

**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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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.

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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

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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.

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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.

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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

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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 policies 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 as 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.

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- 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.

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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.

Our key achievements and plans for the future

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

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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.

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- 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.

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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.

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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.

SUTTON CARERS CENTRE CHARITY COMPANY
REPORT OF THE TRUSTEES
for the year ended 31st March 2021

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.

**SUTTON CARERS CENTRE CHARITY COMPANY
REPORT OF THE TRUSTEES
or the year ended 31st March 2021**

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 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 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.

Independent Auditor's Report to the Members of:

SUTTON CARERS CENTRE CHARITY COMPANY

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

SUTTON CARERS CENTRE CHARITY COMPANY

(Registered Charity Number: 1062302)

NOTES TO THE FINANCIAL STATEMENTS

for the year ended 31st March 2021

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.

SUTTON CARERS CENTRE CHARITY COMPANY

(Registered Charity Number: 1062302)

**NOTES TO THE FINANCIAL STATEMENTS
for the year ended 31st March 2021**

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
	<u>£23,686</u>	<u>£1,307</u>	<u>£24,993</u>	<u>£61,871</u>

Of the £61,871 recognised in 2020, £61,809 was unrestricted funds and £62 was restricted funds.

SUTTON CARERS CENTRE CHARITY COMPANY

(Registered Charity Number: 1062302)

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.

SUTTON CARERS CENTRE CHARITY COMPANY

(Registered Charity Number: 1062302)

NOTES TO THE FINANCIAL STATEMENTS**for the year ended 31st March 2021**

4. INVESTMENT INCOME	Unrestricted Funds	Restricted Funds	Total 2021	Total 2020
Bank interest	<u>£145</u>	<u>£Nil</u>	<u>£145</u>	<u>£356</u>

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
	<u>£13,246</u>	<u>£Nil</u>	<u>£13,246</u>	<u>£10,492</u>

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
	<u>£489,963</u>	<u>£127,404</u>	<u>£617,367</u>	<u>£565,163</u>

Of the £565,163 expenditure recognised in 2020, £469,070 was charged to unrestricted funds and £96,093 was charged to restricted funds.

SUTTON CARERS CENTRE CHARITY COMPANY

(Registered Charity Number: 1062302)

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

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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
	<u>£3,113</u>	<u>£Nil</u>	<u>£3,113</u>	<u>£4,265</u>

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
	<u>£2,900</u>	<u>£34,800</u>

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
	<u>£442,797</u>	<u>£400,066</u>

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
	<u>21.5</u>	<u>20.5</u>

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for the year ended 31st March 2021

13. DEBTORS	2021	2020
	£	£
Trade debtors	72,937	25,346
Prepayments	17,954	30,468
	<u>£90,891</u>	<u>£55,814</u>
	<u><u>£90,891</u></u>	<u><u>£55,814</u></u>
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
	<u>£54,991</u>	<u>£58,542</u>
	<u><u>£54,991</u></u>	<u><u>£58,542</u></u>
Deferred income analysis		
		£
As at 1 April 2020		22,698
Additions during the year		-
Amounts released to income		(22,698)
		<u>£Nil</u>
As at 31 March 2021		<u><u>£Nil</u></u>
15. OPERATING LEASE COMMITMENTS	2021	2020
	£	£
The total future minimum lease payments due under non-cancellable operating leases was as follows:		
Within one year	2,900	2,900
Two to five years	-	-
	<u>£2,900</u>	<u>£2,900</u>
	<u><u>£2,900</u></u>	<u><u>£2,900</u></u>

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16. ANALYSIS OF NET ASSETS BETWEEN FUNDS	Unrestricted General Funds £	Unrestricted Designated Funds £	Restricted Funds £	Total £
2021				
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:

	Unrestricted General Funds £	Unrestricted Designated Funds £	Restricted Funds £	Total £
2020				
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

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for the year ended 31st March 2021

17. MOVEMENT IN FUNDS	Balance 1 April 2020 £	Income £	Expenditure £	Transfers £	Balance 31 March 2021 £
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.

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NOTES TO THE FINANCIAL STATEMENTS

for the year ended 31st March 2021

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	<u>104,219</u>	<u>476,226</u>	<u>473,626</u>	<u>(725)</u>	<u>106,094</u>
Designated Funds:					
Provision for Refurbishments	<u>14,338</u>	<u>-</u>	<u>5,936</u>	<u>-</u>	<u>8,402</u>
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)	-
	<u>36,089</u>	<u>87,178</u>	<u>96,093</u>	<u>725</u>	<u>27,899</u>
Total Funds	<u><u>£154,646</u></u>	<u><u>£563,404</u></u>	<u><u>£575,655</u></u>	<u><u>£Nil</u></u>	<u><u>£142,395</u></u>

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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.