and services</u>.

Income and expenditure were lower than the previous year (2021/22), income being £749,169 (vs £804,078) mainly due to some income being received in advance; expenditure on services and support to Carers decreased slightly to £668,996 (from £682,401). The largest income source continued to be the London Borough of Sutton (although the funding base has diversified). The overall total surplus for all funds is £80,173, and this is broken down into individual funds:

Unrestricted funds income was £365,431 vs expenditure £286,018 with the surplus at end of year being £35,379. This a better out-turn than expected with the budgeted deficit set for 2022/23 of £11k. The increase in surplus was due to a full-time post on hold and consultancy income generated.

Designated funds were then made of £44,000; the Board of Trustees agreed to the transfer to £44k from unrestricted to designated funds of £14k to replenish the provision for refurbishment of the building, a condition of our lease as well as setting up funds of £30k for anticipated Cost-of-Living increases.

Restricted funds income was £383,738 vs expenditure £382,978; surplus at end of year was £760, plus brought forward from previous year 2021/22, total fund balance carried forward to 2023/24 being £123.226. This includes funding received in advance from Co-op Foundation £43.7k. Balance of funds received in advance in previous year was £43.5k. A further £36k is general carry forward on existing funding streams to following year.

Volunteers and students continued to offer their support and input, some of whom were qualified professionals or in advanced stages of training, thus helping to maintain services despite the reduced funds.

Our experienced paid staff also worked to find new and more efficient ways to serve the same volume of Carers within existing resources, even when Carers' lives are becoming more complex, especially with the ongoing impact of repeated lockdowns due to the COVID 19 pandemic.

2022/23 ended with a much better than expected result despite a difficult financial environment, with the General Fund standing at an increased level of £250,218.

Funds that are 'Restricted' are often given by donors to 'top-up' core funding for e.g. Carers' activities and breaks which provide much needed time out for both Young and Adult Carers, but are not deemed appropriate to be funded by public bodies. They are valued greatly by Carers and their families, supporting their health and wellbeing, monies going directly and visibly to benefit Carers.

Reserves Policy

This policy relates to the level of reserves appropriate for Sutton Carers Centre. Each year the Finance and Funding Committee examines SCC's reserves in the light of the risks facing the organisation bearing in mind the Charity Commission's guidance. We recommended to the Management Board who agreed that our reserves policy remain the same.

We re-affirmed that we needed to aim to build up Unrestricted Fund reserves equal to 3 months' budgeted total spending for the following financial year.

As above, the Reserves Policy, as set by the Trustees, is to have reserves equal to a minimum of 3 months' budgeted expenditure for the following year. 2022/23 just exceeded this minimum with £250,218 (an increase on last year's figure of £170,715) held as unrestricted funds (c35.5% of budgeted expenditure £703,061).

With the 2023/24 budgeted expenditure at £787,445, a 3 months' reserve would equal £196,861, so we are at c3.8 months, meeting our current minimum target for 2023/24 (vs 2022/23 c6.5% under target). Trustees feel that this level of spend and reserve was appropriate given the ongoing pressures of COVID-19 now compacted by the Cost-of-Living crisis, which affects Carers as well as the organisation; they also felt that this level appropriately managed risk. SCC still remains vigilant in the current economic climate.

In the short term, the Management Board also considers what might be done in terms of curtailing activities should the circumstances arise. Scenario-planning is imbedded in our Strategic Planning cycle and Risk Register, accordingly.

Investment Policy

Aside from retaining a prudent amount in reserves each year, most of our funds are spent in the short-term on delivering our objectives, so we have little to invest long-term. All fund balances are held in bank current and deposit accounts or as cash so are immediately available. In common with many others in the charity sector, we invest such funds as we do have longer-term in the Charity Office Investment Funds (COIF), and our Virgin Deposit account.

Further details regarding the restricted funds are listed below:

Restricted Funds

Circle Club & Kit Kat Club **Balance £150**
This fund resulted from a private donation several years ago and £600 monies were paid in from the former Kit Kat Club. The Circle and Kit Kat Clubs provided a social outlet for Carers, the people they care for and other family members. In consultation with members of the group, the Club was incorporated into the mainstream activities of the Centre. It is now used to fund or subsidise Carers' social activities, outings and courses, e.g. a restaurant outing, money for transport and so on. There was '0' spend during the year.

Carers' Transport Fund **Balance £498**
This fund enabled us to offer and fund transport for Carers who have difficulty accessing public transport or have emergency transport needs. It enables Carers to attend events organised by the Centre and so be fully included, as well as participate in consultation, engagement and other agencies' events.

A transfer was agreed by trustees from restricted fund held 'Mental Health Carers Transport' of £453, being the balance of funding provided by the then Primary Care Trust/NHS Sutton and Merton to assist Carers who have difficulty travelling to hospital to visit their family member whilst they are an inpatient. Balance b/fwd from 2022/23 was £1,021 with a total spend during the year of £523.

Skills & Learning/Carers Relief Funds **Balance £3,715**
Carers Centres can apply to Carers Trust and Sutton Nursing Association on behalf of Carers to access nationally and local held funds that help improve Carer quality of life. All monies are paid to the Centre and then allocated to Carers. This year, another £5,859 was obtained for Carers and £5,786 spent, remainder carried forward for spend.

Workforce Development Programme **Balance £10,000**
SCC was awarded these monies in the year from London Borough of Sutton. Funding has been c/fwd to next year 2023/24 to run a Workforce Development Programme in conjunction with Service leads once the tender process is completed and new contracts are fully mobilised.

Dementia Carers Peer Support Programme **Balance £0**
SCC received £3,532 from London Borough of Sutton to provide support to Carers of someone living with dementia in the final quarter of the year, following the expiry of the previous contract, funded by LBS and held by Age UK Sutton as lead. All the £3,532 was spent during the year.

Winter Pressures **Balance £32,482**
SCC received a non-recurrent £35,000 from London Borough of Sutton on behalf of Health and Social Care to provide increased support to Carers being discharged from hospital or caring for someone being discharged from hospital.

Suicide Prevention **Balance £3,500**

SCC received £5,000 from London Borough of Sutton on behalf to provide workshops and related activity for Carers affected by suicidal risk as well as the wellbeing of staff and volunteers supporting them.

Uplift Wellbeing Navigator **Balance (£1,187)**

SCC received £40,699 by SWLStG MH NHS Trust to fund and employ specialist Carers' Wellbeing Navigator posts (1.2 FTE) as part of the 'Uplift' Service. £42,650 was spent during the year.

Sutton Carers Partnership Support Lead **Balance £7,498**

SCC was awarded a one-year development grant in the year from SWL/Sutton CCG as a strategic partner to assess the maturity of the integrated Health System in meeting its obligations towards Carers and making recommendations for developmental improvements. Spend during the year was £42,502.

Development of Carers' Manual **Balance £297**

This manual was commissioned by the then Primary Care Trust a few years ago and is an information resource specifically for those Carers looking after people with mental health issues. The balance is retained to pay for any future inserts, updates and the expenses involved in storing and distributing the manual.

Lloyd's Bank Foundation **Balance £14,707**

SCC was awarded £15,000 in 2016/17 to research, develop and pilot a menu of chargeable services which meets the needs of Carers whilst generating sustainable income for the charity. This was to involve the recruitment of new posts, research, consultative events/meetings and to develop an operational plan to launch and run new services. Recruitment costs of £293 have been spent in advance, in readiness for recruitment, although this fund is currently under review with the funder, given the pandemic and SCC's changed priorities.

BBC Children in Need **Balance £5,145**

SCC was awarded a three-year grant to offer capacity-building support to schools as well as a range of support services for Young Carers in schools. These included training, one-to- one support, group activities and advocacy. Young Carers benefited through improved aspirations, increased engagement with education and better family relationships. Balance b/fwd from previous year 2020/22 was £1,880. The original project was for 3 years ending June 2021. SCC was awarded a new three-year grant for 3 years beginning September 2021. Funding received for the 2nd year (project beginning September 2022), was £49,581 and total spend £44,436.

BBC Children in Need – IT Equipment **Balance £0**

SCC was awarded a one-off grant of £1,000 to purchase IT equipment for Young Carers. This helped improve the Young Carers engagement in school education and maintaining and improving peer relationships. All the £1,000 was spent during the year.

Peer Support **Balance £729**

SCC was awarded £1,000 funding from Carers Trust. This enabled SCC to increase access for Young Adult Carers through the introduction of peer support groups. Balance b/fwd 2019/20 £729. There was no spend during the year, and the remainder will be spent in the coming year.

#iWill Peer Support **Balance £43,697**

SCC was awarded £35,212 from the Co-op Foundation for Young Carers in schools for peer- to-peer support, and to improve wellbeing. All the £35,212 was spent during the year. Funding was extended to a 3-year grant and funding was received in advance for year three and has been carried forward to 2023/24.

City Bridge 'Bridging Divides' **Balance £0**

SCC was awarded £43,229 from City Bridge in partnership with the lead, Citizens Advice Sutton. This enabled SCC to provide a dedicated worker to offer Carers support, also enabling Citizens Advice Sutton and Sutton Carers Centre to continue working together, providing Carers and their families with impartial, free, expert and comprehensive information, advice and support on welfare benefits and other income maximisation, service navigation, and caring issues. All the £43,229 was spent during the year.

Mental Health Transformation - Welfare Benefits **Balance £0**

SCC was awarded £38,396 via lead partner Citizens Advice Sutton to provide Mental Health Carers and their families' welfare benefits and related income maximisation and opportunities advice, information and support. All the £38,396 was spent during the year.

End of Life Care **Balance £0**

SCC was awarded £28,846 for End of Life Care services from Sutton CCG, as was, via Epsom & St Helier Hospitals NHS Trust, Sutton Health and Care. This enabled SCC to provide a part-time, dedicated worker as part of the Palliative Care Co-ordination Hub to support Carers with a family member facing end of life. All the £28,846 was spent during the year.

Dementia Carers Peer Support Programme **Balance £0**

SCC received £9,000 from London Borough of Sutton via lead partner Age UK Sutton to provide support to Carers of someone living with dementia. All of the £9,000 was spent during the year.

Young Carers General Activities **Balance £2,362**

SCC was awarded £1,250 in 2019/20, £750 in 2021/22 and £300 in 2022/23 from Jack Petchey Foundation towards Young Carers' Activities. Balance b/fwd from 2021/22 was £2,062. There was '0' spend during the year, balance c/fwd to 2023/24.

Young Carers Summer Activities **Balance £75**

SCC was awarded £500 from Jack Petchey in 2020 towards Young Carers Activities in the summer. Balance b/fwd from 2022/23 £255. Spend during the year £180.

Leader Award Grant **Balance £339**

SCC was awarded £600 from Jack Petchey in 2022/23 towards Young Carers. Balance b/fwd from 2021/22 £127. Spend during the year was £388. Balance to be spent beginning 2023/24.

Mental Health Transformation – Peer Support **Balance £0**

SCC was awarded a funding from SWLStG Mental Health NHS Trust of £80,000 p/a in 2021/22, to help develop an improved Carer identification and service delivery pathway, and to recruit staff to deliver Carer peer support functions to families connected to Recovery Support Teams in Sutton.

Total Restricted Funds **Balance £123,226**

Designated Funds

Provision for Refurbishments **Balance £30,000**

This fund was established by the Management Board initially to set aside funding on an annual basis for the re-decorating and re-instatement costs required under the terms of the current lease as well as other general refurbishment of the Centre and its resources. This year, funds were spent on ICT equipment in view of new digital priorities that emerged during the COVID-19 pandemic as well as aging equipment. Balance b/fwd from 2021/22 was £15,966 with '0' spend during the year. Positively, the lease with the landlords, fellow charity Aid to the Church in Need, UK was renewed at a fixed fee for 7 years in 2018/19 but that is nearing the end of its life. So in light of the upcoming lease re-negotiations, the Board of Trustees agreed to designate £14k from unrestricted funds to the provision of refurbishment of our rented 1st Floor of their building.

Cost of Living Increases **Balance £30,000**

This fund has been agreed by the Management Board and set-up to cover anticipated Cost-of-Living increases for the coming year 2023/24.

Total Designated Funds **Balance £60,000**

SUTTON CARERS CENTRE CHARITY COMPANY
REPORT OF THE TRUSTEES
for the year ended 31st March 2022

STATEMENT OF TRUSTEES RESPONSIBILITIES

The Trustees (who are also the directors of Sutton Carers' Centre for the purpose of company law) are responsible for preparing the Report of the Trustees and the financial statements in accordance with applicable law and 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 as at the balance sheet date and of its incoming resources and application of resources, including income and expenditure, for the financial year. In preparing these financial statements, the trustees are required to:

- select suitable accounting policies and apply them consistently;
- observe the methods and principles in the charity SORP:2019 (FRS 102);
- make judgements and estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will not continue in operation.

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

In so far as the trustees are aware:

- there is no relevant audit information of which the charitable company's auditor is unaware; and
- the trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditor is aware of that information.

Auditors

Myrus Smith Chartered Accountants have indicated their willingness to accept reappointment as auditors of the charity for a further term and a resolution proposing their reappointment will be put to the members at the Annual General Meeting.

This report has been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small companies.

Approved by the Trustees and signed on their behalf:

Harsha Ganatra
Trustee/Director and Chair

Andrew McCreddie
Truste/Director and Treasurer

29th November 2023

Sutton Carers Centre Charity Company
Benhill House 1st Floor
12-14 Benhill Avenue
Sutton, Surrey, SM1 4DA

Independent Auditor's Report to the Members of:

SUTTON CARERS CENTRE CHARITY COMPANY

Opinion

We have audited the financial statements of Sutton Carers Centre Charity Company (the 'charitable company') for the year ended 31 March 2023 which comprise the Statement of Financial Activities, Balance Sheet, 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 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

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 charitable company'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 trustees report, other than the financial statements and our auditor's report thereon. The trustees are responsible for the other information contained within the trustees 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.

Independent Auditor's Report to the Members of:

SUTTON CARERS CENTRE CHARITY COMPANY

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' report (incorporating the directors' report) for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the directors' report has been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

In the light of the 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 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**;** 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 directors' report and from the requirement to prepare a strategic report.

Responsibilities of trustees

As explained more fully in the trustees' responsibilities statement, 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.

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:

- Enquiry of management and those charged with governance about actual and potential litigation or claims and the identification of non-compliance with laws and regulations.
- Reviewing minutes of meetings of those charged with governance.
- Reviewing financial statement disclosures and testing to supporting documentation to assess compliance with applicable laws and regulations.
- Auditing the risk of management override of controls, including testing journal entries and other adjustments for appropriateness; assessing whether the judgements made in making accounting estimates are indicative of a potential bias; and evaluating the business rationale of any significant transactions that are unusual or outside the normal course of business.
- Performing analytical procedures to identify any unusual or unexpected relationships that may indicate risks of material misstatement due to fraud.
- Professional scepticism in course of the audit and with audit sampling in material audit areas.

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.

A further description of our responsibilities is available on the Financial Reporting Council's website at: 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.

Stephen Jones FCA (Senior Statutory Auditor)
For and on behalf of Myrus Smith
Chartered Accountants and Statutory Auditors
Norman House, 8 Burnell Road
Sutton, Surrey
SM1 4BW

29 December 2023

SUTTON CARERS CENTRE CHARITY COMPANY

(Registered Charity Number: 1062302)

STATEMENT OF FINANCIAL ACTIVITIES
(incorporating Income and Expenditure Account)
for the year ended 31st March 2023

	Notes	Unrestricted Funds £	Restricted Funds £	Total Funds 2023 £	Total Funds 2022 £
Income					
Donations and legacies	2	6,029	-	6,029	13,453
Charitable activities	3	350,087	383,738	733,825	784,476
Investment income	4	310	-	310	56
Other income		9,005	-	9,005	6,093
Total		**365,431**	**383,738**	**749,169**	**804,078**
Expenditure					
Raising funds	5	12,638	-	12,638	13,288
Charitable activities	6	273,380	382,978	656,358	669,113
Total		**286,018**	**382,978**	**668,996**	**682,401**
Net income/(expenditure) for the year	10	**79,413**	**760**	**80,173**	**121,677**
Transfers between funds	17	-	-	-	-
Net movement in Funds		**79,413**	**760**	**80,173**	**121,677**
Total funds as at 1 April 2022	17	170,715	122,466	293,181	171,504
Total funds as at 31 March 2023	17	**£250,128**	**£123,226**	**£373,354**	**£293,181**

All income and expenditure derive from continuing activities.

The Statement of Financial Activities includes all recognised gains and losses.

The notes form part of these financial statements

SUTTON CARERS CENTRE CHARITY COMPANY
(Registered Charity Number: 1062302)

BALANCE SHEET
as at 31st March 2023

	Notes	2023 £	2022 £
Current assets:			
Debtors	13	181,136	226,858
Cash and Bank:			
Current Account		206,581	99,756
COIF Deposit Account		31	30
Virgin Deposit Account		41,470	41,389
Cash in hand		167	33
		429,385	**368,066**
Liabilities:			
Creditors: amounts falling due within one year	14	56,031	74,885
Net assets	16	**£373,354**	**£293,181**
Funds:			
Unrestricted	17	190,128	154,749
Designated (Unrestricted)	17	60,000	15,966
Restricted	17	123,226	122,466
	17	**£373,354**	**£293,181**

These financial statements have been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to Small Companies.

The financial statements were approved by the Management Committee on 29 November 2023 and were signed on its behalf by:

Harsha Ganatra
Trustee and Chair

Andrew McCreddie
Trustee and Treasurer

The notes form part of these financial statements

SUTTON CARERS CENTRE CHARITY COMPANY
(Registered Charity Number: 1062302)

CASH FLOW STATEMENT
for the year ended 31st March 2023

	Notes	2023 £	2022 £
Cash flows from operating activities			
Net movement in funds per statement of financial activities		**80,173**	**121,677**
Adjustments for:			
Interest receivable	4	(310)	(56)
Decrease/(increase) in debtors		45,722	(135,967)
(Decrease)/increase in creditors		(18,854)	19,894
Net cash (used in)/provided by operating activities		**106,731**	**5,548**
Cash flows from investing activities			
Interest received	4	310	56
Net cash provided by investing activities		**310**	**56**
Change in cash at bank in the year		107,041	**5,604**
Cash at bank brought forward		141,208	135,604
Cash at bank carried forward		**£248,249**	**£141,208**

The notes form part of these financial statements

1. Accounting policies

General information and basis of preparation

Sutton Carers Centre Charity Company is a private company (No. 03353573), limited by guarantee, registered in England and Wales. 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 given in the Reference and Administrative Information on page 1.

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

The financial statements are prepared on the going concern basis and under the historical cost convention. 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.

Income recognition

Items of income are recognised in the financial statements when all of the following criteria are met:

- The charity has entitlement to the funds;
- any performance conditions have been met or are fully within the control of the charity;
- there is sufficient certainty that receipt of the income is considered probable; and
- the amount can be measured reliably.

Expenditure recognition

Expenditure is recognised once there is a legal or constructive obligation to make payment to a third party, it is probable that settlement will be required and the amount can be measured reliably.

Expenditure includes those costs of a direct nature which can be allocated to a specific activity. It also includes indirect costs, including governance costs that do not relate to a specific activity but are necessary to support those activities. Support costs are apportioned to each activity on the basis of staff time.

1. Accounting policies (Contd)

Fund accounting

Unrestricted general funds are freely available for use in furtherance of the objects of the charity and which have not been designated for particular purposes.

Designated funds are unrestricted funds set aside by the trustees for particular purposes.

Restricted funds are funds which can only be used in accordance with specific restrictions imposed by the donor or which have been raised for a particular purpose.

Leases

Operating lease rentals are charged to the Statement of Financial Activities on a straight line basis over the period of the lease.

Pensions

The charity operates a defined contribution pension scheme. Contributions payable under the scheme are charged the Statement of Financial Activities in the year to which they relate.

Debtors and Creditors

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

2. DONATIONS AND LEGACIES

	Unrestricted Funds £	Restricted Funds £	Total 2023 £	Total 2022 £
Donations	6,029	-	6,029	13,453
Legacies	-	-	-	-
	£6,029	**£Nil**	**£6,029**	**£13,453**

All of the £13,453 recognised in 2022 was unrestricted funds.

3. INCOME FROM CHARITABLE ACTIVITIES	Unrestricted Funds £	Restricted Funds £	Total 2023 £	Total 2022 £
Adult Carers Advice, Information and Support (ALPS) via Citizen's Advice, Sutton	27,500	-	27,500	110,000
Adult Carers Preventative Support Service, Sutton Together	50,000	-	50,000	200,000
London Borough of Sutton (People (Directorate)): Young Carers Support	16,875	-	16,875	67,500
London Borough of Sutton – Together for Sutton via CAS	231,962	-	231,962	-
London Borough of Sutton – COVID Recovery	-	-	-	40,110
London Borough of Sutton – Workforce Development	-	-	-	10,000
London Borough of Sutton – Dementia Programme	-	3,532	3,532	-
London Borough of Sutton – Winter Pressures	-	35,000	35,000	-
London Borough of Sutton – Suicide Prevention	-	5,000	5,000	-
SWLStG Mental Health NHS Trust – Carers Wellbeing Navigator	-	40,699	40,699	40,699
SWLStG Mental Health NHS Trust (Uplift Rental)	8,750	-	8,750	8,750
SWLStG Mental Health NHS Trust (IAPT/PTiPC)	15,000	-	15,000	15,000
SWLStG MH NHS Trust – Community Transformation	-	80,000	80,000	80,000
Sutton CCG/ICS Carers Support Partnership Lead	-	-	-	50,000
BBC Children in Need	-	49,581	49,581	21,382
BBC Children in Need – IT Equipment	-	-	-	1,000
City Bridge – Bridging Divides via CAB	-	43,228	43,228	37,950
SWLStG MH NHS Trust - Transformation for Welfare Benefits via Citizen's Advice Sutton	-	38,396	38,396	-
Community Action Sutton – Carers Forum	-	-	-	1,600
Co-op Foundation - #iWill Young Carers	-	43,697	43,697	35,212
Skills and Learning/Carers Breaks and Relief	-	5,859	5,859	7,514
Epsom & St Helier Hospital Trust – End of Life Care	-	28,846	28,846	28,346
Jack Petchey Young Carers	-	300	300	850
Jack Petchey – COVID Response Fund	-	-	-	17,575
Jack Petchey – Leader Award Grant	-	600	600	988
LBS via Age UK Sutton – Dementia Programme	-	9,000	9,000	10,000
	£350,087	**£383,738**	**£733,825**	**£784,476**

Of the £784,476 recognised in 2022, £442,960 was unrestricted and £341,516 was restricted funds.

4. INVESTMENT INCOME	Unrestricted Funds	Restricted Funds	Total 2023	Total 2022
Bank interest	**£310**	**£Nil**	**£310**	**£56**

All of the £56 recognised in 2022 was unrestricted funds.

5. COST OF RAISING FUNDS	Direct Costs £	Support Costs £	Total 2023 £	Total 2022 £
Staff costs	10,115	-	10,115	9,816
Fundraising consultants	1,555	-	1,555	1,888
Printing and publicity	968	-	968	1,584
	£12,638	**£Nil**	**£12,638**	**£13,288**

All of the £13,288 expenditure recognised in 2022 was charged to unrestricted funds.

6. EXPENDITURE ON CHARITABLE ACTIVITIES	Direct Costs £	Support Costs £	Total 2023 £	Total 2022 £
Carers advice, information and support	57,677	36,260	93,937	120,875
Adult carers services	146,362	22,905	169,267	174,184
Young carers services	113,099	24,367	137,466	141,513
Mental health services	213,980	41,708	255,688	232,541
	£531,118	**£125,240**	**£656,358**	**£669,113**

Of the £669,113 expenditure recognised in 2022, £382,337 was charged to unrestricted funds and £286,776 was charged to restricted funds.

NOTES TO THE FINANCIAL STATEMENTS for the year ended 31st March 2023

7. ANALYSIS OF DIRECT COSTS

	Raising Funds £	Charitable Activities £	Total 2023 £	Total 2022 £
Staff costs	10,115	471,295	481,410	497,728
Recruitment expenses	-	2,623	2,623	1,410
Outsourced fundraising/financial services	1,555	3,989	5,544	4,536
Sub-contractor costs	-	-	-	9,900
Staff expenses	-	1,188	1,188	1,005
Staff training/wellbeing/mentoring	-	5,036	5,036	5,363
Volunteers training	-	30	30	258
Volunteers expenses	-	263	263	394
Counselling service	-	725	725	2,395
IT software/equipment	-	18,505	18,505	6,809
Carers breaks and activities	-	14,321	14,321	11,313
COVID	-	-	-	360
Newsletter/printing/publicity	968	505	1,473	2,273
	£12,638	**£518,480**	**£531,118**	**£543,744**

8. ANALYSIS OF SUPPORT COSTS

	Raising Funds £	Charitable Activities £	Total 2023 £	Total 2022 £
Staff costs	-	18,745	18,745	29,040
Rent, service charge and business rates	-	50,481	50,481	49,613
Cleaning, waste disposal and alarm	-	4,509	4,509	3,811
Insurance	-	1,850	1,850	1,783
Office furniture, equipment and refurbishment	-	125	125	203
Computer software and maintenance	-	8,884	8,884	7,234
IT equipment	-	-	-	1,690
Photocopier costs	-	985	985	806
Stationery	-	1,075	1,075	706
Postage	-	1,027	1,027	1,291
Telephones	-	7,662	7,662	5,763
Subscriptions	-	3,309	3,309	10,801
Outsourced payroll costs	-	2,103	2,103	2,238
Outsourced financial services	-	10,346	10,346	13,607
Consultancy fees	-	9,631	9,631	4,643
Meeting expenses (Management Board)	-	253	253	688
Audit Fee/Legal Exp/AGM Costs Governance costs (see Note 9)	-	4,116	4,116	4,613
Bank charges	-	139	139	127
	£Nil	**£125,240**	**£125,240**	**£138,657**

NOTES TO THE FINANCIAL STATEMENTS for the year ended 31st March 2023

9. GOVERNANCE COSTS

	Unrestricted Funds £	Restricted Funds £	Total 2023 £	Total 2022 £
Audit fee	3,353	-	3,353	3,100
Legal and professional fees	763	-	763	1,513
AGM and annual report	-	-	-	-
	£4,116	**£Nil**	**£4,116**	**£4,613**

10. NET INCOME/(EXPENDITURE)

	2023	2022
Net income/(expenditure) for the year is stated after charging:		
Auditor's remuneration	£3,353	£3,100
Operating lease rentals	£2,900	£2,900

11. TRUSTEES' REMUNERATION AND EXPENSES

The trustees neither received nor waived any remuneration during the year (2022: £Nil). One trustee (2022: 0 trustees) was reimbursed expenses of £28.74 for travel expenses during the year (2022: £Nil).

12. STAFF COSTS

	2023 £	2022 £
Wages and Salaries	442,347	466,906
Employer's NI costs	37,672	38,082
Pension costs (defined contribution scheme)	20,136	21,780
	£500,155	**£526,768**

Total employee benefits received by key management amounted to £215,658 (2022 : £240,464).

The decrease in key management salaries is due to two posts becoming vacant during the year.

Under FRS 102, employee benefits include gross salary, benefits in kind, employee's national insurance and employer's pension costs.

No employee received total employee benefits (excluding employer pension costs) of more than £60,000 in either year.

The average number of employees was 18 (2022 : 19), both part-time and full-time, analysed by function was:

	2023 Number	2022 Number
Direct charitable activities	18.5	19.5
Management and administration	4.0	4.0
	22.5	**23.5**

13. DEBTORS

	2023	2022
	£	£
Trade debtors	158,344	174,657
Prepayments	22,792	52,201
	£181,136	**£226,858**

14. CREDITORS: Amounts falling due within one year

	2023	2022
	£	£
Trade creditors	28,815	18,745
Accruals and deferred income	13,439	35,604
Social security costs	10,168	19,498
Pension accrual	3,609	1,038
	£56,031	**£74,885**

Deferred income analysis

	£
As at 1 April 2022	-
Additions during the year	186,910
Amounts released to income	(186,910)
As at 31 March 2023	**£Nil**

15. OPERATING LEASE COMMITMENTS

	2023	2022
	£	£
The total future minimum lease payments due under non-cancellable operating leases was as follows:		
Within one year	34,800	2,900
Two to five years	2,900	-
	£37,700	**£2,900**

16. ANALYSIS OF NET ASSETS BETWEEN FUNDS

2023	**Unrestricted General Funds £**	**Unrestricted Designated Funds £**	**Restricted Funds £**	**Total £**
Current assets	246,159	60,000	123,226	429,385
Current liabilities	(56,031)	-	-	(56,031)
Total	**£190,128**	**£60,000**	**£123,226**	**£373,354**

Comparative information for the analysis of net assets between funds in the previous year is as follows:

2022	**Unrestricted General Funds £**	**Unrestricted Designated Funds £**	**Restricted Funds £**	**Total £**
Current assets	229,634	15,966	122,466	368,066
Current liabilities	(74,885)	-	-	(74,885)
Total	**£154,749**	**£15,966**	**£122,466**	**£293,181**

NOTES TO THE FINANCIAL STATEMENTS for the year ended 31st March 2023

17. MOVEMENT IN FUNDS

2022	Balance 1 April 2022 £	Income £	Expenditure £	Transfers £	Balance 31 March 2022 £
Unrestricted Funds:					
Carers General Fund	**154,749**	**365,431**	**286,018**	**(44,034)**	**190,128**
Designated Funds:					
Provision for Refurbishments	15,966	-	-	14,034	30,000
	-	-	-	30,000	30,000
	15,966	**-**	**-**	**44,034**	**60,000**
Restricted Funds:					
Circle Club and Kit Kat Club	150	-		-	150
Carers' Transport Fund	1,021	-	523	-	498
Skills and Learning/Carers Relief and Breaks	3,642	5,859	5,786	-	3,715
LBS – Workforce Development Programme	10,000	-	-	-	10,000
LBS – Dementia Programme	-	3,532	3,532	-	-
LBS – Winter Pressure	-	35,000	2,518	-	32,482
LBS – Suicide Prevention	-	5,000	1,500	-	3,500
SWL StG Wellbeing Navigator	764	40,699	42,650	-	(1,187)
SWL CCG – Sutton Carers Support Partnership Lead	50,000	-	42,502	-	7,498
Development of Carers' Manual	297	-	-	-	297
Lloyds Bank Foundation	14,707	-	-	-	14,707
BBC Children in Need	-	49,581	44,436	-	5,145
BBC Children in Need - IT Equipment	1,000	-	1,000	-	-
Carers Trust - Peer Support	729	-	-	-	729
Co-op #iWill	35,212	43,697	35,212	-	43,697
City Bridge – Bridging Divides via CAB	-	43,228	43,228	-	-
MH Transformation for Welfare Benefits via CAB	-	38,396	38,396	-	-
Epsom & St Helier Hospitals NHS Trust	-	28,846	29,627	-	(781)
Age UK Sutton – Dementia Programme	2,500	9,000	11,500	-	-
Jack Petchey – Young Carers	2,062	300	-	-	2,362
Jack Petchey – Young Carers Summer Activities	255	-	180	-	75
Jack Petchey – Leader Award Grant	127	600	388	-	339
Sutton VCSE – MH Transformation	-	80,000	80,000	-	-
	122,466	**383,738**	**382,978**	**-**	**123,226**
Total Funds	**£293,181**	**£749,169**	**£668,996**	**£Nil**	**£373,354**

The purpose of each restricted fund and transfers is set out in the Trustees' Report.

17. MOVEMENT IN FUNDS

Comparative information for the movement in funds in the previous year is as follows:

2022	Balance 1 April 2021 £	Income £	Expenditure £	Transfers £	Balance 31 March 2022 £
Unrestricted Funds:					
Carers General Fund	**97,698**	**462,562**	**395,500**	**(10,011)**	**154,749**
Designated Funds:					
Provision for Refurbishments	**6,091**	**-**	**125**	**10,000**	**15,966**
Restricted Funds:					
Circle Club and Kit Kat Club	150	-	-	-	150
Carers' Transport Fund	1,043	-	22	-	1,021
Skills and Learning/Carers Relief and Breaks	3,038	7,514	6,910	-	3,642
Carers Forum Development (Social Community Funds via SCVS)	2,450	-	2,450	-	-
LBS – Workforce Development Programme	-	10,000	-	-	10,000
SWL StG Wellbeing Navigator (Imagine)	(427)	40,699	39,508	-	764
SWL CCG – Sutton Carers Support Partnership Lead	-	50,000	-	-	50,000
Development of Carers' Manual	297	-	-	-	297
Lloyds Bank Foundation	14,707	-	-	-	14,707
BBC Children in Need	1,880	21,382	23,262	-	-
BBC Children in Need - IT Equipment	-	1,000	-	-	1,000
Peer Support – Carers Trust	729	-	-	-	729
Carers Trust – COVID Emergency Fund AC's x 2 YC's x 1	70	-	70	-	-
Co-op #iWill	34,586	35,212	34,586	-	35,212
City Bridge – Bridging Divides via CAB	-	37,950	37,950	-	-
Epsom & St Helier Hospitals NHS Trust	-	28,346	28,346	-	-
Age UK Sutton – Dementia Programme	-	10,000	7,500	-	2,500
London Community Response Fund	7,689	-	7,689	-	-
Jack Petchey – Young Carers	1,248	850	36	-	2,062
Jack Petchey – Young Carers Summer Activities	255	-	-	-	255
Jack Petchey – COVID Response Fund	-	17,575	17,586	11	-
Jack Petchey – Leader Award Grant	-	988	861	-	127
Sutton VCSE – MH Transformation	-	80,000	80,000	-	-
	67,715	**341,516**	**286,776**	**11**	**122,466**
Total Funds	**£171,504**	**£804,078**	**£682,401**	**£Nil**	**£293,181**

18. CONTINGENT ASSETS

The charity has been awarded some multi-year grants with specified or implied timeframes which preclude recognition of the full amount. The amount of such contingent assets is £1,429,336, to be received from 2023/24.

19. RELATED PARTY TRANSACTIONS

There were no transactions with related parties other than set out in Notes 11 and 12 relating to trustees expenses and key management remuneration.

SUTTON CARERS CENTRE CHARITY COMPANY

England & Wales - Charity number 1062302

Accounts

SUTTON CARERS CENTRE
CHARITY COMPANY
(A company limited by guarantee)

REPORT OF THE TRUSTEES AND
FINANCIAL STATEMENTS
For the year ended 31st March 2022

Charity no: 1062302
Company no: 3353573

SUTTON CARERS CENTRE CHARITY COMPANY

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for the year ended 31st March 2022

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SUTTON CARERS CENTRE CHARITY COMPANY
REPORT OF THE TRUSTEES
for the year ended 31st March 2022

The Trustees, who are also Directors of the Charity for the purposes of the Companies Act 2006, present their report with the financial statements of the Charity for the year ended 31st March 2022. The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard Applicable in the UK and Republic of Ireland, issued in October 2019, and the Companies Act 2006.

REFERENCE AND ADMINISTRATIVE INFORMATION

Charity Name:	Sutton Carers Centre
Charity registration Number:	1062302
Company registration number:	3353573 (England & Wales)
Registered Office and Operational Address:	Benhill House 1st Floor 12-14 Benhill Avenue, Sutton, Surrey SM1 4DA

Trustees:

Harsha Ganatra	Chair
Don Brims	Treasurer (until October '21)
Andrew McCreddie	Treasurer (from November '21)
Margaret Hobbs	
Giuliana Rosenow	
Alana Crisci	
Bissy Thomas	
Patrick Hopkinson	

Advisors:

Sarah Samee	
Nadia Dhunna	
Alf Matthews	
Don Brims	(from November 2021)

Company Secretary:

Rachael MacLeod	Chief Executive and Company Secretary

Auditors:	Myrus Smith, Chartered Accountants, Norman House, 8 Burnell Road, Sutton, SM1 4BW
Bankers:	Barclays Bank Ltd, 43 High St, Sutton SM1 1DR CCLA Investment Management Ltd, COIF Charity Funds, 80 Cheapside, London EC2V 6DZ

Network Partner of, and quality assured by, *Carers Trust* (formed by the merger of the legacy organisations *Princess Royal Trust for Carers* and *Crossroads Care*), a national charity connecting and supporting independent Carers' organisations across the UK. Registered address: Carers Trust, 32-36 Loman Street, London SE1 0EH, Charity No. 1145181 (England & Wales) / SC042870 (Scotland). Registered as a company limited by guarantee in England and Wales No. 7697170.

SUTTON CARERS CENTRE CHARITY COMPANY
REPORT OF THE TRUSTEES
for the year ended 31st March 2022

Structure, Governance and Management

Governing Document

Sutton Carers Centre (SCC) is a charitable company limited by guarantee, formed in 1994 and registered as a charity in 1997. The organisation was initiated in 1992 and was one of the first Princess Royal Trust for Carers Centres in the country. The company was established under a Memorandum which established the objects and powers of the charitable company and is governed under its Articles of Association. These were updated mainly to reflect changes in charity law a few years ago and continue to be regularly reviewed. In the event of the company being wound up, its members are required to contribute an amount not exceeding £1.

Trustees

As of 31st March 2022, there were seven Trustees as Don Brims, our longstanding and much-valued Treasurer (as well as local Carer), retired in October 2021. The number of Advisers went up to four. We are actively recruiting new Trustees as part of succession planning and to ensure that we benefit from the right mix of skills and lived experience.

All Trustees/Directors are volunteers, and most have working and/or caring commitments in addition to this role. Induction and training for Trustees takes various forms, both formal and informal, and takes place throughout the year. We continually review the skills of Board members, considering the challenges and opportunities facing the organisation, whilst also embracing the benefits of a diverse membership.

We actively review our board membership and continually seek interest from potential Trustees. We remain Carer-led, across the board.

Our Trustees have a broad range of professional skills in working with adults, children and young people, finance, fundraising, marketing, PR and communications, project and business management, as well as their own personal experience of caring in Sutton.

Harsha Ganatra has chaired our Board of Trustees throughout the year. Harsha is a local resident and carer with a diverse professional career both within Local Authority and Charity sector as well as having previously worked as a CEO at another Carers Centre.

All Trustees are elected by our members at our AGM and resign by rotation, offering themselves up for re-election if desired.

The Management Board meets at least five times a year in addition to the AGM. Trustees receive regular reports from the Chief Executive on strategic and governance issues that require their knowledge or decision, as well as comprehensive financial monitoring from the Finance and Funding Committee. We also consider service reports (including contractual performance against key targets) from the Service Managers as well as highlights from our Office Manager on matters such as HR, health and safety, quality assurance and other infrastructure matters. The Board also receives a safeguarding report from the CEO at each meeting and we review any complaints, GDPR issues as well as celebrate accolades.

The Finance and Funding Sub-Committee reports to the board. This committee meets between Management Board meetings and its remit remains the detailed monitoring of the financial performance of the Centre, as well as planning for ways the Board can meet its own targets for fundraising included in the annual budget; it also covers key HR and legal issues such as our lease contract, to make recommendations to the full Board as indicated.

Our Community Fundraising Events Working Group, set up in 2019, has proved invaluable – connecting with Sutton's community to raise additional funds to maintain, enhance and develop services for Sutton's carers.

Organisational structure

Day-to-day management of the Charitable Company is delegated to the CEO against the Management Board's agreed policies and target outcomes. Despite the 'back office' changes/challenges in funding and project streams, all services are run in parallel, aiming to provide a seamless Carer pathway as indicated by need and desired outcome. We work in an integrated, 'matrix' fashion across ages, and all health and social care issues, adopting a 'Whole-Family and Think Family' approach where this best meets the needs of Carers and the people for whom they care.

Core teams

The core teams comprise of:

- *Adult Carers Information and Advice Service* – including Income Maximisation work for whole families, as well as universal, light-touch plus advanced case-work support for Carers
- *Adult Carers Preventative Support Service* – including the Carer Wellbeing and Navigation services, End of Life Care as part of Sutton's Palliative Care Co-ordination Hub, dementia- and mental health caring-specific support, as well as our individual or family targeted support for any Carer in higher need due to their caring role, wellbeing issues or risk
- *Young Carers Service* – including targeted advice, information and support, focussing on young people aged 8 – 25 and their families, ensuring that Young Carers meet their potential and aspirations, and are protected from inappropriate caring roles
- *Central Services* – supporting organisational infrastructure, communications, quality assurance and management of resources, including the Centre itself and our presence in the wider community

We also have a well-developed training and consultancy offer to assist other organisations to improve their practice in identifying and supporting Carers and their families.
Each team provides a core service of advice, information and emotional and practical support, but also takes a lead to ensure that all Carers and their families have access to:

- breaks from their caring roles
- training to support them in their caring roles
- benefits and other income advice, to ensure Carers are not financially disadvantaged in their caring roles
- psychological and complementary therapies to help support Carer and family health and wellbeing.
- the opportunity and ability to offer their expertise regarding policy and service development.

Staffing and volunteers

Staffing remained stable with approximately 12 full-time and 5 part-time core staff across all services. We continually review posts and roles given the difficult financial climate, whilst also recognising that the Carers we see are presenting with more complex needs, which requires highly skilled and well-supported staff. The remuneration of the charity's key management personnel is set by the Board of Trustees, taking into account the charity's financial position and the amount paid for comparable roles in comparable organisations.

We have worked to develop the roles of the (largely voluntary) Information Workers to increase outreach in person, online and through social media. This requires further training and flexibility, and given we desperately need even more volunteers, this is a strategic aim to develop our volunteering programme. Staff also have historically supported the independent Sutton Carers Forum, but this work has been paused so that we can review how best to support Carer colleagues to increase the Forum's inclusivity, reach and impact.

In addition to core staff, we continue to host 2 Psychological Therapists from the Mental Health Trust, an outpost for the teams of Admiral Nurses (the largest team in the country) and maintained the increased hours of the Senior Advisor/Case Workers from the Sutton CABx (now Citizens Advice Sutton). We continue to outsource our accountancy, payroll and some HR functions, as well as contract sessional workers for clinical supervision, some activities and training.

Most of our workers are current or former carers, many also have professional qualifications in e.g., teaching, social work or psychology. The team is still predominantly female, but continues to become on average younger, more diverse in terms of heritage and background and have increasing qualifications and experience. Interestingly, the majority of our staff live within a five-mile radius of the Centre.

As above, the Charity remains dependent on volunteers to achieve its aims, with volunteers in almost every area of our activities. Their contribution is highly valued, and we pay homage to the many hundreds of volunteers who have been involved with SCC since our inception. This includes Trustees, Therapists and Counsellors, Reception and Admin volunteers, Young and Adult Activity volunteers, Outreach Information, Advice, and Support volunteers and Fundraisers. Between 50 and 60 volunteers have contributed over 100 hours of their time each week. Local volunteers have an invaluable role for most charities seeking to serve their local community, and if their contribution to Sutton Carers Centre was costed, this would equate, conservatively, to nearly £110K.

We continue to actively recruit new volunteers and support both them and more experienced volunteers through our induction and training systems, in line with the standards of the volunteer management quality mark, including the use our valuable reference handbook for volunteers. We celebrate the support of our volunteers with a small reception during Volunteers' Week each year amongst other efforts to recognise and reward their commitment.

During the COVID-19 pandemic, there was a continued increased reliance on volunteers to help SCC continue to reach and expand support to carers. This included setting up new internal and cross-Borough systems to aid carers accessing shopping, PPE and other essential items to their caring roles. Our volunteer Counsellors continued to offer one-to-one support remotely.

SUTTON CARERS CENTRE CHARITY COMPANY
REPORT OF THE TRUSTEES
for the year ended 31st March 2022

Our Aims and Objectives

We offer support to any unpaid Carer who lives, works or studies in the London Borough of Sutton (or where relevant, the surrounding areas if the person for whom they care is receiving services in Sutton) without distinction as to age, gender, disability, sexual orientation, faith or belief, ethnicity or caring responsibilities. We value the increasing diversity of our communities and do our utmost to remove or overcome barriers to accessing our services.

In line with national policy definitions, we define a 'Carer' as someone who, unpaid, cares for and supports a family member or friend, someone who needs this help due to illness, disability, mental ill-health or substance misuse issues.

Purposes, Aims and Values

Our Charity's purpose is defined and based on those set out in the Memorandum and Articles of Association.

Sutton Carers Centre's vision is of communities in which every Carer is recognised and respected as an individual and can get the support they need and the ongoing assurance that they are not alone.

SCC's mission is to support Carers to improve their health, well-being and quality of life by:

- Reaching out to every carer living in the Borough of Sutton
- Helping each carer to understand their rights and get their voice heard; and
- Working with and for each carer, respecting and responding to their individual skills, experience and choices

Our values inform our work, to achieve our vision, reflecting not just WHAT we do, but HOW we do it. They are:

- **Respect:** for Carers and their individual views and skills, for staff and volunteers and for those with whom we work in partnership.
- **Sensitivity:** valuing difference and contributions from all, working together as a creative, harmonious team.
- **Delivery**: committed to quality support and making change happen in a planned, professional and appropriate manner.

How Our Activities Deliver Public Benefit

In forming the charity's objectives and activities, the Trustees confirm that they have had regard to the Charity Commission's guidance on public benefit.

All our activities focus on supporting Sutton's Carers to achieve the following outcomes:

a) The five outcomes of the National Carers Strategy 2010 and linked to the national Action Plan: Carers are:
   - Recognised and supported as expert care partners.
   - Enjoying a life outside caring.
   - Not financially disadvantaged.
   - Mentally and physically well and treated with dignity.
   - Children will be thriving and protected from inappropriate caring roles.

b) Carers can balance their caring roles and maintain their desired quality of life whilst:

- Maintaining that role and still enjoying good health and well-being and a life of their own, one that is free from financial hardship.
- Having access to work, leisure and social activity.

c) SCC also works strategically and in partnership:

- Taking account of national and local health and social care policy, legislation and good practice. Our work takes reference to the refreshed Carers Strategy of 2010 (soon hopefully to be updated beyond the national Carers Action Plan of 2018- 2020) including the anticipated Health and Care Act 2022, the Health and Social Care Act 2012, the Care Act 2014, the Children and Families Act 2014, the NHS Long Term Plan 2019 and more - all in a climate of severe austerity with ever-declining funding and, at the same time, being required to deliver ever more both in terms of volume and complexity of need.

- Ensuring that our CEO continues to be a key member of the soon-to-be-formalised Integrated Care System and Partnership at Sutton 'Place' – which includes Sutton Council, NHS bodies and other health, social care and voluntary sector delivery partners (including the as-was Sutton Clinical Commissioning Group). Our CEO is tasked to advise and assist, with the interpretation of national policy, legislation and good practice as they relate to Carers. This involves working collaboratively to reduce the reliance on acute hospital services and reducing health inequalities.

- Supporting our Health and Social Care partners and others to engage with Carers on strategic priorities, service provision and future proposals, ensuring that Carer voices are heard and that their knowledge and perspectives are respected and incorporated. This included supporting our public health and clinical colleagues in encouraging Carers to take up Covid vaccinations as indicated.

- Ensuring that our CEO remains in one of the Voluntary Community Sector (VSC) seats on the 'Sutton Systems Leadership Group', a group that was instrumental in making unprecedented advances in partnership-working in Sutton. Senior staff members also continue to sit on a variety of partnership boards and working groups across primary and secondary health and social care.

- Working collaboratively with other voluntary and community sector organisations at a local, regional and national level to identify, recognise and support Carers, providing strategic infrastructure and partnership input where required.

- Working hard to ensure that professionals and other partners (e.g., G.P. surgeries and Hospital colleagues) are well-informed about our support and services so they can refer and encourage Carers to access our services as early as possible - before they reach crisis point. This was something that became ever more crucial in the wake of the Pandemic helping to build capacity in partner organisations, assisting them to develop ways of working to identify more Carers. Carers are valuable 'partners in care', bringing knowledge and experience, deserving of recognition and respect; newly identified Carers also may need support to enable them to continue caring whilst juggling other responsibilities.

- Continuing to work with primary and secondary schools, as well as and health and social care organisations, to develop their awareness of Young Carers' needs and to ensure that more Young Carers are identified, supported appropriately and their needs are better understood by the school community including school nurses. Funding received from BBC Children in Need, Jack Petchey and the Co-op Foundation 'iWill' programme has enabled us to develop this work extensively.

- Strengthening our membership of the 'Sutton Together' consortium of voluntary organisations in Sutton, chaired by Community Action Sutton, designed to facilitate co-operative third sector bids where this adds value, also to extend reach, avoid duplication of services and increase efficiency. We see this as important for maximising the well-being, in the physical, mental, emotional and financial sense, of Sutton's Carers and their families. We are very grateful for the continued committed and positive working relationships we have with so many of our VCS colleagues. A priority this year was to win the newly-tendered Advice, Information, Support, Advocacy and Healthwatch service contracts (including Adult and Young Carers) as part of a new Sutton Together bidding partnership now called 'Together for Sutton'.

- Remaining an active partner and committed member of Carers Trust's national network of Carers Centres. This enables us to work together across the UK, as well as share and influence national policy, best practice, training and conference opportunities. We are grateful for the support of Carers Trust provides as an infrastructure organisation as well as enabling access to funds which help Carers in Sutton on an individual and family basis.

- We also work alongside Carers UK (the other national charity for Carers which focuses mainly on policy and influencing issues) to whom Sutton Carers is affiliated, as well as the National Council for Voluntary Organisations (NCVO), the Association for Chief Executives of Voluntary Organisations (ACEVO), and Community Action Sutton (formerly Sutton Centre for the Voluntary Sector). From these, we gain both best practice advice (an important component of quality assurance) including ongoing training for staff and volunteers) and some training opportunities for staff and volunteers. We remain an active member within Sutton Healthwatch, too.

How Carers benefit from our services

Our charitable remit is to assist unpaid family or friend carers who live or work in Sutton. There are three core groups of Carers around whom our services remain focused:

- Adult Carers including Older Carers, Parent Carers, Working Carers and Sandwich Carers.
- Young Carers including Sibling Carers.
- Carers supporting family or friends with mental health, dementia or substance misuse issues (both Young and Adult Carers).

The core areas of our work remain the provision of advice and information, advocacy, and a range of support and bio-psycho-social therapeutic services. We now also have a well-developed, hybrid version of services providing services both digitally and/or in-person to Carers. This has extended our reach to Carers who find it difficult to attend the Centre for support whilst being highly conscious that a proportion of our Carers remain digitally excluded.

We are purposefully based in central Sutton with good access to public transport networks so that the Centre is easily accessible to as many Carers as possible. We continue to provide some of our services regularly on an outreach basis at local centres to improve accessibility. Work in the more northern wards of Sutton has helped us reach communities where there are high numbers of Carers, residents caring for the longest hours, and families who experience some of the greatest economic and social challenges. We have developed our outreach, not only through existing community events, but now also in an increasing number of primary and secondary care settings, schools and colleges.

Following commissioning of our services via tenders or through competitive grant applications, the delivery of these services has changed with SCC working increasingly with more families in more complex situations. This became more evident during the onset and peak of the Covid pandemic. Not only did Carers and Carer families find themselves in highly challenging circumstances, but it exposed many more Carers and the intersection of inequalities that they experience e.g. Carers from minoritised communities. We note that there is a continuing need to increase support for mental health and wellbeing, too.

We strive to support Carers to self-care, remain unencumbered by professional input, yet help as much as possible where and when indicated. There remains the 'light-touch' level of work as well as the ability to 'step up and down' our interventions whilst not losing contact with families over time – social connectedness being key to Carer wellbeing.

Support is provided via information, advice and guidance through information packs and regular newsletters/bulletins (mainly via email and social media). However, we always remain available to support Carers who come to us in crisis, in need of ongoing frequent or infrequent specialist support – or some Carers may be in intermittent phone, email or personal contact, as they deem necessary to care well and stay in good health. We continue to refer or support Carers to receive a formal Carer's Needs Assessment with the Local Authority as needed and we will continue to influence the appropriate uptake of Assessments and ensuring that there are concrete outcomes for those Carers eligible for support.

We continue to provide advice, information and assistance with claiming benefits and other ways to maximise family income, the opportunity to receive psychological therapies such as Counselling and the chance to participate in a range of social, learning, creative or training activities, as well as breaks from caring roles. Some of this was necessarily put on hold during 'lockdowns', both due to the nature of contact during complementary therapies, but also availability of volunteers, as well as Carers being less able to attend in person.

Particularly at moments of crisis for the Carer, or the person they care for, support can be intensive for a period. Increasing numbers of Carers need specialist support, so we have been developing training and supervision programmes for both our paid staff and volunteers to be able to recognise, assess and respond to presenting and ongoing needs. Working with Carers, we assess their needs, plan the support that would be most helpful and then measure the impact, ensuring that what we do makes the most positive difference for Carers and their families.

The Carers we support broadly represent the communities in Sutton in terms of ethnicity, but male Carers, Young Adult Carers and Carers who identify as LGBTQ+ were still under-represented; therefore, this continues to influence outreach and service development. We continued to support a Complex Needs Carers Group, a Moving On group (for people whose cared for relative or friend who has died) and most recently, at their request, increased support to Parent Carer Groups, in partnership with National Autistic Society in Sutton, Sutton Parents Carers Forum and others. We have also maintained and grown groups such as the Carer-led Meditation and Relaxation group.

Our key achievements and plans for the future

Below we list some of our key achievement and future work plans. For more information, please see our website: www.suttoncarerscentre.org and much information and many pictures can also be found in our Twitter feed @suttoncarers, Sutton Carers Centre Facebook page, YouTube and Instagram. We also are happy to share more detailed, anonymised monitoring information and case studies upon requests – be it for funders, interested partners, the media, or Carers themselves.

Key highlights:

- Despite extreme pressures, we balanced our books, maintained a minimal yet prudent level of financial reserves, diversified our funding, and increased our service offer to Carers by approximately 25%.
- We supported over 10,000 Carers with over 1,700 receiving the most intensive support (an increase from year on year). Our data continues to show a sharp increase in new Carers registering with us during the height of the Covid pandemic and thereafter. As the COVID pandemic restrictions were eventually lifted, we found that Carers were in more need than ever, many of whom did not have the opportunity to take breaks form their caring role or to look after their own health and wellbeing during lockdowns. Additional funding from City Bridge was key in meeting additional need.
- All specific service output and outcome targets were achieved or exceeded and within budget. These are monitored and reported quarterly to our various funders as part of the regular performance management systems to provide proper accountability for the use of public funds. The financial management systems support this process.
- We are proud to report again that our large sample of Carers demonstrated marked improvement for Carers in many areas of their wellbeing and general life with our validated outcome measures. These show that we have the most impact in the areas of mental and emotional health, financial health, relationships, confidence and self-esteem, reducing risk and increasing social connectedness. This is true for Carers of all ages, irrespective of caring roles. We also have shown greater levels of improvements year on year, across the last 3 years in our Young Carers in Schools programme, for example.
- In the last financial year of 20/21, we reported how we stepped up in responding to the COVID-19 challenges flexing our services so that opening hours extended round the clock 7 days a week, 10am – 10pm. This past year, we continued to meet the new challenges that COVID-19 brought. To this end, we have ensured that Carers could access priority Covid vaccines, raising awareness amongst our Carers as to why, when and how to get their vaccines not only for themselves but for their families, undoubtedly playing a part in the prevention of hospital admissions.
- Knowing that Young Carers (YCs) can often slip through the net missing out on **receiving vital** support at the right time, we continued to work with schools up and down Sutton resulting in 51 primary schools and 24 secondary schools better able to support Young Carers with our training and support. We are exceptionally proud that the age range of Young Carers we support got wider, with us reaching more YCs preventatively, at younger ages, as well as working with more older YCs at the point of transition into adulthood. We worked hard to receive additional funding for Young Carers, grateful to BBC Children in Need, the Co-op Foundation, Jack Petchey, and many private donations, particularly in light of the findings of Carers UK's report '*Carers' health and experiences of primary care – Data from the 2021 GP patient survey*' which highlighted that Carers aged 25 and under were significantly more likely to report a mental health condition than Older Carers aged 65+. (26% vs 5%).

- At the end of this last year, we were thrilled to win, in partnership with our local voluntary sector partners, 5 – 7 years funding from Sutton Council (in partnership with Sutton CCG, as was) to create the 'Together for Sutton' delivery partnership. This core funding is key to our financial stability and crucial in maintaining the continued support of the 10,000 Carers that are registered with us as well as identifying increasing numbers of Carers who may be under-served in Sutton.
- Mental health has become an increasingly important factor for Carers and so we were very pleased to become key delivery partners in the Mental Health Community Transformation Programme, helping to identify and support Carers of children and adults with mental health needs and Carers who have mental health needs themselves at an earlier point in their caring journey.

Future plans

- Mobilising the new 'Together for Sutton' contract, working with partners to ensure support for Carers is embedded within local statutory/public and voluntary agencies/organisations, alongside using our knowledge, skills and experience to support Carers directly
- Enabling Carers to have more involvement and support:
    - As partners in care - influencing the development of local services. We're really hoping carers will take a more prominent role in the local Sutton Health and Care Plan and they become an even greater priority across the Integrated Care System alongside developing our own role within the health and care system.
    - In discharge planning - following on from research we have conducted locally about Carer experiences of hospital discharge, we plan to work locally to support improved Carer involvement in discharge planning, as well as access to appropriate levels of support, in line with new duties detailed in the Health and Care Act 2022.
    - Enabling families to be better supported in the community and reduce, limit or prevent hospital stays through the Triangle of Care initiatives.
- Continuing to expand our work with Primary Care Networks, and as above, develop further plans to address Carer identification in hospital settings to prevent, reduce or delay hospital admissions of the people they care for as well as enable Carers to stay well themselves.
- Continuing to work strategically through Leadership Fora the local Health and Wellbeing Board, as well as contributing to 'Sutton Health and Care', the 'Sutton Plan' and the Sutton Health and Care Plan.
- Helping to identify new Carers including Young Carers so that they do not care in silence, invisible and alone. Our work is not done here: In November 2021, BBC News published a report saying nearly 180,000 children in England who care for a relative may be missing out on support because they are not known to their Council. Statistics from Carers UK also tells us that every day another 6,000 people take on a caring responsibility. Part of our plan will be to undertake increased outreach work to identify more carers in the community including people who are experiencing cost of living pressures (newly emerging as the year ended), mental health needs, or who may be underserved or minoritised.
- Continuing to meet Covid challenges ensuring that our Carers can continue to care safely and well with support. The Pandemic may be 'over' for many, but not for many caring families.
- Helping reduce the impact of the cost-of-living crisis on Carers and tackle the health inequalities that Covid has exposed.
- Carrying on addressing the mental health needs of our Carers including Young Carers.
- Developing further our volunteering programme which will feed into our inequalities work stream.

- Working further as a Carers Trust Network Partner, contributing to and learning from best practice, as well as Carers UK Affiliate, contributing to national campaigns to address inequalities.
- Strengthening the governance of our charity, recruiting more Board members at all levels, increasing Board support (digital and in-person), developing individual Personal Development Plans as well as a collective training and development programme.
- Renewing our Quality Assurance Marks for the charity, as well as for our specific Adult and Young Carer Services
- Developing our training offer for schools as well as the Health and Social Care workforce, regarding e.g. dementia caring, Carers Assessments and so on.

Financial review

The costs of the Covid Pandemic, decades of austerity and BREXIT has meant that Government funding for social care and Carers has been limited. Despite these financial challenges, Sutton Carers Centre has worked hard to bring together all available resources to deliver services for Carers. Locally, as part of the social care and health integration agenda, we are also seeing encouraging signs that people and partners in the 'Place' of Sutton may be coming together to overcome some of these challenges in uniquely local and inspiring ways. Working across the system is key – and seeing Carers as partners in that system alongside paid professionals, is equally key.

We are pleased to have secured 5 – 7 years funding for many of our core projects via the 'Together for Sutton' partnership and to have increased our support of Carers with mental health needs and Carers caring for people with mental health needs via the Community Mental Health Transformation partnership with other VCS partners and South West London and St George's Mental Health NHS Trust. We also are pleased to have provided increased support for End of Life Carers, more Income Maximisation for families, and increased support to Young Carers, especially at points of transition and in schools (excited to have received a further 3 years BBC Children in Need funding).

Our service offer has increased by approximately 25% whilst being able to replenish our reduced general fund to just maintain the necessary 3 months' financial reserve.

Risks due to reductions in the overall amount of money for services being commissioned are now very clear. Equally, an increasing focus (long apparent in the NHS) on crisis or near crisis point interventions - to the detriment of a proper balance with spending on preventative measures and the longer-term gains they can bring - poses a considerable threat to the welfare of the majority of Carers. Our specialist support services and skilled information and advice should be well placed not only to help those in crisis but also prevent families from reaching that crisis point in the first place. Our services also strengthen family and community life, adding much social and public benefit.

Incoming resources, resources expended and services.

Income and expenditure were higher than the previous year (2020/21), income being £804,078 (vs £659,722), expenditure on services and support to Carers increased to £682,401 (from £630,613). The largest income source continued to be the London Borough of Sutton (although the funding base has diversified). The overall total surplus for all funds is £121,677, and this is broken down into individual funds:

Unrestricted funds income was £462,562 vs expenditure £395,625 with the surplus at end of year being £57,501. This was in line with the budgeted surplus set for 2021/22 of £16k to help replenish the reserve depleted to meet the needs of Carer during COVID, reduced fund-raising, and a better out-turn than expected due to consultancy income generated.

During the year the Trustees approved an additional transfer of £10,000 to Designated Funds to increase the provision for refurbishment of the building, a condition of our lease.

Restricted funds income £341,516 vs expenditure £286,776; surplus at end of year £54,751, plus brought forward from previous year 2020/21, total fund balance carried forward to 2022/23 £122,466. This includes funding received in advance from Co-op £35.2k, SWL CCG £50k, LBS Workforce Development £10k, Age UK Sutton Dementia Carers Peer Support £2.5k, BBC Children in Need IT £1k, Carers Grants £.6k to be spent in the following year. A further £23.2k is general carry forward on existing funding streams to following year.

Volunteers and students continued to offer their support and input, some of whom were qualified professionals or in advanced stages of training, thus helping to maintain services despite the reduced funds.

Our experienced paid staff also worked to find new and more efficient ways to serve the same volume of Carers within existing resources, even when Carers' lives are becoming more complex, especially with repeated lockdowns due to the COVID 19 pandemic.

2021/22 ended with a much better than expected result despite a difficult financial environment, with the General Fund standing at an increased, and just adequate, £170,715.

Funds that are 'Restricted' are often given by donors to 'top-up' core funding for e.g. Carers' activities and breaks which provide much needed time out for both Young and Adult Carers, but are not deemed appropriate to be funded by public bodies. They are valued greatly by Carers and their families, supporting their health and wellbeing, monies going directly and visibly to benefit Carers.

Reserves Policy

This policy relates to the level of reserves appropriate for Sutton Carers Centre. Each year the Finance and Funding Committee examines SCC's reserves in the light of the risks facing the organisation bearing in mind the Charity Commission's guidance. We recommended to the Management Board (who agreed) that our reserves policy remain the same.

We re-affirmed that we needed to aim to build up unrestricted fund reserves, equal to 3 months' budgeted total spending for the following financial year.

As above, the Reserves Policy, as set by the Trustees, is to have reserves equal to a minimum of 3 months' budgeted expenditure for the following year. 2021/22 achieved the minimum with £170,715 (an increase on last year's figure of £103,789) held as unrestricted funds (25% of budgeted expenditure £680,681).

With the 2022/23 budget at £728,901, a 3 months' reserves would equal £182,225, so we are c6.5% (vs 2021/22 c28%) under our current target for 2022/23. Trustees feel that this level of spend was still needed given the ongoing pressures of COVID-19 affecting Carers but also felt that this level appropriately managed risk. This does not allow much flexibility given the risks identified, however, therefore SCC will work assertively to build this up further to the 3 months' level of the now increased service offer.

In the short term, the Management Board also considers what might be done in terms of curtailing activities should the circumstances arise. Scenario-planning is imbedded in our Strategic Planning cycle and Risk Register, accordingly.

Investment Policy

Aside from retaining a prudent amount in reserves each year, most of our funds are spent in the short-term on delivering our objectives, so we have little to invest long-term. All fund balances are held in bank current and deposit accounts or as cash so are immediately available. In common with many others in the charity sector, we invest such funds as we do have longer-term in the Charity Office Investment Funds (COIF), and Virgin Deposit account.

Further details regarding the restricted funds are listed below:

Restricted Funds

Circle Club & Kit Kat Club **Balance £150**
This fund resulted from a private donation several years ago and £600 monies were paid in from the former Kit Kat Club. The Circle and Kit Kat Clubs provided a social outlet for Carers, the people they care for and other family members. In consultation with members of the group, the Club was incorporated into the mainstream activities of the Centre. It is now used to fund or subsidise Carers' social activities, outings and courses, e.g. a restaurant outing, money for transport and so on. There was '0' spend during the year.

Carers' Transport Fund **Balance £1,021**
This fund enabled us to offer and fund transport for those Carers who have difficulty accessing public transport or have emergency transport needs. It enables Carers to attend events organised by the Centre and so be fully included, as well as participate in consultation, engagement and other agencies' events. Balance b/fwd from 2020/21 was £1,043 with a total spend during the year of £22.

Skills & Learning/Carers Relief Funds **Balance £3,642**
Carers Centres can apply to Carers Trust and Sutton Nursing Association on behalf of Carers to access nationally and local held funds that help improve Carer quality of life. All monies are paid to the Centre and then allocated to Carers. This year, another £7,514 was obtained for Carers and £6,910 spent, remainder carried forward for spend.

Carers Forum Development **Balance £0**
SCC was awarded £9,898 in 2014/15 by the Social Community Fund via Sutton CVS (now Community Action Surrey) to review and develop the Carers Forum and other means of Carer involvement and representation. Balance b/fwd from 2020/21 £2,450 with a total spend of £2,450 during the year.

Workforce Development Programme **Balance £10,000**
SCC was awarded these monies in the year from London Borough of Sutton. Funding has been c/fwd to next year 2022/23 to run a Workforce Development Programme in conjunction with Service leads once the tender process is completed and new contracts mobilised.

Uplift Wellbeing Navigator **Balance £764**
SCC was awarded £40,699 by SWLStG following a successful tender to Sutton CCG for community Wellbeing Services. This money funds specialist Carers' Wellbeing Navigator posts (1.2 FTE) via SCC, as part of the 'Uplift' Service. £39,508 was spent during the year.

Sutton Carers Partnership Support Lead **Balance £50,000**
SCC was awarded a one-year development grant in the year from SWL CCG to assess the maturity of the integrated Health System in meeting its obligations towards Carers and making recommendations for developmental improvements. The funded aspects of the project are to commence following year 2022/23 and funding has been c/fwd

Development of Carers' Manual **Balance £297**
This manual was commissioned by the then Primary Care Trust a few years ago and is an information resource specifically for those Carers looking after people with mental health issues. The balance is retained to pay for any future inserts, updates and the expenses involved in storing and distributing the manual.

Lloyd's Bank Foundation **Balance £14,707**
SCC was awarded £15,000 in 2016/17 to research, develop and pilot a menu of chargeable services which meets the needs of Carers whilst generating sustainable income for the charity. This was to involve the recruitment of new posts, research, consultative events/meetings and to develop an operational plan to launch and run new services. Recruitment costs of £293 have been spent in advance, in readiness for recruitment, although this fund is currently under review with the funder, given the pandemic and SCC's changed priorities.

BBC Children in Need **Balance £0**
SCC was awarded a three-year grant to offer capacity-building support to schools as well as a range of support services for Young Carers in schools. These included training, one-to- one support, group activities and advocacy. Young Carers benefited through improved aspirations, increased engagement with education and better family relationships. Balance b/fwd from previous year 2020/22 was £1,880. The original project was for 3 years ending June 2021.

SCC was awarded a new three-year grant for 3 years beginning September 2021. Funding received for the 1st year (project beginning September 2021), was £21,382 and total spend £23,362.

BBC Children in Need – IT Equipment **Balance £1,000**
SCC was awarded a one-off grant of £1,000 to purchase IT equipment for Young Carers. This helped improve the Young Carers engagement in school education and maintaining and improving peer relationships. There was no spend during the year c/fwd to 2022/23.

Peer Support **Balance £729**
SCC was awarded £1,000 funding from Carers Trust. This enabled SCC to increase access for Young Adult Carers through the introduction of peer support groups. Balance b/fwd 2020/21 £729, there was no spend during the year, and the remainder will be spent in the coming year.

COVID Emergency Funds Adult & Young Carers **Balance £0**
SCC was awarded 3 grants from Carers Trust: two for Adult Carers £3,000 and one for Young Carers £1,500. These were for Carers in need of emergency help during the pandemic. Balance b/fwd £70 with a total spend during the year of £70.

#iWill Peer Support **Balance £35,212**
SCC was awarded £34,586 from the Co-op Foundation for Young Carers in schools for peer- to-peer support, and to improve wellbeing. Spend during the year was £34,586. Funding was extended to a 2-year grant and funding was received in advance for year two and has been carried forward to 2022/23.

Bridging Divides **Balance £0**
SCC was awarded £37,950 from City Bridge in partnership with the lead, Citizens Advice Sutton. This enabled SCC to provide a dedicated worker to offer Carers support, also enabling Citizens Advice Sutton and Sutton Carers Centre to continue working together, providing Carers and their families with impartial, free, expert and comprehensive information, advice and support on welfare benefits and other income maximisation, service navigation, and caring issues. All the £37,950 was spent during the year.

End of Life Care **Balance £0**
SCC was awarded £28,346 for End of Life Care funding from Sutton CCG, as was, via Epsom & St Helier Hospitals NHS Trust, Sutton Health and Care. This enabled SCC to provide a part-time, dedicated worker to support Carers with a family member in hospital facing end of life. Spend during the year was £28,346.

Dementia Carers Peer Support Programme **Balance £2,500**
SCC received £10,000 from London Borough of Sutton via lead partner Age UK Sutton to provide support to Carers of someone living with dementia. Spend during the year was £7,500.

COVID-19 Wave 4 – Navigating Crisis **Balance £0**
SCC received £9,856 in 2020/21 from London Community Response Fund for 2 workers to conduct assertive, telephone/video outreach to unpaid Carers from the BAMER/BIPOC community to assess need, offer tailored advice, information and support, and develop new forms of service – to improve mental and physical wellbeing, the ability to care, and reduce isolation. Balance b/fwd from 2020/21 was £7,689 with a total spend of £7,689.

Young Carers General Activities **Balance £2,062**
SCC was awarded £1,250 in 2019/20, £750 in 2020/21,and £850 in 2021/22 from Jack Petchey towards Young Carers' Activities. Balance b/fwd from 2020/21 was £1,248 with a total spend during the year of £36.

Young Carers Summer Activities **Balance £255**
SCC was awarded £500 from Jack Petchey in 2021 towards Young Carers Activities in the summer. Balance b/fwd from 2020/21 £255. There has been '0' spend during the year.

COVID Response Fund **Balance £0**
SCC was awarded £17,575 from Jack Petchey in 2021/22 towards increasing engagement with Young Adult Carers through social media, upskilling SCC staff and the creation of a sustainable online community that suits all. All the £17,575 was spent during the year. The total cost was £17,586 with a transfer being made from unrestricted funds to restricted of £11.

Leader Award Grant **Balance £127**
SCC was awarded £988 from Jack Petchey in 2021/22 towards purchasing equipment, namely a camera plus podcast and editing software that was used for the creation of content for our 'Sutton Young Carers Media Take Over'. Spend during the year was £861.

Mental Health Transformation – Peer Support **Balance £0**
SCC was awarded a funding from SWLStG Mental Health NHS Trust of £80,000 p/a in 2021/22, towards helping develop the pathfinder partnership, the newly-designed MH system architecture, an improved Carer identification and service delivery pathway, and to recruit staff to deliver Carer peer support functions to families connected to Recovery Support Teams in Sutton. The term of the contract is for 3 years ending on 31st March 2024.

Total Restricted Funds **Balance £122,466**

Designated Funds

Provision for Refurbishments **Balance £15,966**
This fund was established by the Management Board initially to set aside funding on an annual basis for the re-decorating and re-instatement costs required under the terms of the current lease as well as other general refurbishment of the Centre and its resources. This year, funds were spent on ICT equipment in view of new digital priorities that emerged during the COVID-19 pandemic as well as aging equipment. Balance b/fwd from 2020/21 was £6,091 and spend in the year was £125. Positively, the lease with the landlords, fellow charity Aid to the Church in Need, UK was renewed at a fixed fee for 7 years in 2018/19 but that is nearing the end of its life. So in light of the upcoming lease re-negotiations and assumed renewal, the Board of Trustees agreed to designate £10k from unrestricted funds to the provision of refurbishment of the building.

Total Designated Funds **Balance £15,966**

SUTTON CARERS CENTRE CHARITY COMPANY
REPORT OF THE TRUSTEES
for the year ended 31st March 2022

STATEMENT OF TRUSTEES RESPONSIBILITIES

The Trustees (who are also the directors of Sutton Carers' Centre for the purpose of company law) are responsible for preparing the Report of the Trustees and the financial statements in accordance with applicable law and 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 as at the balance sheet date and of its incoming resources and application of resources, including income and expenditure, for the financial year. In preparing these financial statements, the trustees are required to:

- select suitable accounting policies and apply them consistently;
- observe the methods and principles in the charity SORP:2019 (FRS 102);
- make judgements and estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will not continue in operation.

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

In so far as the trustees are aware:

- there is no relevant audit information of which the charitable company's auditor is unaware; and
- the trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditor is aware of that information.

Auditors

Myrus Smith Chartered Accountants have indicated their willingness to accept reappointment as auditors of the charity for a further term and a resolution proposing their reappointment will be put to the members at the Annual General Meeting.

This report has been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small companies.

Approved by the Trustees and signed on their behalf:

Harsha Ganatra

Harsha Ganatra
Trustee/Director and Chair
30th November 2022

Sutton Carers Centre Charity Company
Benhill House 1st Floor
12-14 Benhill Avenue
Sutton, Surrey, SM1 4DA

Independent Auditor's Report to the Members of:

SUTTON CARERS CENTRE CHARITY COMPANY

Opinion

We have audited the financial statements of Sutton Carers Centre Charity Company (the 'charitable company') for the year ended 31 March 2022 which comprise the Statement of Financial Activities, Balance Sheet, 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 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

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 charitable company'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 trustees report, other than the financial statements and our auditor's report thereon. The trustees are responsible for the other information contained within the trustees 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.

Independent Auditor's Report to the Members of:

SUTTON CARERS CENTRE CHARITY COMPANY

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' report (incorporating the directors' report) for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the directors' report has been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

In the light of the 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 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; 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 directors' report and from the requirement to prepare a strategic report.

Responsibilities of trustees

As explained more fully in the trustees' responsibilities statement, 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.

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:

- Enquiry of management and those charged with governance about actual and potential litigation or claims and the identification of non-compliance with laws and regulations.
- Reviewing minutes of meetings of those charged with governance.
- Reviewing financial statement disclosures and testing to supporting documentation to assess compliance with applicable laws and regulations.
- Auditing the risk of management override of controls, including testing journal entries and other adjustments for appropriateness; assessing whether the judgements made in making accounting estimates are indicative of a potential bias; and evaluating the business rationale of any significant transactions that are unusual or outside the normal course of business.
- Performing analytical procedures to identify any unusual or unexpected relationships that may indicate risks of material misstatement due to fraud.
- Professional scepticism in course of the audit and with audit sampling in material audit areas.

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.

A further description of our responsibilities is available on the Financial Reporting Council's website at: 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.

Stephen Jones FCA (Senior Statutory Auditor)
For and on behalf of Myrus Smith
Chartered Accountants and Statutory Auditors
Norman House, 8 Burnell Road
Sutton, Surrey
SM1 4BW

30th November 2022

SUTTON CARERS CENTRE CHARITY COMPANY
(Registered Charity Number: 1062302)

STATEMENT OF FINANCIAL ACTIVITIES
(incorporating Income and Expenditure Account)
for the year ended 31st March 2022

	Notes	Unrestricted Funds £	Restricted Funds £	Total Funds 2022 £	Total Funds 2021 £
Income					
Donations and legacies	2	13,453	-	13,453	24,993
Charitable activities	3	442,960	341,516	784,476	615,942
Investment income	4	56	-	56	145
Other income		6,093	-	6,093	18,642
Total		**462,562**	**341,516**	**804,078**	**659,722**
Expenditure					
Raising funds	5	13,288	-	13,288	13,246
Charitable activities	6	382,337	286,776	669,113	617,367
Total		**395,625**	**286,776**	**682,401**	**630,613**
Net income/(expenditure) for the year	10	**66,937**	**54,740**	**121,677**	**29,109**
Transfers between funds	17	(11)	11	-	-
Net movement in Funds		**66,926**	**54,751**	**121,677**	**29,109**
Total funds as at 1 April 2021	17	103,789	67,715	171,504	142,395
Total funds as at 31 March 2022	17	**£170,715**	**£122,466**	**£293,181**	**£171,504**

All income and expenditure derive from continuing activities.

The Statement of Financial Activities includes all recognised gains and losses.

The notes form part of these financial statements

SUTTON CARERS CENTRE CHARITY COMPANY
(Registered Charity Number: 1062302)

BALANCE SHEET
as at 31st March 2022

	Notes	2022 £	2021 £
Current assets:			
Debtors	13	226,858	90,891
Cash and Bank:			
Current Account		99,756	94,207
COIF Deposit Account		30	30
Virgin Deposit Account		41,389	41,334
Cash in hand		33	33
		368,066	**226,495**
Liabilities:			
Creditors: amounts falling due within one year	14	74,885	54,991
Net assets	16	**£293,181**	**£171,504**
Funds:			
Unrestricted	17	154,749	97,698
Designated (Unrestricted)	17	15,966	6,091
Restricted	17	122,466	67,715
	17	**£293,181**	**£171,504**

These financial statements have been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to Small Companies.

The financial statements were approved by the Management Committee on 30th November 2022 and were signed on its behalf by:

Harsha Ganatra
Trustee and Chair

The notes form part of these financial statements

SUTTON CARERS CENTRE CHARITY COMPANY
(Registered Charity Number: 1062302)

CASH FLOW STATEMENT
for the year ended 31st March 2022

	Notes	2022 £	2021 £
Cash flows from operating activities			
Net movement in funds per statement of financial activities		**121,677**	**29,109**
Adjustments for:			
Interest receivable	4	(56)	(145)
Decrease/(increase) in debtors		(135,967)	(35,077)
(Decrease)/increase in creditors		19,894	(3,551)
Net cash (used in)/provided by operating activities		**5,548**	**(9,664)**
Cash flows from investing activities			
Interest received	4	56	145
Net cash provided by investing activities		**56**	**145**
Change in cash at bank in the year		**5,604**	**(9,519)**
Cash at bank brought forward		135,604	145,123
Cash at bank carried forward		**£141,208**	**£135,604**

The notes form part of these financial statements

1. Accounting policies

General information and basis of preparation

Sutton Carers Centre Charity Company is a private company (No. 03353573), limited by guarantee, registered in England and Wales. 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 given in the Reference and Administrative Information on page 1.

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

The financial statements are prepared on the going concern basis and under the historical cost convention. 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.

Income recognition

Items of income are recognised in the financial statements when all of the following criteria are met:

- The charity has entitlement to the funds;
- any performance conditions have been met or are fully within the control of the charity;
- there is sufficient certainty that receipt of the income is considered probable; and
- the amount can be measured reliably.

Expenditure recognition

Expenditure is recognised once there is a legal or constructive obligation to make payment to a third party, it is probable that settlement will be required and the amount can be measured reliably.

Expenditure includes those costs of a direct nature which can be allocated to a specific activity. It also includes indirect costs, including governance costs that do not relate to a specific activity but are necessary to support those activities. Support costs are apportioned to each activity on the basis of staff time.

1. **Accounting policies (Contd)**

Fund accounting

Unrestricted general funds are freely available for use in furtherance of the objects of the charity and which have not been designated for particular purposes.

Designated funds are unrestricted funds set aside by the trustees for particular purposes.

Restricted funds are funds which can only be used in accordance with specific restrictions imposed by the donor or which have been raised for a particular purpose.

Leases

Operating lease rentals are charged to the Statement of Financial Activities on a straight line basis over the period of the lease.

Pensions

The charity operates a defined contribution pension scheme. Contributions payable under the scheme are charged the Statement of Financial Activities in the year to which they relate.

Debtors and Creditors

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

2. DONATIONS AND LEGACIES	Unrestricted Funds £	Restricted Funds £	Total 2022 £	Total 2021 £
Donations	13,453	-	13,453	14,993
Legacies	-	-	-	10,000
	£13,453	**£Nil**	**£13,453**	**£24,993**

Of the £24,993 recognised in 2021, £23,686 was unrestricted funds and £1,307 was restricted funds.

3. INCOME FROM CHARITABLE ACTIVITIES	Unrestricted Funds £	Restricted Funds £	Total 2022 £	Total 2021 £
Adult Carers Advice, Information and Support (ALPS) via Citizen's Advice, Sutton Together	110,000	-	110,000	110,000
Adult Carers Preventative Support Service, Sutton Together	200,000	-	200,000	199,982
London Borough of Sutton (People (Directorate)): Young Carers Support	67,500	-	67,500	67,557
London Borough of Sutton – AC & YC's Uplift	-	-	-	20,066
London Borough of Sutton – COVID Support	-	-	-	11,000
London Borough of Sutton – COVID Recovery	40,110	-	40,110	-
London Borough of Sutton - Workforce Development Programme	-	10,000	10,000	-
SWLStG via Imagine – Carers Wellbeing Navigator	-	40,699	40,699	23,016
SWLStG Mental Health NHS Trust (Uplift Rental)	8,750	-	8,750	8,750
SWLStG Mental Health NHS Trust (IAPT/PTiPC)	15,000	-	15,000	15,000
SWL CGC Sutton Carers Support Partnership Lead	-	50,000	50,000	-
BBC Children in Need	-	21,382	21,382	35,954
BBC Children in Need – IT Equipment	-	1,000	1,000	3,071
BBC Children in Need – Next Step Programmes	-	-	-	19,680
Big Lottery Fund - AYCES	-	-	-	8,670
City Bridge – Bridging Divides via CAB	-	37,950	37,950	-
Sutton VCSE – Community Transformation	-	80,000	80,000	-
Carer Trust Grants:				
Adult Carers COVID Emergency Fund No. 1	-	-	-	1,500
Adult Carers COVID Emergency Fund No .2	-	-	-	1,500
Young Carers COVID Emergency Fund	-	-	-	1,500
Me We Project (previously Me We Support)	-	-	-	5,000
Community Action Sutton – Carers Forums	1,600	-	1,600	1,600
Co-op #iWill	-	35,212	35,212	34,586
Skills and Learning/Carers Breaks and Relief	-	7,514	7,514	8,058
Epsom & St Helier – End of Life Care	-	28,346	28,346	28,346
Jack Petchey Young Carers	-	850	850	750
Jack Petchey Young Carers Summer Activities	-	-	-	500
Jack Petchey – COVID Response Fund	-	17,575	17,575	-
Jack Petchey – Leader Award Grant	-	988	988	-
London Community Response Fund	-	-	-	9,856
Age UK Sutton – Dementia Programme	-	10,000	10,000	-
	£442,960	**£341,516**	**£784,476**	**£615,942**

Of the £615,942 recognised in 2021, £442,625 was unrestricted and £173,317 was restricted funds.

4. INVESTMENT INCOME	Unrestricted Funds	Restricted Funds	Total 2022	Total 2021
Bank interest	**£56**	**£Nil**	**£56**	**£145**

All of the £145 recognised in 2021 was unrestricted funds.

5. COST OF RAISING FUNDS	Direct Costs £	Support Costs £	Total 2022 £	Total 2021 £
Staff costs	9,816	-	9,816	10,925
Fundraising consultants	1,888	-	1,888	1,396
Printing and publicity	1,584	-	1,584	925
	£13,288	**£Nil**	**£13,288**	**£13,246**

All of the £13,246 expenditure recognised in 2021 was charged to unrestricted funds.

6. EXPENDITURE ON CHARITABLE ACTIVITIES	Direct Costs £	Support Costs £	Total 2022 £	Total 2021 £
Carers advice, information and support	78,132	42,743	120,875	99,175
Adult carers services	146,572	27,612	174,184	133,154
Young carers services	115,503	26,010	141,513	186,747
Mental health services	190,249	42,292	232,541	198,291
	£530,456	**£138,657**	**£669,113**	**£617,367**

Of the £617,367 expenditure recognised in 2021, £482,699 was charged to unrestricted funds and £134,668 was charged to restricted funds.

NOTES TO THE FINANCIAL STATEMENTS
for the year ended 31st March 2022

7. ANALYSIS OF DIRECT COSTS

	Raising Funds £	Charitable Activities £	Total 2022 £	Total 2021 £
Staff costs	9,816	487,912	497,728	432,552
Recruitment expenses	-	1,410	1,410	2,327
Outsourced fundraising and financial services	1,888	2,648	4,536	12,433
Sub-contractor costs	-	9,900	9,900	13,506
Staff expenses	-	1,005	1,005	654
Staff training/wellbeing/mentoring	-	5,363	5,363	2,376
Volunteers training	-	258	258	-
Volunteers expenses	-	394	394	47
Counselling service	-	2,395	2,395	1,965
IT software/equipment	-	6,809	6,809	487
Carers breaks and activities	-	11,313	11,313	17,710
COVID	-	360	360	17,259
Grants to carers	-	-	-	-
Newsletter/printing/publicity	1,584	689	2,273	1,893
	£13,288	**£530,456**	**£543,744**	**£503,209**

8. ANALYSIS OF SUPPORT COSTS

	Raising Funds £	Charitable Activities £	Total 2022 £	Total 2021 £
Staff costs	-	29,040	29,040	10,245
Rent, service charge and business rates	-	49,613	49,613	49,487
Cleaning, waste disposal and alarm	-	3,811	3,811	3,073
Insurance	-	1,783	1,783	2,062
Office furniture, equipment and refurbishment	-	203	203	2,327
Computer software and maintenance	-	7,234	7,234	7,675
IT equipment	-	1,690	1,690	4,280
Photocopier costs	-	806	806	639
Stationery	-	706	706	294
Postage	-	1,291	1,291	1,358
Telephones	-	5,763	5,763	5,235
Subscriptions	-	10,801	10,801	8,098
Outsourced payroll costs	-	2,238	2,238	2,134
Outsourced financial services	-	13,607	13,607	21,727
Consultancy fees	-	4,643	4,643	5,381
Meeting expenses (Management Board)	-	688	688	91
Management Board training	-	-	-	95
Audit Fee/Legal Exp/AGM Costs Governance costs (see Note 9)	-	4,613	4,613	3,113
Bank charges	-	127	127	90
	£Nil	**£138,657**	**£138,657**	**£127,404**

NOTES TO THE FINANCIAL STATEMENTS
for the year ended 31st March 2022

9. GOVERNANCE COSTS

	Unrestricted Funds £	Restricted Funds £	Total 2022 £	Total 2021 £
Audit fee	3,100	-	3,100	3,100
Legal and professional fees	1,513	-	1,513	13
AGM and annual report	-	-	-	-
	£4,613	**£Nil**	**£4,613**	**£3,113**

10. NET INCOME/(EXPENDITURE)

	2022	2021
Net income/(expenditure) for the year is stated after charging:		
Auditor's remuneration	£3,100	£3,100
Operating lease rentals	£2,900	£2,900

11. TRUSTEES' REMUNERATION AND EXPENSES

The trustees neither received nor waived any remuneration during the year (2021: £Nil). No trustees (2021: 0 trustees) were reimbursed for travel expenses during the year (2021: £Nil).

12. STAFF COSTS

	2022 £	2021 £
Wages and Salaries	466,906	394,634
Employer's NI costs	38,082	30,356
Pension costs (defined contribution scheme)	21,780	17,807
	£526,768	**£442,797**

Total employee benefits received by key management amounted to £240,464 (2021 : £186,477).

The increase in key management salaries is due to increased funding resulting in two new senior posts.

Under FRS 102, employee benefits include gross salary, benefits in kind, employee's national insurance and employer's pension costs.

No employee received total employee benefits (excluding employer pension costs) of more than £60,000 in either year.

The average number of employees was 19 (2021 : 17), calculated on a full-time equivalent basis, analysed by function was:

	2022 Number	2021 Number
Direct charitable activities	19.5	18.5
Management and administration	4.0	3.0
	23.5	**21.5**

13. DEBTORS

	2022 £	2021 £
Trade debtors	174,657	72,937
Prepayments	52,201	17,954
	£226,858	**£90,891**

14. CREDITORS: Amounts falling due within one year

	2022 £	2021 £
Trade creditors	18,745	10,916
Accruals and deferred income	35,604	20,770
Social security costs	19,498	20,839
Pension accrual	1,038	2,466
	£74,885	**£54,991**

Deferred income analysis

	£
As at 1 April 2021	-
Additions during the year	247,276
Amounts released to income	(247,276)
As at 31 March 2022	**£Nil**

15. OPERATING LEASE COMMITMENTS

The total future minimum lease payments due under non-cancellable operating leases was as follows:

	2022 £	2021 £
Within one year	2,900	2,900
Two to five years	-	-
	£2,900	**£2,900**

16. ANALYSIS OF NET ASSETS BETWEEN FUNDS

2022	Unrestricted General Funds £	Unrestricted Designated Funds £	Restricted Funds £	Total £
Current assets	229,634	15,966	122,466	368,066
Current liabilities	(74,885)	-	-	(74,885)
Total	**£154,749**	**£15,966**	**£122,466**	**£293,181**

Comparative information for the analysis of net assets between funds in the previous year is as follows:

2021	Unrestricted General Funds £	Unrestricted Designated Funds £	Restricted Funds £	Total £
Current assets	152,689	6,091	67,715	226,495
Current liabilities	(54,991)	-	-	(54,991)
Total	**£97,698**	**£6,091**	**£67,715**	**£171,504**

NOTES TO THE FINANCIAL STATEMENTS
for the year ended 31st March 2022

17. MOVEMENT IN FUNDS

2022	Balance 1 April 2021 £	Income £	Expenditure £	Transfers £	Balance 31 March 2022 £
Unrestricted Funds:					
Carers General Fund	**97,698**	**462,562**	**395,500**	**(10,011)**	**154,749**
Designated Funds:					
Provision for Refurbishments	**6,091**	**-**	**125**	**10,000**	**15,966**
Restricted Funds:					
Circle Club and Kit Kat Club	150	-	-	-	150
Carers' Transport Fund	1,043	-	22	-	1,021
Skills and Learning/Carers Relief and Breaks	3,038	7,514	6,910	-	3,642
Carers Forum Development (Social Community Funds via SCVS)	2,450	-	2,450	-	-
LBS – Workforce Development Programme	-	10,000	-	-	10,000
SWL StG Wellbeing Navigator (Imagine)	(427)	40,699	39,508	-	764
SWL CCG – Sutton Carers Support Partnership Lead	-	50,000	-	-	50,000
Development of Carers' Manual	297	-	-	-	297
Lloyds Bank Foundation	14,707	-	-	-	14,707
BBC Children in Need	1,880	21,382	23,262	-	-
BBC Children in Need - IT Equipment	-	1,000	-	-	1,000
Peer Support – Carers Trust	729	-	-	-	729
Carers Trust – COVID Emergency Fund AC's x 2 YC's x 1	70	-	70	-	-
Co-op #iWill	34,586	35,212	34,586	-	35,212
City Bridge – Bridging Divides via CAB	-	37,950	37,950	-	-
Epsom & St Helier Hospitals NHS Trust	-	28,346	28,346	-	-
Age UK Sutton – Dementia Programme	-	10,000	7,500	-	2,500
London Community Response Fund	7,689	-	7,689	-	-
Jack Petchey – Young Carers	1,248	850	36	-	2,062
Jack Petchey – Young Carers Summer Activities	255	-	-	-	255
Jack Petchey – COVID Response Fund	-	17,575	17,586	11	-
Jack Petchey – Leader Award Grant	-	988	861	-	127
Sutton VCSE – MH Transformation	-	80,000	80,000	-	-
	67,715	**341,516**	**286,776**	**11**	**122,466**
Total Funds	**£171,504**	**£804,078**	**£682,401**	**£Nil**	**£293,181**

The purpose of each restricted fund and transfers is set out in the Trustees' Report.

NOTES TO THE FINANCIAL STATEMENTS
for the year ended 31st March 2022

17. MOVEMENT IN FUNDS

Comparative information for the movement in funds in the previous year is as follows:

2021	Balance 1 April 2020 £	Income £	Expenditure £	Transfers £	Balance 31 March 2021 £
Unrestricted Funds:					
Carers General Fund	**106,094**	**485,098**	**493,634**	**140**	**97,698**
Designated Funds:					
Provision for Refurbishments	**8,402**	**-**	**2,311**	**-**	**6,091**
Restricted Funds:					
Circle Club and Kit Kat Club	150	-	-	-	150
Carers' Transport Fund	590	-	-	453	1,043
Skills and Learning/Carers Relief and Breaks	3,012	8,058	8,032	-	3,038
Sutton Green Community	117	-	-	(117)	-
Carers Forum Meetings (ISCB Fund Via SCVS)	-	-	-	-	-
Carers Forum Development (Social Community Funds via SCVS)	2,450	-	-	-	2,450
Wellbeing Navigator (Imagine)	(1,268)	23,016	22,175	-	(427)
Development of Carers' Manual	297	-	-	-	297
Mental Health Carers Transport	453	-	-	(453)	-
Lloyds Bank Foundation	14,707	-	-	-	14,707
BBC Children in Need	2,745	35,954	36,819	-	1,880
BBC Children in Need - IT Equipment	-	3,071	3,071	-	-
BBC Children in Need – Next Steps Programme	-	19,680	19,680	-	-
Peer Support – Carers Trust	929	-	200	-	729
Me We Project - Carers Trust	1,916	5,000	6,916	-	-
Carers Trust – COVID Emergency Fund AC's x 2 YC's x 1	-	4,500	4,442	12	70
Co-op #iWill	-	34,586	-	-	34,586
Epsom & St Helier Hospitals NHS Trust	-	28,346	28,346	-	-
London Community Response Fund	-	9,856	2,167	-	7,689
Young Carers - Kid's Time Restricted Donations	408	-	408	-	-
Jack Petchey – Young Carers	643	750	145	-	1,248
Jack Petchey – Zen Zone Equipment	750	-	735	(15)	-
Jack Petchey – Young Carers Summer Activities	-	500	245	-	255
Private Donation	-	1,307	1,287	(20)	-
	27,899	**174,624**	**134,668**	**(140)**	**67,715**
Total Funds	**£142,395**	**£659,722**	**£630,613**	**£Nil**	**£171,504**

18. RELATED PARTY TRANSACTIONS

There were no transactions with related parties other than set out in Notes 11 and 12 relating to trustees expenses and key management remuneration.

SUTTON CARERS CENTRE CHARITY COMPANY

England & Wales - Charity number 1062302

Accounts

SUTTON CARERS CENTRE
CHARITY COMPANY
(A company limited by guarantee)

REPORT OF THE TRUSTEES AND
FINANCIAL STATEMENTS
For the year ended 31st March 2021

Charity no: 1062302
Company no: 3353573

SUTTON CARERS CENTRE CHARITY COMPANY

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for the year ended 31st March 2021

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SUTTON CARERS CENTRE CHARITY COMPANY
REPORT OF THE TRUSTEES
for the year ended 31st March 2021

The Trustees, who are also Directors of the Charity for the purposes of the Companies Act 2006, present their report with the financial statements of the Charity for the year ended 31st March 2021. The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard Applicable in the UK and Republic of Ireland, issued in October 2019, and the Companies Act 2006.

REFERENCE AND ADMINISTRATIVE INFORMATION

Charity Name:	Sutton Carers Centre
Charity registration Number:	1062302
Company registration number:	3353573 (England & Wales)
Registered Office and Operational Address:	Benhill House 1st Floor 12-14 Benhill Avenue, Sutton, Surrey SM1 4DA

Trustees:

Harsha Ganatra	Chair	
Don Brims	Treasurer	(resigned October 2021)
Andrew McCreddie	Treasurer (from November 2021)	
Margaret Hobbs		
Giuliana Rosenow		
Alana Crisci		
Bissy Thomas		
Patrick Hopkinson		

Advisors:

Sarah Samee
Nadia Dhunna
Alf Matthews
Don Brims (from November 2021)

Company Secretary:

Rachael MacLeod	Chief Executive and Company Secretary
Auditors:	Myrus Smith, Chartered Accountants, Norman House, 8 Burnell Road, Sutton, SM1 4BW
Bankers:	Barclays Bank Ltd, 43 High St, Sutton SM1 1DR CCLA Investment Management Ltd, COIF Charity Funds, 80 Cheapside, London EC2V 6DZ

Network Partner of, and quality assured by, *Carers Trust* (formed by the merger of the legacy organisations *Princess Royal Trust for Carers* and *Crossroads Care*), a national charity connecting and supporting independent Carers' organisations across the UK. Registered address: Carers Trust, 32-36 Loman Street, London SE1 0EH, Charity No. 1145181 (England & Wales) / SC042870 (Scotland). Registered as a company limited by guarantee in England and Wales No. 7697170.

SUTTON CARERS CENTRE CHARITY COMPANY
REPORT OF THE TRUSTEES
for the year ended 31st March 2021

Structure, Governance and Management

Governing Document

Sutton Carers Centre (SCC) is a charitable company limited by guarantee, formed in 1994 and registered as a charity in 1997. The organisation was initiated in 1992 and was one of the first Princess Royal Trust for Carers Centres in the country. The company was established under a Memorandum which established the objects and powers of the charitable company and is governed under its Articles of Association. These were updated mainly to reflect changes in charity law a few years ago and continue to be regularly reviewed. In the event of the company being wound up, its members are required to contribute an amount not exceeding £1.

Trustees

The number of Trustees remained at eight and the number of Advisers three up until the end March, 2021.

All Trustees/Directors are volunteers and most have working and/or caring commitments in addition to this role. Induction and training for Trustees takes various forms, both formal and informal, and takes place throughout the year. We continually review the skills of Board members, considering the challenges and opportunities facing the organisation, whilst also embracing the benefits of a diverse membership.

We actively review our board membership and continually seek interest from potential Trustees. We remain Carer-led, across the board.

Our Trustees have a broad range of professional skills in working with children and young people, finance, fundraising, marketing, PR and communications, project and business management, as well as their own personal experience of caring in Sutton.

Harsha Ganatra has chaired our Board of Trustees throughout the year. Harsha is a local resident and carer with a rich, professional career in Local Authority commissioning as well as previously having been CEO at another Carers Centre.

All Trustees are elected by our members at our AGM and resign by rotation, offering themselves up for re-election if desired.

The Management Board meets at least five times a year in addition to the AGM. Trustees receive regular reports from the Chief Executive on strategic and governance issues that require their knowledge or decision, as well as comprehensive financial monitoring from the Finance and Funding Committee. We also consider service reports (including contractual performance against key targets) from the Service Managers as well as highlights from our Office Manager on matters such as HR, health and safety, quality assurance and other infrastructure matters. The Board also receives a safeguarding report from the CEO at each meeting and we review any complaints, GDPR issues as well as celebrate accolades.

The Finance and Funding Sub-Committee reports to the board. This committee meets between Management Board meetings and its remit remains the monitoring of the financial performance of the Centre, as well as planning for ways the Board can meet its own targets for fundraising; it also covers key HR and legal issues such as our lease contract, to make recommendations to the full

Board as indicated. Our Community Fundraising Events Working Group, set up in 2019, has proved invaluable – connecting with Sutton's community to raise additional funds to maintain, enhance and develop services for Sutton's carers.

The Board continues to utilise the Finance and Funding sub-committee extensively. This meets between Management Board meetings and its remit remains the detailed monitoring of the financial performance of the Centre, as well as exploring and planning, for ways the Board can meet its own targets for fundraising included in the annual budget. Our Community Fundraising Events Working Group, set up in 2019, has proved invaluable – connecting with Sutton's community to raise additional funds in order to maintain, enhance and develop services for Sutton's carers.

Organisational structure

Day-to-day management of the Charitable Company is delegated to the CEO against the Management Board's agreed policies and target outcomes. Despite the 'back office' changes/challenges in funding and project streams, all services are run in parallel, aiming to provide a seamless Carer pathway as indicated by need and desired outcome. We work in an integrated, 'matrix' fashion across ages, and all health and social care issues, adopting a 'whole-family' approach where this best meets the needs of Carers and the people for whom they care.

Core teams

The core teams comprise of:

- *Adult Carers Information and Advice Service* – this includes Income Maximisation work for whole families, as well as universal, light-touch plus advanced case-work support for Carers (working in partnership with Citizen's Advice Sutton – lead partner – as well as Age UK Sutton)
- *Adult Carers Preventative Support Service* – this includes the Carer Wellbeing and Navigation Services (in partnership with the Mental Health Trust, Off the Record Sutton and Age UK Sutton), End Of Life Care as part of the new Palliative Care Co-ordination Hub within Sutton Health and Care, dementia-specific support with our partners at Alzheimer's Society as well as our core work: individual or family targeted support for those Carers in higher need due to their caring role, wellbeing issues or risk
- *Young Carers Service* – targeted advice, information and support, focussing on young people aged 8 – 25 and their families, ensuring that Young Carers meet their potential and aspirations and are protected from inappropriate caring roles
- *Central Services* which support the organisational infrastructure, communications, quality assurance and management of resources, including the Centre itself and our presence in the wider community

Each team provides a core service of advice, information and emotional and practical support, but also takes a lead to ensure that all Carers and their families have access to:

- breaks from their caring roles
- training to support them in their caring roles
- Benefits and other income advice, to ensure Carers are not financially disadvantaged in their caring roles
- psychological and complementary therapies to help support Carer and family health and wellbeing.
- the opportunity and ability to offer their expertise regarding policy and service development.

Staffing and volunteers

Staffing remained stable with approximately 12 full-time and 5 part-time core staff across all services. We continually review posts and roles given the difficult financial climate, whilst recognising that the Carers we see are presenting with more complex needs, which impacts on our staff. The remuneration of the charity's key management personnel is set by the Board of Trustees, taking into account the charity's financial position and the amount paid for comparable roles in comparable organisations.

We have worked to develop the roles of the (largely voluntary) Information Workers to increase outreach in person, online and through social media and, with further training, although we desperately need even more volunteers to help provide information and advice to Carers and this is a strategic aim to develop our volunteering programme. Staff also support the independent Sutton Carers Forum but during the year have now paused this work so that we can review how best to support carer colleagues to increase its inclusivity, reach and impact.

In addition to core staff, we continue to host 2 Psychological Therapists from the Mental Health Trust, an outpost for the teams of Admiral Nurses (the largest team in the country) and maintained the increased hours of the Senior Advisor/Case Worker from the Sutton CABx (now Citizens Advice Sutton) as a result of our successful joint bid to the City Bridge Foundation. We continue to outsource our accountancy, payroll and some HR functions, as well as contract sessional workers for clinical supervision, some activities and training.

Most of our workers are current or former carers, many also have professional qualifications in e.g., teaching, social work or psychology. The team is still predominantly female, but continues to become on average younger, more diverse in terms of heritage and background and have increasing qualifications and experience. Interestingly, the majority of our staff live within a 5 mile radius of the Centre.

With reference to volunteers, the Charity remains dependent on volunteers to achieve its aims, with volunteers in almost every area of our activities. Their contribution is highly valued and we pay homage to the many hundreds of volunteers who have previously been involved with SCC since our inception. This includes Trustees, Therapists and Counsellors, Reception and Admin volunteers, Young and Adult Activity volunteers, Outreach Information, Advice, and Support volunteers and Fundraisers. Currently, between 50 and 60 volunteers contribute over 100 hours each week. Local volunteers have an invaluable role for most charities seeking to serve their local community, and if their contribution to Sutton Carers Centre was costed, this would equate, conservatively, to nearly £110K. We continue to actively recruit new volunteers and support both them and more experienced volunteers through our induction and training systems, in line with our Charity's standards of the volunteer management quality mark. We continue to update our valuable reference handbook for volunteers. We celebrate the support of our volunteers with a small reception during Volunteers' Week each year.

During the COVID-19 pandemic, there was a continued increased reliance on volunteers to help SCC continue to reach and expand support to carers. This included setting up new internal and cross-Borough systems to aid carers accessing shopping, PPE and other essential items to their caring roles. Our volunteer Counsellors continued to offer one-to-one support remotely.

SUTTON CARERS CENTRE CHARITY COMPANY
REPORT OF THE TRUSTEES
for the year ended 31st March 2021

Our Aims and Objectives

We offer support to any unpaid Carer who lives or works in the London Borough of Sutton (or where relevant, the surrounding areas if the person for whom they care is receiving services in Sutton) without distinction as to age, gender, disability, sexual orientation, faith or belief, ethnicity or caring responsibilities. We value the increasing diversity of our communities and attempt to remove or overcome barriers to accessing our services.

In line with national policy definitions, we define a 'Carer' as someone who unpaid cares for and supports a family member or friend, someone who could not manage without this help due to illness, disability, mental health or substance misuse issues.

Purposes, Aims and Values

Our Charity's purpose is defined and based on those set out in the Memorandum and Articles of Association.

Sutton Carers Centre's vision is of *communities in which every Carer is recognised and respected as an individual and can get the support they need and the assurance that they are not alone.*

SCC's mission is to support Carers to improve their health, well-being and quality of life by:

- *reaching out to every carer living in the Borough of Sutton*
- *helping each carer to understand their rights and get their voice heard; and*
- *working with and for each carer, respecting and responding to their individual skills, experience and choices*

Our values inform our work, to achieve our vision, reflecting not just WHAT we do, but HOW we do it. They are:

- **Respect:** *for Carers and their individual views and skills, for staff and volunteers and for those with whom we work in partnership*
- **Sensitivity:** *valuing difference and contributions from all, working together as a creative, harmonious team*
- **Delivery**: *committed to quality support and making change happen in a planned, professional and appropriate manner.*

How Our Activities Deliver Public Benefit

In forming the charity's objectives and activities, the Trustees confirm that they have had regard to the Charity Commission's guidance on public benefit.

All our activities focus on supporting Sutton's Carers to achieve the following outcomes:

a) The five outcomes of the National Carers Strategy 2010 and linked to the national Action Plan which was expiring –
   Carers are:
   - recognised and supported as expert care partners
   - enjoying a life outside caring
   - not financially disadvantaged
   - mentally and physically well and treated with dignity
   - children will be thriving and protected from inappropriate caring roles

b) Carers can balance their caring roles and maintain their desired quality of life whilst:
- maintaining that role whilst still enjoying good health and well-being and a life of their own, one that is free from financial hardship
- having access to work, leisure and social activity

c) We also work strategically and in partnership:

- taking account both of national policy (the 10-year National Carers Strategy 2008, refreshed in 2010, soon hopefully to be refreshed again beyond the national Carers Action Plan), the Health and Social Care Act 2012, the Care Act 2014, the Children and Families Act 2014, the NHS Long Term Plan 2019, Sutton's local and health polices and more - all in a climate of severe austerity, locally and nationally, with declining funding being required to deliver ever more both in terms of volume and complexity of support.

- ensuring that our CEO remains a key member of the health and care system comprising of Council and Sutton Clinical Commissioning Groups (SCCG) and voluntary agencies in the borough, advising and assisting with the interpretation of legislation as it relates to Carers without fail.

- meeting the challenges and opportunities that come from advancing health and social care integration, and the need to reduce reliance on acute hospital services and reducing health inequalities.

- Ensuring that our CEO assumed one of the Voluntary Community Sector (VSC) seats on the 'Sutton Systems Leadership Group', a group that was instrumental in making unprecedented advances in partnership-working in Sutton. Senior staff members also continue to sit on a variety of partnership boards and working groups across primary and secondary health and social care.

- along with others, to take a key leadership position in the Covid emergency response system. Amongst other things, this also involved in encouraging Carers to take up Covid vaccinations.

- supporting SCCG and London Borough of Sutton and others to engage with Carers on strategic priorities, service provision and future proposals, ensuring that Carer voices are heard and that their knowledge and perspectives are respected and incorporated.

- working collaboratively with other voluntary and community sector organisations at a local, regional and national level to identify, recognise and support Carers, providing strategic infrastructure and partnership input where indicated and appropriate.

- working hard to ensure that professionals and other partners (e.g., G.P. surgeries and Hospital colleagues) are well-informed about our support and services so they can refer and encourage Carers to access our services as early as possible - before they reach crisis point. This was something that became ever more crucial in the thick of the Pandemic helping to build capacity in partner organisations assisting them to develop ways of working to identify more Carers. Carers are valuable 'partners in care', bringing knowledge and experience, deserving of recognition and respect; newly identified Carers also may be in need of support to enable them to continue caring whilst juggling other responsibilities.

- continuing to work with primary and secondary schools, as well and health and social care organisations, to develop their awareness of Young Carers' needs and to ensure that more Young Carers are identified, supported appropriately and their needs better understood by the school community. Funding received from BBC Children in Need, Jack Petchey, and the Co-op Foundation 'iWill' programme has enabled us to develop this work extensively.

- Strengthening our membership of the 'Sutton Together' consortium of voluntary organisations in Sutton, designed to facilitate co-operative third sector bids where this adds value, also to extend reach, avoid duplication of services and increase efficiency. We see this as important for maximising the well-being – physical, mental, emotional and financial - of Sutton's Carers and their families. We are very grateful for the continued committed and positive working relationships we have with so many of our VCS colleagues. A priority this year was to help further develop the Voluntary and Community Sector response to Social Prescribing alongside leading partners, Age UK Sutton, who assumed the lead contracting role, as we agreed to assume the role of delivering clinical supervision to the new team of workers. We also focussed on being 'tender-ready' with delivery colleagues, chaired by Community Action Sutton.

- remaining an active partner and committed member of Carers Trust's national network of Carers Centres. This enables us to work together across the UK, as well as share and influence national policy, best practice, training and conference opportunities. We are grateful for the support of Carers Trust provides as an infrastructure organisation as well as enabling access to funds which help Carers in Sutton on an individual and family basis.

- Working alongside Carers UK (the other national charity for Carers which focuses mainly on policy and influencing issues) with whom Sutton Carers is affiliated to, as well as the National Council for Voluntary Organisations (NCVO), the Association for Chief Executives of Voluntary Organisations (ACEVO), and Community Action Sutton (formerly Sutton Centre for the Voluntary Sector). From these, we gain both best practice advice (an important component of ongoing training for staff and volunteers) and some training opportunities for staff and volunteers. We remain an active member within Sutton Healthwatch, too.

How carers benefit from our services

Our charitable remit is to assist unpaid family or friend carers who live or work in Sutton. There are three core groups of Carers around whom our services remain focused:
- Adult Carers including Parent Carers, Working Carers and Sandwich Carers
- Young Carers
- Carers supporting family or friends with mental health, dementia or substance misuse issues (both Young and Adult Carers)

The core areas of our work remain the provision of advice and information, advocacy, and a range of support and bio-psycho-social therapeutic services. We now also have a well-developed, hybrid type of services providing services digitally to those who could receive services in this way, whilst being highly conscious that a proportion of our carers remain digitally excluded.

We are purposefully based in central Sutton with good access to public transport, so as to be easily accessible to many Carers. We continue to provide some of our services regularly on an outreach basis at local centres to improve accessibility. Work in the more northern wards of Sutton has helped us reach communities where there are high numbers of Carers, residents caring for the longest hours, and families who experience some of the greatest economic and social challenges. We have developed our outreach, not only through existing community events, but have for many years e.g., held regular presence in the local Mental Health Trust hospital ward (where we find significant numbers of new Carers in crisis) and now also in an increasing number of primary care settings, schools/colleges.

Following commissioning of our services via tenders or through competitive grant applications, the delivery of these services has changed with SCC working increasingly with more families in more complex situations. This became more evident during the onset and peak of the Covid pandemic. Not only did Carers and Carer families find themselves in highly challenging circumstances, but it exposed many more Carers and the intersection of inequalities that they experience e.g. carers from the 'BAMER'/'BIPoC' minoritised communities. We note that there is a continuing need to increase support for mental health and wellbeing, too.

We strive to support carers to self-care, remain unencumbered by professional input, yet help as much as possible where and when indicated. There remains the 'light-touch' level of work as well as the ability to 'step up and down' our interventions whilst not losing contact with families over time – social connectedness being key to carer wellbeing.

Support is provided via information, advice and guidance through information packs and regular newsletters/bulletins (increasingly via email and social media). However, we always remain available to support those Carers who come to us in crisis, in need of ongoing frequent or infrequent specialist support – or some Carers may be in intermittent phone, email or personal contact, as they deem necessary to care well and stay in good health. We continue to refer or support Carers to receive a formal Carer's Needs Assessment with the Local Authority where indicated, but will continue to work to influence the appropriate uptake of Assessments and ensuring that there are concrete outcomes for those Carers eligible for support. Nationally, we note from Digital NHS, that in 2020-21 more carers were either supported or assessed by local authorities through a Carer's Assessment – this figure went up by 3.3% since 2019-20. We see this trend as an encouraging sign.

We continue to provide advice, information and assistance with claiming benefits and other ways to maximise family income, the opportunity to receive psychological and complementary therapies such as Counselling, Aromatherapy or Reflexology, and the chance to participate in a range of social, learning, creative or training activities, as well as breaks from caring roles. Some of this was necessarily put on hold during 'lockdowns', both due to the nature of contact during complementary therapies, but also availability of volunteers, as well as Carers being less able to attend in person.

Particularly at moments of crisis for the Carer, or the person they care for, support can be intensive for a period. Increasing numbers of Carers need specialist support, so we have been developing training and supervision programmes for both our paid staff and volunteers to be able to recognise, assess and respond to presenting and ongoing needs. Working with Carers, we assess their needs, plan the support that would be most helpful and then measure the impact, ensuring that what we do makes the most positive difference for Carers and their families.

The Carers we support broadly represent the communities in Sutton in terms of ethnicity, but male carers, young adult carers and members of the LGBTQ+ communities were still under-represented; therefore this continues to influence outreach and service development. Our Male Carers Group continues to be self-supporting and appears to enjoy meeting in a local pub. We continued to support a Working Carers Group, a Complex Needs Carers Group, a Lone Carers Group, a Moving On group (for those whose cared for relative or friend has died) and most recently, at their request, increased support to Parent Carer Groups, in partnership with National Autistic Society in Sutton, Sutton Parents Carers Forum and others. Carers also have developed their own Meditation and Relaxation group as well as meeting up in between sessions, in the community.

<u>Our key achievements and plans for the future</u>

Below we list our key achievement and future work plans. For more details of what we do and what was achieved and the support we received from our many partners, funders and donors, for which

we are immensely grateful, please see our Sutton Carers Centre Annual Reviews. These include pictures and feedback from Carers and can be found via our website: www.suttoncarerscentre.org in the 'About Us' section, under 'Reports and Reviews'. Much information and many pictures also can be found in our Twitter feed @suttoncarers, Sutton Carers Centre Facebook page, YouTube and Instagram. We also are happy to share more detailed, anonymised monitoring information and case studies upon requests – be it for funders, interested partners, the media, or Carers themselves.

Key highlights:

- Supported over 9,000 Carers with well above 1,500 receiving the most intensive support (an increase from year on year). Our data continues to show a sharp increase in new Carers registering with us in the wake of the pandemic. This is backed by a YouGov research conducted in May 2020 which records that 9% of the general public have found themselves to be in caring roles for the first time. This equates to an increase to the previously-quoted 1 in 10 people or an estimated 4.5 million unpaid Carers.
- Progress against specific service outputs and outcomes are monitored and reported quarterly to our various funders as part of the regular performance management systems to provide proper accountability for the use of public funds. The financial management systems support this process. All targets were achieved or exceeded and within budget.
- We are proud to report again that we have a large sample of people who have demonstrated marked improvement in many areas of their wellbeing and general life with our validated outcome measures showing we have the most impact in the areas of mental and emotional health, financial health, reducing risk and increasing social connectedness. This is true for Carers of all ages, irrespective of caring roles.
- We can also highlight that we have again met or exceeded our service quality targets and continue to have high reported satisfaction with our services
- Responding to the COVID-19 global pandemic, as a key local partner, we stepped up to take a leadership role, working more closely than ever with our VCS, Council and Health partners to protect the health and wellbeing of Sutton's residents. In so doing, we increased our community reach to every part of Sutton's community. We also flexed our services so that opening hours extended round the clock 7 days a week, 10am – 10pm whilst also offering services in hybrid ways and continually developing new services in line with SCC priorities
- We reviewed our complaints procedures/Carer feedback to ensure that this is factored into ongoing service improvements in service delivery and design
- We worked with schools up and down Sutton, of which there are 51 primary schools and 24 secondary schools to support Young Carers. This included taking a whole school systems approach with some of the schools that we selected to work with much more intensely. We are exceptionally proud of increasingly impactful work in schools as the average age of Young Carers we support gets smaller, showing that we are reaching Young Carers earlier, at primary school level. This not only helped young Carers to avoid their needs/problems from developing into far bigger ones but also gave them support with key transitions in their lives. We augmented our offer in schools to focus on identifying more Carers at transition.

Future plans

- The future is uncertain regarding Local Authority commissioning for both Adult and Young Carers Services at a time when the Carers' agenda nationally is growing in pace. We will continue to lobby for externally commissioned Carers Services to remain a strategic priority, at same or increased levels. We await news of new commissioning intentions and hopefully this will result in new awards to continue delivering joint services.

- Help identify more Carers including Young Carers so that they do not care in silence, invisible and alone. Our work is not done here: In November 2021, BBC News published a report saying nearly 180,000 children in England who care for a relative may be missing out on support because they are not known to their council. Statistics from Carers UK also tells us that every day another 6,000 people take on a caring responsibility
- Continue to meet Covid challenges ensuring that our Carers can continue to care safely and well with support from SCC.
- Work with our partners including Sutton's Carers to ensure that we meet the NHS Long Term Plan. To this end, we want to work collaboratively within the emerging Integrated Care Partnership.
- Work with all our partners to support the development of various local health and care strategies and agendas, and ensure that they have all gone through a Carers impact assessment
- Address the mental health needs of our Carers including Young Carers
- Help tackle the health inequalities that Covid has exposed and the impact that has had on our Carers
- Develop further our volunteering programme, which will feed into our inequalities work stream
- Enable families to be better supported in the community and reduce, limit or prevent hospital stays through the Triangle of Care initiative
- Continue to expand our work in Primary Care and develop further plans to address Carer identification in hospital settings to prevent, reduce or delay hospital admissions of the people they care for as well as enable Carers to stay well themselves. As above, we will continue to work through the local Health and Wellbeing Board, as well as contributing to 'Sutton Health and Care', the 'Sutton Plan' and the Sutton Health and Care Plan.

Financial review

The costs of the Covid Pandemic, decades of austerity and BREXIT has meant that Government funding for social care and carers has been limited. Despite these financial challenges, Sutton Carers Centre has worked hard to bring together all available resources to deliver services for Carers. Locally, as part of the social care and health integration agenda, we are also seeing encouraging signs that people and partners in the 'place' in Sutton may be coming together to overcome some of these challenges in uniquely local and inspiring ways. Working across the system is key – and seeing Carers as partners in that system alongside paid professionals, is equally key.

We began the year with a deficit budget (and a conscious decision to use some of our Reserves, given Carers' needs). As can be seen below we were able to reduce this deficit significantly, almost eliminating it, with a much more positive outcome. Risks due to reductions in the overall amount of money for services being commissioned are now very clear. Equally, an increasing focus (long apparent in the NHS) on crisis or near crisis point interventions - to the detriment of a proper balance with spending on preventative measures and the longer-term gains they can bring - poses a considerable threat to the welfare of the majority of Carers. Our specialist support services and skilled information and advice should be well placed not only to help those in crisis but also prevent families from reaching that point in the first place. Our services also strengthen family and community life, adding much social and public benefit.

Incoming resources, resources expended and services.

Income and expenditure were balanced but higher than the previous year (2019/20), income being £659,722 (vs £563,404), expenditure on services and support to Carers increased to £630,613 (from £575,655) in line with income. The largest income source continued to be the London Borough of Sutton (although the funding base has diversified).

We were fortunate to benefit from a legacy during the year increasing income by £10k. Volunteers and students continued to offer their support and input, some of whom were qualified professionals or in advanced stages of training, thus helping to maintain services despite the reduced funds.

Our experienced paid staff also worked to find new and more efficient ways to serve the same volume of Carers within existing resources, even when Carers' lives are becoming more complex, especially with the first lockdown due to COVID-19 in March 2020.

The role of Director of Services was reviewed during 2019/20 and the post has been filled part-time by an existing member of staff. This will be reviewed further to increase the post to full-time, increasing capacity within SCC to continue increased support to Carers in the community during the COVID pandemic. Already this has proved a positive move helping to increase service offer, quality and diversity of funding.

2020/21 ended with a much better than expected result despite a difficult financial environment. Funds overall being carried forward in 2021/22 increased by £29,109. However, SCC's general fund, including unrestricted and designated funds (our 'reserves', which exclude restricted funds) decreased by £10,707, compared to a deficit budget set of £59,500.

Funds that are 'Restricted' are often given by donors to 'top-up' core funding for e.g. Carers' activities and breaks which provide much needed time out for both Young and Adult Carers, but are not deemed appropriate to be funded by public bodies. They are valued greatly by Carers and their families, supporting their health and wellbeing, monies going directly and visibly to benefit Carers.

Reserves Policy

This policy relates to the level of reserves appropriate for Sutton Carers Centre. Each year the Finance and Funding Committee examines SCC's reserves in the light of the risks facing the organisation bearing in mind the Charity Commission's guidance. We recommended to the Management Board (who agreed) that our reserves policy remain the same.

We re-affirmed that we needed to aim to build up unrestricted fund reserves, equal to 3 months' budgeted total spending for the following financial year.

As above, the Reserves Policy, as set by the Trustees, is to have reserves equal to a minimum of 3 months' budgeted expenditure for the following year. 2019/21 did not achieve the minimum with £103,789 (a decrease on last year's figure of £114,496) held as unrestricted funds (25% of budgeted expenditure £578,263), but prudent given the uncertainties and pressures of COVID-19.

With the 2020/21 budget at £578,263, a 3 months' reserves would equal £144,565, so we are c28% short of our current target for 2021/22. Trustees feel that this level of spend was still needed given the ongoing pressures of COVID-19 affecting carers; however, to appropriately manage risk, they also budgeted a slight surplus in 2021/22 to replenish the reserves. This does not allow much flexibility given the risks identified, however, therefore SCC will work assertively to build this up further, and replenish to the 3 months' level.

In the short term, the Management Board also considers what might be done in terms of curtailing activities should the circumstances arise. Scenario-planning is imbedded in our Strategic Planning cycle and Risk Register, accordingly.

Investment Policy

Aside from retaining a prudent amount in reserves each year, most of our funds are spent in the short-term on delivering our objectives, so we have little to invest long-term. All fund balances are held in bank current and deposit accounts or as cash so are immediately available. In common with many others in the charity sector, we invest such funds as we do have longer-term in the Charity Office Investment Funds (COIF), and Virgin Deposit account.

Further details regarding the restricted funds are listed below:

Restricted Funds

Circle Club & Kit Kat Club **Balance £150** This fund resulted from a private donation several years ago and £600 monies were paid in from the former Kit Kat Club. The Circle and Kit Kat Clubs provided a social outlet for Carers, the people they care for and other family members. In consultation with members of the group, the Club was incorporated into the mainstream activities of the Centre. It is now used to fund or subsidise Carers' social activities, outings and courses, e.g. a restaurant outing, money for transport and so on. There was '0' spend during the year.

Carers' Transport Fund **Balance £1,043**
This fund enabled us to offer and fund transport for those Carers who have difficulty accessing public transport or have emergency transport needs. It enables Carers to attend events organised by the Centre and so be fully included, as well as participate in consultation, engagement and other agencies' events. Fund balance at end of year £1,043.

A transfer was agreed by trustees from restricted fund held 'Mental Health Carers Transport' of £453, being the balance of funding provided by the Primary Care Trust/NHS Sutton and Merton to assist Carers who have difficulty travelling to hospital to visit their family member whilst they are an inpatient. There was '0' spend during the year.

Skills & Learning/Carers Relief Funds **Balance £3,038**
Carers Centres can apply to Carers Trust and Sutton Nursing Association on behalf of Carers to access nationally and local held funds that help improve Carer quality of life. All monies are paid to the Centre and then allocated to Carers. This year, another £8,058 was obtained for Carers and £8,032 spent.

Sutton Green Community **Balance £0**
Sutton Carers Centre held this fund of £117 on behalf of Cllr M Heron who accessed funds on behalf of local residents to support community events in and around Sutton Green. As there has been no spend on this fund for 4 years, it was agreed by Cllr M Heron that the fund should be transferred as a donation to Sutton Carers Centre, for the work already carried out at community events.

Carers Forum Development **Balance £2,450**
SCC was awarded £9,898 in 2014/15 by the Social Community Fund via Sutton CVS (now Community Action Surrey) to review and develop the Carers Forum and other means of Carer involvement and representation. There was '0' spend during the year.

Uplift Wellbeing Navigator **Balance (£427)**
SCC was awarded £23,016 by SWLStG following a successful tender to Sutton CCG for community Wellbeing Services. This money funds a specialist Carers' Wellbeing Navigator post via SCC, as part of the new 'Uplift' Service. £22,175 was spent during the year. The contract is now held directly with the Mental Health Trust, the agreement with Imagine having ceased.

Development of Carers' Manual **Balance £297** This manual was commissioned by the Primary Care Trust a few years ago and is an information resource specifically for those Carers looking after people with mental health issues. The balance is retained to pay for any future inserts, updates and the expenses involved in storing and distributing the manual.

Lloyd's Bank Foundation **Balance £14,707**
SCC was awarded £15,000 in 2016/17 to research, develop and pilot a menu of chargeable services which meets the needs of Carers whilst generating sustainable income for the charity. This was to involve the recruitment of new posts, research, consultative events/meetings and to develop an operational plan to launch and run new services. Recruitment costs of £293 have been spent in advance, in readiness for recruitment, although this fund is currently under review with the funder, given SCC's changed priorities.

BBC Children in Need **Balance £1,880**
SCC was awarded a three year grant to offer capacity-building support to schools as well as a range of support services for Young Carers in schools. These included training, one-to- one support, group activities and advocacy. Young Carers benefited through improved aspirations, increased engagement with education and better family relationships. Balance b/fwd from previous year 2019/20 was £2,745. Funding received for the 3rd year (project beginning June 2020), was £35,954 and total spend £36,819, with the remainder to be spent by end of the third project year (June 2021).

BBC Children in Need – IT Equipment **Balance £0**
SCC was awarded a one-off grant of £3,071 to purchase IT equipment for Young Carers during the pandemic. This helped improve the Young Carers engagement in school education and maintaining and improving peer relationships. All of the grant was spent during the year.

BBC Children in Need – Next Steps Programme **Balance £0**
SCC was awarded a one-off grant of £19,680 to deliver support groups, one to one sessions and tuition for Young Carers isolated due to COVID-19. This resulted in improved engagement in education, improved relationships and increased emotional wellbeing. All of the grant was spent during the year.

Peer Support **Balance £729**
SCC was awarded £1,000 funding from Carers Trust. This enabled SCC to increase access for Young Adult Carers through the introduction of peer support groups. Balance b/fwd 2019/20 £929 with a total spend during the year of £200 and the remainder will be spent in the coming year.

MeWe Project **Balance £0**
SCC was awarded £10,000 from Carers Trust, payable in three instalments. £5,000 received during 2019/20 and £5,000 during this year. Balance b/fwd from 2019/20 was £1,916 with a total spend during the year of £6,916.

COVID Emergency Funds Adult & Young Carers **Balance £70**
SCC was awarded 3 grants from Carers Trust: two for adult carers £3,000 and one for young carers £1,500. These were for carers in need of emergency help during the pandemic. Total spend during the year was £4,442. The balance has been spent during 2021/22.

SCC was awarded £34,586 from Co-op for Young Carers in schools through peer to peer support, and improved wellbeing. The funding was received in advance and has been carried forward to 2021/22 when the project will commence.

End of Life Care **Balance £0**
SCC was awarded £28,346 for End of Life Care from Epsom & St Helier Hospitals NHS Trust. This enabled SCC to provide a dedicated worker to support carers with a family member in hospital facing end of life care. Spend during the year was £28,346.

COVID-19 Wave 4 – Navigating Crisis **Balance £7,689**
SCC received £9,856 from London Community Response Fund for 2 workers to conduct assertive, telephone/video outreach to unpaid Carers from the BAMER/BIPOC community to assess need, offer tailored advice, information and support, and develop new forms of service – to improve mental and physical wellbeing, the ability to care, and reduce social isolation. During the year £2,617 was spent on 2 laptops as agreed with the remainder being spent by June 2021.

'Kidstime' Young Carers **Balance £0**
SCC's Chief Executive received birthday donations of £1,161 to be restricted to this creative project, which helps young people affected by parental mental illness and offers family support for both the Young Carer and person they care for. Further gift aid payments were received during the year of £62. The aim is to improve knowledge, communication and relationships between family members so that both may have a better understanding of mental illness and progress positively. Balance b/fwd from 2019/20 was £408 with a total spend during the year of £408.

Young Carers Activities **Balance £1,248**
SCC was awarded £1,250 in 2019/20 and £750 during the year from Jack Petchey towards Young Carers Activities. Balance b/fwd from 2019/20 was £643 with a total spend during the year of £145.

Zen Zone Equipment **Balance £0**
SCC was awarded £750 from Jack Petchey in 2020 towards Zen Zone equipment for Adult Carers. Spend during the year £735, balance £15 transferred to general unrestricted fund.

Young Carers Summer Activities **Balance £255**
SCC was awarded £500 from Jack Petchey in 2020 towards Young Carers Activities. A total spend of £245 during the year.

Total Restricted Funds **Balance £67,715**

Designated Funds

Provision for Refurbishments **Balance £6,091**
This fund was established by the Management Board initially to set aside funding on an annual basis for the re-decorating and re-instatement costs required under the terms of the current lease. It was agreed during the year that this fund could be used for the purchase of IT equipment in light of changing priorities, namely, COVID-19. Balance b/fwd from 2019/20 was £8,402 and spend in the year was £2,311. Positively, the lease with the landlords, fellow charity Aid to the Church in Need, UK was renewed at a fixed fee for 7 years in 2018/19.

Total Designated Funds **Balance £6,091**

SUTTON CARERS CENTRE CHARITY COMPANY
REPORT OF THE TRUSTEES
for the year ended 31st March 2021

STATEMENT OF TRUSTEES RESPONSIBILITIES

The Trustees (who are also the directors of Sutton Carers' Centre for the purpose of company law) are responsible for preparing the Report of the Trustees and the financial statements in accordance with applicable law and 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 as at the balance sheet date and of its incoming resources and application of resources, including income and expenditure, for the financial year. In preparing these financial statements, the trustees are required to:

- select suitable accounting policies and apply them consistently;
- observe the methods and principles in the charity SORP:2019 (FRS 102);
- make judgements and estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will not continue in operation.

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

In so far as the trustees are aware:

- there is no relevant audit information of which the charitable company's auditor is unaware; and
- the trustees have taken all steps that they aught to have taken to make themselves aware of any relevant audit information and to establish that the auditor is aware of that information.

Auditors

Myrus Smith Chartered Accountants have indicated their willingness to accept reappointment as auditors of the charity for a further term and a resolution proposing their reappointment will be put to the members at the Annual General Meeting.

This report has been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small companies.

Approved by the Trustees and signed on their behalf:



Harsha Ganatra
Trustee and Chair

31 May 2022

Sutton Carers Centre Charity Company
Benhill House 1st Floor
12-14 Benhill Avenue
Sutton, Surrey, SM1 4DA

Independent Auditor's Report to the Members of:

SUTTON CARERS CENTRE CHARITY COMPANY

Opinion

We have audited the financial statements of Sutton Carers Centre Charity Company (the 'charitable company') for the year ended 31 March 2021 which comprise the Statement of Financial Activities, Balance Sheet, 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 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

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 charitable company'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 trustees report, other than the financial statements and our auditor's report thereon. The trustees are responsible for the other information contained within the trustees 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.

Independent Auditor's Report to the Members of:

SUTTON CARERS CENTRE CHARITY COMPANY

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' report (incorporating the directors' report) for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the directors' report has been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

In the light of the 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 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**;** 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 directors' report and from the requirement to prepare a strategic report.

Responsibilities of trustees

As explained more fully in the trustees' responsibilities statement, 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.

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:

- Enquiry of management and those charged with governance about actual and potential litigation or claims and the identification of non-compliance with laws and regulations.
- Reviewing minutes of meetings of those charged with governance.
- Reviewing financial statement disclosures and testing to supporting documentation to assess compliance with applicable laws and regulations.
- Auditing the risk of management override of controls, including testing journal entries and other adjustments for appropriateness; assessing whether the judgements made in making accounting estimates are indicative of a potential bias; and evaluating the business rationale of any significant transactions that are unusual or outside the normal course of business.
- Performing analytical procedures to identify any unusual or unexpected relationships that may indicate risks of material misstatement due to fraud.
- Professional scepticism in course of the audit and with audit sampling in material audit areas.

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.

A further description of our responsibilities is available on the Financial Reporting Council's website at: 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.

Stephen Jones FCA (Senior Statutory Auditor)
For and on behalf of Myrus Smith
Chartered Accountants and Statutory Auditors
Norman House, 8 Burnell Road
Sutton, Surrey
SM1 4BW

31 May 2022

SUTTON CARERS CENTRE CHARITY COMPANY

(Registered Charity Number: 1062302)

STATEMENT OF FINANCIAL ACTIVITIES
(incorporating Income and Expenditure Account)
for the year ended 31st March 2021

	Notes	Unrestricted Funds £	Restricted Funds £	Total Funds 2021 £	Total Funds 2020 £
Income					
Donations and legacies	2	23,686	1,307	24,993	61,871
Charitable activities	3	442,625	173,317	615,942	500,223
Investment income	4	145	-	145	356
Other income		18,642	-	18,642	954
Total		**485,098**	**174,624**	**659,722**	**563,404**
Expenditure					
Raising funds	5	13,246	-	13,246	10,492
Charitable activities	6	482,699	134,668	617,367	565,163
Total		**495,945**	**134,668**	**630,613**	**575,655**
Net income/(expenditure) for the year	10	**(10,847)**	**39,956**	**29,109**	**(12,251)**
Transfers between funds	17	140	(140)	-	-
Net movement in Funds		**(10,707)**	**39,816**	**29,109**	**(12,251)**
Total funds as at 1 April 2020	17	114,496	27,899	142,395	154,646
Total funds as at 31 March 2021	17	**£103,789**	**£67,715**	**£171,504**	**£142,395**

All income and expenditure derive from continuing activities.

The Statement of Financial Activities includes all recognised gains and losses.

The notes form part of these financial statements

SUTTON CARERS CENTRE CHARITY COMPANY
(Registered Charity Number: 1062302)

BALANCE SHEET
as at 31st March 2021

	Notes	2021 £	2020 £
Current assets:			
Debtors	13	90,891	55,814
Cash and Bank:			
Current Account		94,207	103,745
COIF Deposit Account		30	30
Virgin Deposit Account		41,334	41,215
Cash in hand		33	133
		226,495	**200,937**
Liabilities:			
Creditors: amounts falling due within one year	14	54,991	58,542
Net assets	16	**£171,504**	**£142,395**
Funds:			
Unrestricted	17	97,698	106,094
Designated (Unrestricted)	17	6,091	8,402
Restricted	17	67,715	27,899
	17	**£171,504**	**£142,395**

These financial statements have been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to Small Companies.

The financial statements were approved by the Management Committee on 31 May 2022 and were signed on its behalf by:

Harsha Ganatra
Trustee and Chair

The notes form part of these financial statements

SUTTON CARERS CENTRE CHARITY COMPANY
(Registered Charity Number: 1062302)

CASH FLOW STATEMENT
for the year ended 31st March 2021

	Notes	2021 £	2020 £
Cash flows from operating activities			
Net movement in funds per statement of financial activities		**29,109**	**(12,251)**
Adjustments for:			
Interest receivable	4	(145)	(356)
Decrease/(increase) in debtors		(35,077)	5,944
(Decrease)/increase in creditors		(3,551)	27,355
Net cash (used in)/provided by operating activities		**(9,664)**	**20,692**
Cash flows from investing activities			
Interest received	4	145	356
Net cash provided by investing activities		**145**	**356**
Change in cash at bank in the year		**(9,519)**	**21,048**
Cash at bank brought forward		145,123	124,075
Cash at bank carried forward		**£135,604**	**£145,123**

The notes form part of these financial statements

1. Accounting policies

General information and basis of preparation

Sutton Carers Centre Charity Company is a private company (No. 03353573), limited by guarantee, registered in England and Wales. 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 given in the Reference and Administrative Information on page 1.

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

The financial statements are prepared on the going concern basis and under the historical cost convention. 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.

Income recognition

Items of income are recognised in the financial statements when all of the following criteria are met:

- The charity has entitlement to the funds;
- any performance conditions have been met or are fully within the control of the charity;
- there is sufficient certainty that receipt of the income is considered probable; and
- the amount can be measured reliably.

Expenditure recognition

Expenditure is recognised once there is a legal or constructive obligation to make payment to a third party, it is probable that settlement will be required and the amount can be measured reliably.

Expenditure includes those costs of a direct nature which can be allocated to a specific activity. It also includes indirect costs, including governance costs that do not relate to a specific activity but are necessary to support those activities. Support costs are apportioned to each activity on the basis of staff time.

1. Accounting policies (Contd)

Fund accounting

Unrestricted general funds are freely available for use in furtherance of the objects of the charity and which have not been designated for particular purposes.

Designated funds are unrestricted funds set aside by the trustees for particular purposes.

Restricted funds are funds which can only be used in accordance with specific restrictions imposed by the donor or which have been raised for a particular purpose.

Leases

Operating lease rentals are charged to the Statement of Financial Activities on a straight line basis over the period of the lease.

Pensions

The charity operates a defined contribution pension scheme. Contributions payable under the scheme are charged the Statement of Financial Activities in the year to which they relate.

Debtors and Creditors

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

2. DONATIONS AND LEGACIES

	Unrestricted Funds £	Restricted Funds £	Total 2021 £	Total 2020 £
Donations	13,686	1,307	14,993	26,328
Legacies	10,000	-	10,000	35,543
	£23,686	**£1,307**	**£24,993**	**£61,871**

Of the £61,871 recognised in 2020, £61,809 was unrestricted funds and £62 was restricted funds.

NOTES TO THE FINANCIAL STATEMENTS for the year ended 31st March 2021

3. INCOME FROM CHARITABLE ACTIVITIES	Unrestricted Funds £	Restricted Funds £	Total 2021 £	Total 2020 £
Adult Carers Advice, Information and Support (ALPS) via Citizen's Advice, Sutton Together	110,000	-	110,000	109,985
Adult Carers Preventative Support Service, London Borough of Sutton	199,982	-	199,982	199,982
London Borough of Sutton (People (Directorate): Young Carers Support	67,557	-	67,557	67,557
London Borough of Sutton – AC & YC's Uplift	20,066	-	20,066	-
London Borough of Sutton – COVID Support	11,000	-	11,000	1,733
SWLStG via Imagine – Carers Wellbeing Navigator	-	23,016	23,016	32,000
SWLStG Mental Health NHS Trust (Uplift Rental)	8,750	-	8,750	8,750
SWLStG Mental Health NHS Trust (IAPT/PTiPC)	15,000	-	15,000	15,000
BBC Children in Need	-	35,954	35,954	35,954
BBC Children in Need – IT Equipment	-	3,071	3,071	-
BBC Children in Need – Next Step Programmes	-	19,680	19,680	-
Big Lottery Fund - AYCES	8,670	-	8,670	8,500
Carer Trust Grants:				
Adult Carers COVID Emergency Fund No. 1	-	1,500	1,500	-
Adult Carers COVID Emergency Fund No .2	-	1,500	1,500	-
Young Carers COVID Emergency Fund	-	1,500	1,500	-
Peer Support	-	-	-	1,000
Me We Support	-	5,000	5,000	5,000
IT Kit	-	-	-	2,471
Community Action Sutton – Carers Forums	1,600	-	1,600	1,600
Co-op #iWill	-	34,586	34,586	-
Skills and Learning/Carers Breaks and Relief	-	8,058	8,058	6,952
Epsom & St Helier – End of Life Care	-	28,346	28,346	-
Jack Petchey Young Carers	-	750	750	1,250
Jack Petchey Young Carers Summer Activities	-	500	500	-
Jack Petchey Young Carers – Zen Zone Equipment	-	-	-	750
London Community Response Fund	-	9,856	9,856	-
Asda Young Carers & Adult Carers Christmas Party	-	-	-	500
Asda Yoga Equipment	-	-	-	239
Rotary Club Young Carers & Adult Carers Christmas Party	-	-	-	1,000
	£442,625	**£173,317**	**£615,942**	**£500,223**

Of the £500,223 recognised in 2020, £413,107 was unrestricted and £87,116 was restricted funds.

4. INVESTMENT INCOME	Unrestricted Funds	Restricted Funds	Total 2021	Total 2020
Bank interest	**£145**	**£Nil**	**£145**	**£356**

All of the £356 recognised in 2020 was unrestricted funds.

5. COST OF RAISING FUNDS	Direct Costs £	Support Costs £	Total 2021 £	Total 2020 £
Staff costs	10,925	-	10,925	8,252
Fundraising consultants	1,396	-	1,396	735
Printing and publicity	925	-	925	1,505
	£13,246	**£Nil**	**£13,246**	**£10,492**

All of the £10,492 expenditure recognised in 2020 was charged to unrestricted funds.

6. EXPENDITURE ON CHARITABLE ACTIVITIES	Direct Costs £	Support Costs £	Total 2021 £	Total 2020 £
Carers advice, information and support	60,590	38,585	99,175	81,853
Adult carers services	102,852	30,302	133,154	118,931
Young carers services	159,084	27,663	186,747	151,065
Mental health services	167,437	30,854	198,291	213,314
	£489,963	**£127,404**	**£617,367**	**£565,163**

Of the £565,163 expenditure recognised in 2020, £469,070 was charged to unrestricted funds and £96,093 was charged to restricted funds.

NOTES TO THE FINANCIAL STATEMENTS for the year ended 31st March 2021

7. ANALYSIS OF DIRECT COSTS

	Raising Funds £	Charitable Activities £	Total 2021 £	Total 2020 £
Staff costs	10,925	421,627	432,552	389,821
Recruitment expenses	-	2,327	2,327	1,895
Outsourced fundraising and financial services	1,396	11,037	12,433	5,021
Sub-contractor costs	-	13,506	13,506	14,974
Staff expenses	-	654	654	1,326
Staff training/wellbeing/mentoring	-	2,376	2,376	4,045
Volunteers training	-	-	-	125
Volunteers expenses	-	47	47	620
Counselling service	-	1,965	1,965	1,035
IT software/equipment	-	487	487	8,255
Carers breaks and activities	-	17,710	17,710	18,300
COVID	-	17,259	17,259	-
Grants to carers	-	-	-	600
Newsletter/printing/publicity	925	968	1,893	2,779
	£13,246	**£489,963**	**£503,209**	**£448,796**

8. ANALYSIS OF SUPPORT COSTS

	Raising Funds £	Charitable Activities £	Total 2021 £	Total 2020 £
Staff costs	-	10,245	10,245	10,245
Rent, service charge and business rates	-	49,487	49,487	57,587
Cleaning, waste disposal and alarm	-	3,073	3,073	4,172
Insurance	-	2,062	2,062	1,952
Office furniture, equipment and refurbishment	-	2,327	2,327	901
Computer software and maintenance	-	7,675	7,675	6,095
IT equipment	-	4,280	4,280	264
Photocopier costs	-	639	639	1,289
Stationery	-	294	294	941
Postage	-	1,358	1,358	2,281
Telephones	-	5,235	5,235	7,614
Subscriptions	-	8,098	8,098	5,653
Outsourced payroll costs	-	2,134	2,134	2,108
Outsourced financial services	-	21,727	21,727	19,200
Consultancy fees	-	5,381	5,381	1,724
Meeting expenses (Management Board)	-	91	91	175
Management Board training	-	95	95	165
Governance costs (see Note 9)	-	3,113	3,113	4,265
Bank charges	-	90	90	228
	£Nil	**£127,404**	**£127,404**	**£126,859**

NOTES TO THE FINANCIAL STATEMENTS for the year ended 31st March 2021

9. GOVERNANCE COSTS

	Unrestricted Funds £	Restricted Funds £	Total 2021 £	Total 2020 £
Audit fee	3,100	-	3,100	3,100
Legal and professional fees	13	-	13	13
AGM and annual report	-	-	-	1,152
	£3,113	**£Nil**	**£3,113**	**£4,265**

10. NET INCOME/(EXPENDITURE)

	2021	2020
Net income/(expenditure) for the year is stated after charging:		
Auditor's remuneration	£3,100	£3,100
Operating lease rentals	£2,900	£34,800

11. TRUSTEES' REMUNERATION AND EXPENSES

The trustees neither received nor waived any remuneration during the year (2020: £Nil). No trustees (2020: 0 trustees) were reimbursed for travel expenses during the year (2020: £Nil).

12. STAFF COSTS

	2021 £	2020 £
Wages and Salaries	394,634	354,378
Employer's NI costs	30,356	28,806
Pension costs (defined contribution scheme)	17,807	16,882
	£442,797	**£400,066**

Total employee benefits received by key management amounted to £186,477 (2020 : £166,896).

The increase in key management salaries is due to increased capacity needed during the COVID pandemic.

Under FRS 102, employee benefits include gross salary, benefits in kind, employee's national insurance and employer's pension costs.

No employee received total employee benefits (excluding employer pension costs) of more than £60,000 in either year.

The average number of employees was 17 (2020 : 17), calculated on a full-time equivalent basis, analysed by function was:

	2021 Number	2020 Number
Direct charitable activities	18.5	18.5
Management and administration	3.0	2.0
	21.5	**20.5**

13. DEBTORS

	2021 £	2020 £
Trade debtors	72,937	25,346
Prepayments	17,954	30,468
	£90,891	**£55,814**

14. CREDITORS: Amounts falling due within one year

	2021 £	2020 £
Trade creditors	10,916	19,010
Accruals and deferred income	20,770	29,730
Social security costs	20,839	7,615
Pension accrual	2,466	2,187
	£54,991	**£58,542**

Deferred income analysis

	£
As at 1 April 2020	22,698
Additions during the year	-
Amounts released to income	(22,698)
As at 31 March 2021	**£Nil**

15. OPERATING LEASE COMMITMENTS

The total future minimum lease payments due under non-cancellable operating leases was as follows:

	2021 £	2020 £
Within one year	2,900	2,900
Two to five years	-	-
	£2,900	**£2,900**

16. ANALYSIS OF NET ASSETS BETWEEN FUNDS

2021	Unrestricted General Funds £	Unrestricted Designated Funds £	Restricted Funds £	Total £
Current assets	152,689	6,091	67,715	226,495
Current liabilities	(54,991)	-	-	(54,991)
Total	**£97,698**	**£6,091**	**£67,715**	**£171,504**

Comparative information for the analysis of net assets between funds in the previous year is as follows:

2020	Unrestricted General Funds £	Unrestricted Designated Funds £	Restricted Funds £	Total £
Current assets	164,636	8,402	27,899	200,937
Current liabilities	(58,542)	-	-	(58,542)
Total	**£106,094**	**£8,402**	**£27,899**	**£142,395**

NOTES TO THE FINANCIAL STATEMENTS for the year ended 31st March 2021

17. MOVEMENT IN FUNDS

2021	Balance 1 April 2020 £	Income £	Expenditure £	Transfers £	Balance 31 March 2021 £
Unrestricted Funds:					
Carers General Fund	**106,094**	**485,098**	**493,634**	**140**	**97,698**
Designated Funds:					
Provision for Refurbishments	**8,402**	**-**	**2,311**	**-**	**6,091**
Restricted Funds:					
Circle Club and Kit Kat Club	150	-	-	-	150
Carers' Transport Fund	590	-	-	453	1,043
Skills and Learning/Carers Relief and Breaks	3,012	8,058	8,032	-	3,038
Sutton Green Community	117	-	-	(117)	-
Carers Forum Meetings (ISCB Fund Via SCVS)	-	-	-	-	-
Carers Forum Development (Social Community Funds via SCVS)	2,450	-	-	-	2,450
Wellbeing Navigator (Imagine)	(1,268)	23,016	22,175	-	(427)
Development of Carers' Manual	297	-	-	-	297
Mental Health Carers Transport	453	-	-	(453)	-
Lloyds Bank Foundation	14,707	-	-	-	14,707
BBC Children in Need	2,745	35,954	36,819	-	1,880
BBC Children in Need - IT Equipment	-	3,071	3,071	-	-
BBC Children in Need – Next Steps Programme	-	19,680	19,680	-	-
Peer Support – Carers Trust	929	-	200	-	729
Me We Project - Carers Trust	1,916	5,000	6,916	-	-
Carers Trust – COVID Emergency Fund AC's x 2 YC's x 1	-	4,500	4,442	12	70
Co-op #iWill	-	34,586	-	-	34,586
Epsom & St Helier Hospitals NHS Trust	-	28,346	28,346	-	-
London Community Response Fund	-	9,856	2,167	-	7,689
Young Carers - Kid's Time Restricted Donations	408	-	408	-	-
Jack Petchey – Young Carers	643	750	145	-	1,248
Jack Petchey – Zen Zone Equipment	750	-	735	(15)	-
Jack Petchey – Young Carers Summer Activities	-	500	245	-	255
Private Donation	-	1,307	1,287	(20)	-
	27,899	**174,624**	**134,668**	**(140)**	**67,715**
Total Funds	**£142,395**	**£659,722**	**£630,613**	**£Nil**	**£171,504**

The purpose of each restricted fund and transfers is set out in the Trustees' Report.

17. MOVEMENT IN FUNDS

Comparative information for the movement in funds in the previous year is as follows:

2020	Balance 1 April 2019 £	Income £	Expenditure £	Transfers £	Balance 31 March 2020 £
Unrestricted Funds:					
Carers General Fund	**104,219**	**476,226**	**473,626**	**(725)**	**106,094**
Designated Funds:					
Provision for Refurbishments	**14,338**	**-**	**5,936**	**-**	**8,402**
Restricted Funds:					
Circle Club and Kit Kat Club	261	-	111	-	150
Carers' Transport Fund	590	-	-	-	590
Skills and Learning/Carers Relief and Breaks	1,848	6,952	5,788	-	3,012
Sutton Green Community	117	-	-	-	117
Sutton Carers Forum	178	-	178	-	-
Carers Forum Development (Social Community Funds via SCVS)	2,259	-	-	191	2,450
Uplift Wellbeing Navigator (Imagine)	(170)	32,000	33,098	-	(1,268)
Development of Carers' Manual	297	-	-	-	297
Mental Health Carers Transport	453	-	-	-	453
Lloyds Bank Foundation	14,707	-	-	-	14,707
BBC Children in Need	5,950	35,954	39,159	-	2,745
Achieving Ambitions – Carers Trust	687	-	713	26	-
Peer Support – Carers Trust	-	1,000	71	-	929
MeWe Project - Carers Trust	-	5,000	3,084	-	1,916
IT Equipment	-	2,471	2,471	-	-
ESC Lottery Fund – Sport England	7,865	-	7,865	-	-
Young Carer's - Kid's Time Donations	1,047	62	701	-	408
Jack Petchey – Young Carers	-	1,250	607	-	643
Jack Petchey – Zen Zone Equipment	-	750	-	-	750
Asda Young Carers & Adult Carers Christmas Party	-	1,500	2,028	528	-
Asda Yoga Equipment	-	239	219	(20)	-
	36,089	**87,178**	**96,093**	**725**	**27,899**
Total Funds	**£154,646**	**£563,404**	**£575,655**	**£Nil**	**£142,395**

18. RELATED PARTY TRANSACTIONS

There were no transactions with related parties other than set out in Notes 11 and 12 relating to trustees expenses and key management remuneration.