

**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 1 st Floor 12-14 Benhill Avenue, Sutton, Surrey SM1 4DA

Trustees:

Harsha Ganatra	Chair
Andrew McCreddie	Treasurer
Margaret Hobbs	(resigned 30 th November 2022)
Giuliana Rosenow	(resigned 19 th 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
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Auditors:	Myrus Smith, Chartered Accountants, Norman House, 8 Burnell Road, Sutton, SM1 4BW
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Bankers:	Barclays Bank Ltd, 43 High St, Sutton SM1 1DR CCLA Investment Management Ltd, COIF Charity Funds, 80 Cheapside, London EC2V 6DZ
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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

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.

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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.

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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 of 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.

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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.

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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.

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- 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.

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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, 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.

Our 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.

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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.

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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.

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- 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.

Incoming resources, resources expended and services.

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.

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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.

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

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.

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

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.	

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

#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**

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

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 McCredie
Trustee/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.

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

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.

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

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

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

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 2023

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.

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

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

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.

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4. INVESTMENT INCOME	Unrestricted Funds	Restricted Funds	Total 2023	Total 2022
Bank interest	<u>£310</u>	<u>£Nil</u>	<u>£310</u>	<u>£56</u>

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
	<u>£12,638</u>	<u>£Nil</u>	<u>£12,638</u>	<u>£13,288</u>

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
	<u>£531,118</u>	<u>£125,240</u>	<u>£656,358</u>	<u>£669,113</u>

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

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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

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NOTES TO THE FINANCIAL STATEMENTS
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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	-	-	-	-
	<u>£4,116</u>	<u>£Nil</u>	<u>£4,116</u>	<u>£4,613</u>

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	<u>£2,900</u>	<u>£2,900</u>

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
	<u>£500,155</u>	<u>£526,768</u>

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	2022
	Number	Number
Direct charitable activities	18.5	19.5
Management and administration	4.0	4.0
	<u>22.5</u>	<u>23.5</u>

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13. DEBTORS	2023	2022
	£	£
Trade debtors	158,344	174,657
Prepayments	22,792	52,201
	<u>£181,136</u>	<u>£226,858</u>
	<u><u>£181,136</u></u>	<u><u>£226,858</u></u>
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
	<u>£56,031</u>	<u>£74,885</u>
	<u><u>£56,031</u></u>	<u><u>£74,885</u></u>
Deferred income analysis		
		£
As at 1 April 2022		-
Additions during the year		186,910
Amounts released to income		(186,910)
		<u>£Nil</u>
As at 31 March 2023		<u><u>£Nil</u></u>
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	-
	<u>£37,700</u>	<u>£2,900</u>
	<u><u>£37,700</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 £
2023				
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:

	Unrestricted General Funds £	Unrestricted Designated Funds £	Restricted Funds £	Total £
2022				
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

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17. MOVEMENT IN FUNDS	Balance 1 April 2022 £	Income £	Expenditure £	Transfers £	Balance 31 March 2022 £
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.

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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

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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.