

THE CARERS CENTRE (BRISTOL AND SOUTH GLOUCESTERSHIRE)

England & Wales · Charity number 1063226

Details

Other names	CARERS CENTRE BRISTOL AND SOUTH GLOUCESTERSHIRE, CARERS SUPPORT CENTRE, PRINCESS ROYAL TRUST CARERS CENTRE, THE CARERS' SUPPORT CENTRE BRISTOL AND SOUTH GLOUCESTERSHIRE, THE PRINCESS ROYAL TRUST CARERS CENTRE
Status	Registered
Legal form	Charitable company
Company number	03377199
Registered	1997-07-05
Register	View on the Charity Commission register

Contact

Address	The Carers Support Centre The Vassall Centre Gill Avenue Bristol BS16 2QQ
Phone	01179392562
Email	admin@carerssupportcentre.org.uk
Website	www.carerssupportcentre.org.uk

Activities

Objects: TO SUPPORT ADULT AND YOUNG CARERS RESIDING IN BRISTOL AND SOUTH GLOUCESTERSHIRE WHO ARE, OR WERE CARRYING OUT A CARING ROLE FOR PERSONS WHO ARE DISABLED, ELDERLY OR ILL, BY THE PROVISION OF PRACTICAL HELP, ADVICE, ASSISTANCE, SERVICE, ADVOCACY AND SUPPORT

Activities: To support adult and young carers residing in Bristol and South Gloucestershire who are, or were carrying out a caring role for persons who are disabled, elderly or ill, by the provision of practical help, advice, assistance, service, advocacy and support.

Classification

- **How:** Provides Human Resources, Provides Services, Provides Advocacy/advice/information
- **What:** General Charitable Purposes
- **Who:** Children/young People, Elderly/old People, Other Defined Groups

Geography

- **Area of benefit:** IN PRACTICE BRISTOL AND SOUTH GLOS
- Bristol City
- South Gloucestershire

Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£1,229,647	£1,410,565	£718,247	50
2024-03-31	£1,335,052	£1,379,630	£892,097	50
2023-03-31	£1,257,361	£1,320,481	£918,035	53
2022-03-31	£1,446,032	£1,283,339	£985,716	57
2021-03-31	£1,270,637	£1,219,953	£812,649	60

Trustees

Name	Role	Appointed
Bethanie Cundy		2025-06-02
Ewan Cameron		2026-03-10
Jen Tomkinson		2020-04-22
Kayleigh Laura Porsche Kinchin-Ballam		2025-06-02
Louise Janis Manley Winn		2016-07-11
Marc Tinson		2026-03-10
Matthew Jackson		2024-08-13
Phoebe Louise Wilson		2025-06-02
Stuart James Hill		2025-03-12

THE CARERS CENTRE (BRISTOL AND SOUTH GLOUCESTERSHIRE)

England & Wales - Charity number 1063226

Accounts



Carers Support Centre
Bristol & South Gloucestershire



Company no. 03377199
Charity no. 1063226

The Carers Centre (Bristol & South Gloucestershire) Report and Audited Financial Statements



31 March 2025

Company number 3377199

Charity number 1063226

Registered office and operational address The Vassall Centre
Gill Avenue
Fishponds
Bristol
BS16 2QQ

Status The Carers Centre (Bristol & South Gloucestershire) is known locally as Carers Support (CS)

Trustees Trustees, who are also directors under company law, who served during the year and up to the date of this report were as follows:

Mary Whittington	Chair (Deceased 18 October 2025)
Jennifer Cheshire	
Graham Hunt	Treasurer (Retired 11 February 2025)
Matthew Jackson	
Sian Jones	(Resigned 14 February 2025)
Pearl Raymond	(Resigned 21 August 2024)
Jennifer Tomkinson	
Louise Winn	
Stuart Hill	Treasurer (Appointed 17 March 2025)
Kayleigh Kinchin-Ballam	(Appointed 02 June 2025)
Bethanie Cundy	(Appointed 02 June 2025)
Phoebe Wilson	(Appointed 02 June 2025)

Company Secretary Carl Tams (Resigned 24 February 2025)
Lucy Giles Interim CEO (Appointed 29 May 2025)

Chief Executive Officer The Trustees delegate the day-to-day leadership and management of the organisation to the Chief Executive Officer, Mr. Carl Tams (resigned 24 February 2025), Ms. Lucy Giles (appointed on an interim basis 29 May 2025)

Bankers Virgin Money
5 Northgate Street
Gloucester
GL1 2AH

The Carers Centre (Bristol & South Gloucestershire)

Reference and administrative details

For the year ended 31 March 2025

Auditors

Godfrey Wilson Limited
Chartered accountants and statutory auditors
5th Floor Mariner House
62 Prince Street
Bristol
BS1 4QD

Governance and Management

Governing Document

The Carers Centre (Bristol and South Gloucestershire) is a registered charity and a company limited by guarantee, governed by its Articles and the Companies Act 1985, 2006 and the Charities Act 2006, 2011. It is known locally as Carers Support (CS) and is a network partner of Carers Trust. Whilst benefiting from access to resources and support through this membership, it retains full autonomy over local policy, governance and procedures.

Risk Review

All identified risks are allocated to the relevant sub-committee of the board to monitor. The Board of Trustees delegates the evaluation of risks to the relevant subcommittees, which meet quarterly to review and update the risk register. Major risks and/or new or increasing risks are reviewed by the full board quarterly.

Internal risks are minimised by the implementation of effective internal control procedures, which ensure both appropriate authorisation of all transactions and consistent quality of delivery for all operational aspects of the charity. These procedures are periodically reviewed for their continuing effectiveness.

The risk register was updated throughout the year and is a standing item for discussion at all subcommittee meetings, namely:

- Finance Subcommittee (FSC)
- Personnel Subcommittee (PSC)
- Fundraising Subcommittee (FRSC)
- Service and Quality Subcommittee (S&QSC)

All subcommittees have terms of reference which are reviewed annually and report back to the Board of Trustees before any major decisions, not covered by delegated authority, are taken.

Organisational Structure

The CEO is responsible for the day-to-day running of the organisation and line manages a Senior Management Team and Policy and Engagement Lead. The CEO will take decisions on a day-to-day basis and refer to the Chair of Trustees when appropriate.

A board of Trustees, who are also the company directors, are legally responsible for the organisation and governance of CS.

Appointment of Trustees

Trustees are recruited by personal contact, word of mouth and advertisement. Selection is based on information provided on an application form, whenever possible filling gaps in skills and experience identified by an annual skills audit of existing trustees, and by interview.

Trustee Induction and Training

Trustee induction is a key part of making our trustee board effective. It provides an opportunity to learn about their role and about different aspects of the organisation.

The aim of the induction process is to ensure that trustees have the skills and knowledge to equip them to:

- Share the values that underpin CS's work;
- Understand the outcomes that CS is endeavouring to create and achieve;
- Be knowledgeable about the range of services that CS provides;
- Be aware of the financial situation of the organisation, including key sources of funding and areas of risk;
- Understand their responsibilities as both Company Director and Trustee;
- Understand the governing document;
- Be aware of the staff structure of the organisation and the flow of delegated responsibility within the structure; and
- Understand the range of networks to which CS relates and the organisations with which it has a 'special' relationship.

Trustees have an annual review meeting with the Chair of Trustees, where performance and individual training and development needs are discussed. All Trustees are also invited to attend 'snapshot' training sessions, as and when appropriate. Trustees are encouraged to select a specific work area to take a lead on and liaise with the specific Senior Manager, provide feedback on activity to the board of Trustees and raise any issues and developments, as appropriate.

The Board implements an annual Board Performance Review process.

Networks and Partnerships

CS works in partnership both strategically and operationally with all sectors across Bristol and South Gloucestershire to raise carer awareness, increase identification and provision of support services.

CS is a network partner of Carers Trust and can access the support from Carers Trust Network Support Manager for any governance support, advice and training. The Chair and CEO can attend quarterly regional meetings to keep abreast of developments within Carers Trust and to network with CEOs and Trustees from other organisations across the South West. Carers Trust also holds an annual National Conference, which an allocated Trustee, along with the CEO, can attend, where there are specific workshops related to governance and networking opportunities.

Pay and Remuneration

The organisation has a Remuneration Policy. Levels of remuneration are recommended by the CEO and considered by both the Personnel Subcommittee, to determine fairness etc. and the Finance Subcommittee, to consider affordability. A joint recommendation is then put to the full Board for a decision to be made:

This process is also used to:

- determine and keep under review the salary banding of all staff, using such market comparators as it deems suitable and taking account of the nature of the posts being considered;
- determine any annual percentage 'cost of living' change;
- consider recommendations from the Chief Executive (or Chair if in relation to the

Chief Executive) following review of roles and responsibilities for individual team members;

- determine whether there should be any salary increases for staff members following review of applications submitted;
- determine and review the remuneration of the Chief Executive;
- ensure compliance with current HR, payroll and pension laws (including auto enrolment); and
- ensure that contractual terms on any termination of employment are fully met to protect both the individual and the charity.

Vision, Mission, Objectives and Activities

Our Vision:

'A better life for carers of all ages ... where they are recognised, valued and supported in their caring role and empowered to fulfil their own aspirations.'

Our Mission:

- We will support carers' emotional, physical and financial health and wellbeing, building their resilience and confidence.
- We will listen to and amplify carers' voices, enabling them to have a strong and independent influence on policy and services.
- We will support carers to be free from inappropriate levels of care and able to live a life of their own.
- We will raise awareness of carers and the issues they face, leading to communities and organisations where carers feel recognised, welcome and supported.

Our Values:

- **Co-production**
We will be led by carers' needs involving them in service planning and development and encouraging other organisations to do the same.
- **Listening and learning**
We will constantly listen, review and refine our services, developing and sharing good practice.
- **Collaborative and connected**
We will be collaborative in our approach to supporting carers, working closely with partner organisations and communities to provide holistic, sustainable support.
- **Empowering**
We will be enabling in our approach to supporting carers, building resilience and confidence, empowering them to achieve their own goals.
- **Valuing people**
We will treat staff, volunteers and those we work with, with respect and kindness, valuing diversity and the contribution they make.

Underpinning our Strategy are our key Strategic Aims:

1. **Achieving carer outcomes** – supporting and empowering carers to achieve a better quality of life, through provision of a wide range of responsive services. We will:

- a. Continually enhance existing services through monitoring, impact measurement and development;
 - b. Identify gaps in service provision and develop new services that are responsive to the varying and diverse needs of carers;
 - c. Support carers to eliminate inappropriate caring; and
 - d. Improve collection and analysis of data, to inform service delivery.
 2. **Extending our reach** – identifying carers not in contact with support services to make them aware of Carers Support and what we offer. We will:
 - a. Promote our services, so more people can self-identify as carers, and access our services;
 - b. Through outreach work and partnerships with local community groups, identify seldom heard carers not currently in contact with support services; and
 - c. Raise awareness across all sectors and general public by increasing knowledge and understanding of carers and their issues.
 3. **Influential voice** – promoting co-production of our services and governance and those of other organisations, through a strong, independent voice for carers. We will:
 - a. Promote the role of carers so that they are recognised, valued and respected as expert partners in care, and part of the health and social care team;
 - b. Enable carers of all ages to engage effectively with decision-makers and ensure their voices are heard;
 - c. Create and promote different ways carers can input into co-production of services; and
 - d. Ensure our organisation reflects carers voices through its governance and development of services.
 4. **Sustainability** – being a well-run charity attracting funders, commissioners, volunteers and supporters. We will:
 - a. Create a flexible staffing structure to enable sustainable development of the organisation;
 - b. Develop fundraising and diversify the organisation's funding base;
 - c. Demonstrate high quality, impactful and value for money services;
 - d. Ensure staff are supported, resourced and developed to achieve their potential;
 - e. Develop volunteering to enable greater service provision and more meaningful opportunities for volunteers;
 - f. Embed digital solutions to create greater efficiency and choice of services;
 - g. Develop environmentally friendly premises strategy to reduce overheads, give greater community visibility and improving our carbon footprint;
 - h. Adapt delivery models, developing tiered services responding to increasing demand;
 - i. Provide robust governance through a diverse and skilled board, including people with lived experience of caring; and
 - j. Consider the environmental impact in all decision making in line with our policy.
 5. **Equality, diversity & inclusion (EDI)** – embedding equalities across the organisation, removing barriers to accessing our services. We will:
-

- a. Provide support to increase staff and volunteers' awareness and understanding of EDI;
 - b. Embed EDI into recruitment, service planning, delivery and governance;
 - c. Set clear targets and measures for our EDI work as part of our reporting structures; and
 - d. Actively engage with community/interest groups as equal partners to help develop our work and increase accessibility to our services.
6. **Employer of choice** – striving to be the charity people choose to work and volunteer for, prioritising learning, where they can make a difference alongside having a good work/life balance. We will:
 - a. Be a caring employer, providing flexible employment opportunities and promoting a healthy work/life balance;
 - b. Be a learning organisation that encourages training and development, providing staff opportunities to grow;
 - c. Encourage staff understanding of the part they play in the organisation, knowledge of their responsibilities within it and empower them to play an active part in the development of services;
 - d. Value staff and volunteers, recognising and rewarding their contribution;
 - e. Demonstrate fair, open and transparent leadership; and
 - f. All communicate respectfully and clearly across the organisation.

Charitable Objects

CS's objects, as set out in the governing article are:

To support adult and young carers residing in Bristol and South Gloucestershire who are, or were, carrying out a caring role for persons who are disabled, elderly or ill, by the provision of practical help, advice, assistance, service, advocacy and support.

By working to the objects as detailed above, the Charity satisfies the public benefit requirement, as detailed in the Charities Act 2011, by providing practical and emotional support to carers and former carers in need, thereby improving their health, well-being and quality of life.

We have referred to the guidance contained in the Charity Commission's general guidance on public benefit when reviewing our aim and objectives and planning future activities. The Trustees consider how planned activities will contribute to our aims and objectives.

CS aims to provide information and support for carers, raise awareness of carers' issues and involve carers in the planning and provision of services to meet their needs.

Our aim is to improve the emotional, social, financial and practical situation of the individual carers we support, and to work towards better support for, and understanding of, carers generally within the area of Bristol and South Gloucestershire.

Principles for achieving objectives

CS seeks to achieve its aims and outcomes through the following principles:

- a. Adhering to key values as outlined above
- b. Ensuring attention is given to quality and equality:

- having appropriately trained and supported paid and unpaid team members, to provide emotional, practical and information support services to carers in Bristol and South Gloucestershire;
- working to an outreach three-tiered conversation model and in partnership with locality based voluntary and statutory agencies;
- ensuring that CS services are open to all carers in the area, regardless of age, caring situation or protected characteristic; and
- working to an equal opportunities and diversity policy, and from a disability equality perspective, which supports carers whilst recognising the rights and needs of the people they care for.

Significant Activities

The significant activities undertaken in furtherance of these objectives are:

- The CarersLine telephone and CarersOnline advice service;
- Telephone counselling;
- Production and distribution of a carers' digital magazine;
- Individual 1:1 support through carers' support workers;
- Locally based support in outreach settings
- Provision of benefits advice, carers' assessments, emergency cards, emotional and practical support, advocacy, short breaks, carers' groups, activities and signposting.
- Volunteer led short break and befriending services;
- Support for and identification of young carers and young adult carers. Development of multi-agency strategies to recognise and support their needs, taking a whole family approach to providing support to young carers and their families;
- Provision of carer engagement and involvement mechanisms to support the carers' voice and work in partnership with health, social care and other providers to develop and improve services that meet carers' needs;
- Support for carers during hospital discharge and ensuring that they are recognised and valued as true partners in care thus avoiding the potential for the caring situation to break down and costly readmissions to hospital;
- GP and Hospital Liaison work to develop and sustain an information and advice service based in GP practices and hospitals;
- Provision of advice, information and support specifically to parent carers of disabled children or those with special educational needs and disabilities (SEND);
- Carers Walk and Talk support service;
- Counselling service; and
- Befriending service.

Achievements and Performance

Here at Carers Support, we are driven by one simple goal:

"A better life for carers of all ages".

What a 'better life' looks like is different for every carer. For some it's feeling less lonely and isolated, for others it could be being financially better off, having better access to support for themselves and their loved one, or it's simply the comfort of knowing there is someone there for them in their time of need. For young carers it's often being able to enjoy a childhood or succeed at school. Everything we do is driven by the individual needs of carers across Bristol and South Gloucestershire.

The support we provide has never been needed more, but we can't do it alone. We are grateful for the collaborations we have with many other voluntary sector organisations, and with our statutory partners, as well as with sponsors and those who donate to, or help fund, our cause

Having secured the South Gloucestershire contracts in 2023, along with the Bristol contracts in 2022, the organisation is in a relatively stable place, albeit still facing financial challenges.

Fundraising

The key drivers for Carers Support to improve our fundraising performance are:

- To build on non-statutory funded services and support, better reflecting our values as a charity supporting carers as well as diversifying our sources of income; and
- To allow Carers Support to be more innovative and less constrained in how we support carers, now and into the future.

There will be a clear understanding from the Board and SMT about the priorities for fundraising every year. A prioritised list of 'projects' will be agreed which will inform the targeting of our fundraising activity. That said, we will also take advantage of ad hoc opportunities that may arise with the availability of new funding programmes.

During the year we have been successful with several funding bids. The most successful area of our fundraising is charitable trusts. This is not surprising as within the application process we have the opportunity to explain the need, what we do to meet that need and the impact of our support. This is harder to do when raising funds from the public at large who often respond to an emotive cause with a standout image.

We would like to recognise our core funders, Bristol City Council, South Gloucestershire Council and BNSSG Clinical Commissioning Group, not only for their funding but also their collaboration and support. We would also like to thank the many individuals, trusts and businesses who have donated during the year.

Financial Review

Reserves

The organisation produces its budgets using a full cost recovery model whereby the overheads and running costs are allocated across all the organisation's budget headings and income sources.

CS has developed a 'winding up costs' calculator, which is reviewed annually. We are therefore able to assess more accurately the cost of closing the charity in the event of a significant reduction in funding, which would cause the organisation to cease operating.

Given that our main funders are required to give us 3 months' notice of Service Level Agreement termination, there is no need to hold additional running costs for a period in reserves. The revised reserves policy is therefore that only the amount needed to cease operating be held as a free reserve.

As of 31 March 2025, the winding up costs are estimated at £196k, hence this is more than covered by our current free reserves balance of £217k.

	Bfwd 1st April 2024	1st April – 31st March 2025	Cfwd 31st March 2025
Free Reserves	Surplus (Loss)	Surplus (Loss) Inclusive of Fund Transfer	Surplus (Loss)
General reserves	479,929	(42,229)	437,700
Less FA (Investment + tangible assets)	(217,708)	(2,887)	(220,595)
Total Free Reserves	262,221	(45,116)	217,105

Principal funding sources

Local Authority (Bristol City and South Gloucestershire Councils) and Clinical Commissioning Group (Bristol, North Somerset and South Gloucestershire) annual funding of £937,775 continues to account for the majority of our total annual income of £1,229,647 to deliver support services to carers of all ages.

Expenditure has supported achievement of the budget through the employment of staff and maintenance of premises and office functions, the provision and dissemination of information, and the provision of groups, events, breaks and young people's activities. There has been some expenditure through small budgets to meet the needs of individual carers.

Investment Policy

Our aims are to:

- invest in deposit-based investments mainly with instant access but also up to 12 months tie-in; and
- make all our funds earn a reasonable rate of interest whilst considering risk and the need to maintain a positive cash flow in our bank account.

Investments

The charity has £212,873 on investment which is managed by St James Place Wealth Management, the performance of which is detailed in the accounts. The board regularly reviews the performance of the fund through the Finance Subcommittee.

Funds

The Charity regularly reviews its funds and has transferred balances from inactive or redundant budgets to projects where the service has been continued. Where funds are restricted and there is no continuation, we have contacted the funder to discuss the

possibility of alternate ways of using the underspend or whether it should be paid back.

Restricted, unrestricted and designated funds

We are reporting a £173,850 deficit for the financial year ending 31 March 2025.

Future financial position

Like most charities, it is challenging to predict the future financial position of the charity with any great certainty. We remain concerned about the current economic and political environment that we are working in, the impact on Local Authority Finances (and therefore on the level of funding that will be available to us in future Local Authority agreements) and on the availability of funds for donation from other sources.

The impact of the cost-of-living crisis has hit CS as well as the carers we support.

The Trustees regularly consider the impact of relevant funding and fundraising issues on the charity's current and future position and continue to monitor it closely.

The charity holds unrestricted, general reserves of £437,700, and designated reserves which can be drawn down if necessary. The Trustees consider that the charity has sufficient unrestricted reserves and cashflow to continue operating as a going concern for a period of at least 12 months from the date on which these financial statements are approved. For this reason, the accounts have been produced on an ongoing concern basis.

Plans for Future Periods

As we move forward, we are working more at a local community level, developing relationships with trusted community groups, raising the awareness of carers and their needs and, through that, increasing the level of support available for carers in their local community.

Our plans for 2025/26 include:

- Ongoing remodelling of the Young Carers service;
- Ongoing development of our new website;
- Reaccreditation of our Trusted Charity Quality Mark;
- Development and implementation of credible outcome and impact measurement tools;
- Reduce our office footprint to offset the increases in rent;
- Review our methods of communicating with carers and other stakeholders to ensure that we use modern, cost-effective methods of communication;
- Implement our fundraising strategy; and
- Refresh and develop our strategy for the next five years to ensure that our service expands whilst continuing to address the real, and changing, needs of the communities which we support.

The Carers Centre (Bristol & South Gloucestershire)

Report of the trustees

For the year ended 31 March 2025

Statement of responsibilities of the trustees

The trustees (who are also directors of the charity for the purposes of company law) are responsible for preparing the trustees' report and the financial statements in accordance with 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).

Company law requires the trustees to prepare financial statements for each financial year, which give a true and fair view of the state of affairs of the charity and of the income and expenditure of the charity for that period. In preparing those financial statements the trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP;
- make judgements and accounting estimates that are reasonable and prudent;
- state whether applicable UK accounting standards and statements of recommended practice have been followed, subject to any material departures disclosed and explained in the financial statements; and
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in operation.

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

In so far as the trustees are aware:

- there is no relevant audit information of which the charitable company's auditors are 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 auditors are aware of that information.

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

Members of the charity guarantee to contribute an amount not exceeding £1 to the assets of the charity in the event of winding up. The trustees are members of the charity but this entitles them only to voting rights. The trustees have no beneficial interest in the charity.

Auditors

Godfrey Wilson Limited were re-appointed as auditors to the charitable company during the year and have expressed their willingness to continue in that capacity.

Approved by the trustees on 16 December 2025 and signed on their behalf by

Stuart Hill - Treasurer

Independent auditors' report

To the members of

The Carers Centre (Bristol & South Gloucestershire)

Opinion

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

In our opinion, the financial statements:

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

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the charity in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and the provisions available for small entities, in the circumstances set out in note 8 to the financial statements, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

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

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

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

Other information

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

Independent auditors' report

To the members of

The Carers Centre (Bristol & South Gloucestershire)

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

We have nothing to report in this regard.

Opinion 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 for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the trustees' report have 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 charity and its environment obtained in the course of the audit, we have not identified material misstatements in the trustees' report. We have nothing to report in respect of the following matters in relation to which the Companies Act 2006 requires us to report to you if, in our opinion:

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

Responsibilities of the trustees

As explained more fully in the trustees' responsibilities statement set out in the trustees' report, the trustees 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 they determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

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

Independent auditors' report

To the members of

The Carers Centre (Bristol & South Gloucestershire)

Our responsibilities for the audit of the financial statements

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

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

- (1) We obtained an understanding of the legal and regulatory framework that the charity operates in, and assessed the risk of non-compliance with applicable laws and regulations. Throughout the audit, we remained alert to possible indications of non-compliance.
- (2) We reviewed the charity's policies and procedures in relation to:
 - Identifying, evaluating and complying with laws and regulations, and whether they were aware of any instances of non-compliance;
 - Detecting and responding to the risk of fraud, and whether they were aware of any actual, suspected or alleged fraud; and
 - Designing and implementing internal controls to mitigate the risk of non-compliance with laws and regulations, including fraud.
- (3) We inspected the minutes of trustee meetings.
- (4) We enquired about any non-routine communication with regulators and reviewed any reports made to them.
- (5) We reviewed the financial statement disclosures and assessed their compliance with applicable laws and regulations.
- (6) We performed analytical procedures to identify any unusual or unexpected transactions or balances that may indicate a risk of material fraud or error.
- (7) We assessed the risk of fraud through management override of controls and carried out procedures to address this risk. Our procedures included:
 - Testing the appropriateness of journal entries;
 - Assessing judgements and accounting estimates for potential bias;
 - Reviewing related party transactions; and
 - Testing transactions that are unusual or outside the normal course of business.

Independent auditors' report

To the members of

The Carers Centre (Bristol & South Gloucestershire)

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. Irregularities that arise due to fraud can be even harder to detect than those that arise from error as they may involve deliberate concealment or collusion.

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

Use of our report

This report is made solely to the charity'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 charity'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 charity's members as a body, for our audit work, for this report, or for the opinions we have formed.

Date: 17 December 2025

William Guy Blake ACA
(Senior Statutory Auditor)

For and on behalf of:

GODFREY WILSON LIMITED

Chartered accountants and statutory auditors

5th Floor Mariner House

62 Prince Street

Bristol

BS1 4QD

The Carers Centre (Bristol & South Gloucestershire)

Statement of financial activities *(incorporating an income and expenditure account)*

For the year ended 31 March 2025

	Note	Restricted £	Unrestricted £	2025 Total £	2024 Total £
Income from:					
Donations and legacies	4	3,691	6,947	10,638	48,845
Charitable activities:					
Adult carers	5	756,875	8,973	765,848	909,345
Young carers	5	431,837	-	431,837	349,009
Other trading activities	6	225	3,013	3,238	3,184
Investments		-	16,538	16,538	23,891
Other		1,548	-	1,548	778
Total income		<u>1,194,176</u>	<u>35,471</u>	<u>1,229,647</u>	<u>1,335,052</u>
Expenditure on:					
Raising funds		-	22,126	22,126	36,403
Charitable activities:					
Adult carers		958,824	48,307	1,007,131	997,429
Young carers		363,472	17,836	381,308	345,798
Total expenditure	7	<u>1,322,296</u>	<u>88,269</u>	<u>1,410,565</u>	<u>1,379,630</u>
Net gains on investments	12	<u>-</u>	<u>7,068</u>	<u>7,068</u>	<u>18,640</u>
Net expenditure		(128,120)	(45,730)	(173,850)	(25,938)
Transfers between funds		<u>36,893</u>	<u>(36,893)</u>	<u>-</u>	<u>-</u>
Net movement in funds	8	(91,227)	(82,623)	(173,850)	(25,938)
Reconciliation of funds:					
Total funds brought forward		<u>301,842</u>	<u>590,255</u>	<u>892,097</u>	<u>918,035</u>
Total funds carried forward		<u><u>210,615</u></u>	<u><u>507,632</u></u>	<u><u>718,247</u></u>	<u><u>892,097</u></u>

All of the above results are derived from continuing activities. There were no other recognised gains or losses other than those stated above. Movements in funds are disclosed in note 17 to the accounts.

The Carers Centre (Bristol & South Gloucestershire)

Balance sheet

As at 31 March 2025

	Note	2025 £	2024 £
Fixed assets			
Tangible assets	11	7,722	11,903
Investments	12	<u>212,873</u>	<u>205,805</u>
		220,595	217,708
Current assets			
Debtors	13	145,785	76,736
Cash at bank and in hand		<u>420,021</u>	<u>775,067</u>
		565,806	851,803
Liabilities			
Creditors: amounts falling due within 1 year	14	<u>(68,154)</u>	<u>(177,414)</u>
Net current assets		<u>497,652</u>	<u>674,389</u>
Net assets	16	<u>718,247</u>	<u>892,097</u>
Funds	17		
Restricted funds		210,615	301,842
Unrestricted funds:			
Designated funds		69,932	110,326
General funds		<u>437,700</u>	<u>479,929</u>
Total charity funds		<u>718,247</u>	<u>892,097</u>

These accounts have been prepared in accordance with the special provisions applicable to companies subject to the small companies' regime.

Approved by the trustees on 16 December 2025 and signed on their behalf by

Stuart Hill - Treasurer

The Carers Centre (Bristol & South Gloucestershire)

Statement of cash flows

For the year ended 31 March 2025

	2025	2024
	£	£
Cash flows from operating activities:		
Net movement in funds	(173,850)	(25,938)
Adjustments for:		
Depreciation charge	4,670	7,099
Gains on investments	(7,068)	(18,640)
Interest from investments	(16,538)	(23,891)
Loss on the disposal of fixed assets	-	782
(Increase) / decrease in debtors	(69,049)	1,640
(Decrease) / increase in creditors	(109,260)	115,524
Net cash (used in) / provided by operating activities	(371,095)	56,576
Cash flows from investing activities:		
Interest from investments	16,538	23,891
Purchase of tangible fixed assets	(489)	(9,961)
Net cash provided by investing activities	16,049	13,930
(Decrease) / increase in cash and cash equivalents in the year	(355,046)	70,506
Cash and cash equivalents at the beginning of the year	775,067	704,561
Cash and cash equivalents at the end of the year	420,021	775,067

The charity has not provided an analysis of changes in net debt as it does not have any long term financing arrangements.

The Carers Centre (Bristol & South Gloucestershire)

Notes to the financial statements

For the year ended 31 March 2025

1. Accounting policies

a) Basis of preparation

The Carers Centre (Bristol & South Gloucestershire) is a charitable company limited by guarantee registered in England and Wales. The registered office address is The Vassall Centre, Gill Avenue, Bristol, BS16 2QQ.

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities in preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019) - (Charities SORP (FRS 102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

The Carers Centre (Bristol & South Gloucestershire) meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy note.

b) Going concern basis of accounting

The accounts have been prepared on the assumption that the charity is able to continue as a going concern, which the trustees consider appropriate having regard to the current level of unrestricted reserves. The charity has unrestricted net current assets of £287,037 and a cash balance of £420,021 at the balance sheet date. The charity has also had substantial contract income extended for at least 12 months from the balance sheet date. The trustees therefore consider that the charity is a going concern for a period of at least 12 months from the date on which these financial statements are approved.

c) Income

Income is recognised when the charity has entitlement to the funds, any performance conditions attached to the item of income have been met, it is probable that the income will be received and the amount can be measured reliably.

When donors specify that donations given to the charity must be used in future accounting period, the income is deferred until those periods. When donors impose conditions which have to be fulfilled before the charity becomes entitled to use such income, the income is deferred until the pre-conditions are met.

Income from the government and other grants, whether 'capital' grants or 'revenue' grants, is recognised when the charity has entitlement to the funds, any performance conditions attached to the grants have been met, it is probable that the income will be received and the amount can be measured reliably and is not deferred.

Income received in advance of contract delivery is deferred until criteria for income recognition are met.

d) Interest receivable

Interest on funds held on deposit is included when receivable and the amount can be measured reliably by the charity: this is normally upon notification of the interest paid or payable by the bank.

The Carers Centre (Bristol & South Gloucestershire)

Notes to the financial statements

For the year ended 31 March 2025

1. Accounting policies (continued)

e) Funds accounting

Unrestricted funds are available to spend on activities that further any of the purposes of the charity. Designated funds are unrestricted of the charity which the trustees have decided at their discretion to set aside to use for a specific purpose. Restricted funds are donations which the donor has specified are to be solely used for particularly areas of the charity's work or for specific projects being undertaken by the charity.

f) Expenditure and irrecoverable VAT

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

Irrecoverable VAT is charged as a cost against the activity for which the expenditure was incurred.

g) Allocation of support and governance costs

Support costs are those functions that assist the work of the charity but do not directly undertake charitable activities. Governance costs are the costs associated with the governance arrangements of the charity, including the costs of complying with constitutional and statutory requirements and any costs associated with the strategic management of the charity's activities. These costs have been allocated between Young Carers and Adult Carers on the basis of staff time spent on each area, as follows:

	2025	2024
Raising funds	1%	0%
Adult carers	73%	76%
Young carers	26%	24%

h) Tangible fixed assets

Depreciation is provided at rates calculated to write down the cost of each asset to its estimated residual value over its expected useful life. The depreciation rates in use are as follows:

Computer and office equipment	3 years straight line
Fixtures and fittings	5 years straight line

Items are capitalised when their purchase price exceeds £1,000.

i) Listed investments

Investments in quoted shares, traded bonds and similar investments are measured initially at cost and subsequently at their market value. The statement of financial activities includes the net gains and losses arising on revaluations and disposals throughout the year.

j) Debtors

Trade and other debtors are recognised at the settlement amount due after any trade discount offered. Prepayments are valued at the amount prepaid net of any trade discounts due.

k) Cash at bank and in hand

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

The Carers Centre (Bristol & South Gloucestershire)

Notes to the financial statements

For the year ended 31 March 2025

1. Accounting policies (continued)

l) Creditors

Creditors are recognised where the charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors are normally recognised at their settlement amount after allowing for any trade discounts due.

m) Financial instruments

The charitable company only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value with the exception of bank loans which are subsequently recognised at amortised cost using the effective interest method.

n) Pension costs

The charitable company operates a defined contribution pension scheme. The assets of the scheme are held separately from those of the charitable company in an independently administered fund. Pension costs charged in the financial statements represent the contributions payable by the charity during the year. The charity has no liability under the scheme other than for the payment of those contributions.

o) Accounting estimates and key judgements

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

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

The key sources of estimation uncertainty that have a significant effect on the amounts recognised in the financial statements are depreciation (as described in note 1(h)) and listed investments (as described in note 1(i)).

The Carers Centre (Bristol & South Gloucestershire)

Notes to the financial statements

For the year ended 31 March 2025

2. Prior period comparatives: Statement of financial activities

	Restricted £	Unrestricted £	2024 Total £
Income from:			
Donations and legacies	14,116	34,729	48,845
Charitable activities:			
Adult carers	909,345	-	909,345
Young carers	349,009	-	349,009
Other trading activities	-	3,184	3,184
Investments	-	23,891	23,891
Other	141	637	778
Total income	1,272,611	62,441	1,335,052
Expenditure on:			
Raising funds	-	36,403	36,403
Charitable activities:			
Adult carers	945,893	51,536	997,429
Young carers	329,639	16,159	345,798
Total expenditure	1,275,532	104,098	1,379,630
Net gains on investments	-	18,640	18,640
Net income / (expenditure)	(2,921)	(23,017)	(25,938)
Transfers between funds	35,624	(35,624)	-
Net movement in funds	32,703	(58,641)	(25,938)

3. Government grants

The charity receives the following funding from local authorities in respect of the delivery of support for young and adult carers. There were no unfulfilled conditions or contingencies attaching to these grants in the current or prior period.

	2025 £	2024 £
Bristol City Council	534,644	633,818
South Gloucestershire Council	403,131	441,923
	937,775	1,075,741

Income from government grants was fully restricted in the current year and prior year.

The Carers Centre (Bristol & South Gloucestershire)

Notes to the financial statements

For the year ended 31 March 2025

4. Income from donations and legacies

	Restricted £	Unrestricted £	2025 Total £
Donations	3,691	6,131	9,822
Gift aid	-	816	816
Total income from donations and legacies	<u>3,691</u>	<u>6,947</u>	<u>10,638</u>
Prior period comparatives			2024
	Restricted £	Unrestricted £	Total £
Donations	13,848	34,130	47,978
Gift aid	268	599	867
Total income from donations and legacies	<u>14,116</u>	<u>34,729</u>	<u>48,845</u>

The Carers Centre (Bristol & South Gloucestershire)

Notes to the financial statements

For the year ended 31 March 2025

5. Income from charitable activities

	Restricted £	Unrestricted £	2025 Total £	2024 Total £
Adult Carers:				
Bristol City Council	395,072	-	395,072	458,191
South Gloucestershire Council	288,066	-	288,066	334,380
Big Lottery Wellbeing Fund	-	-	-	50,479
Henry Smith	67,700	-	67,700	33,550
Other Grants	6,037	8,973	15,010	32,745
	<u>756,875</u>	<u>8,973</u>	<u>765,848</u>	<u>909,345</u>
Young Carers:				
Bristol City Council	167,599	-	167,599	175,627
South Gloucestershire Council	121,057	-	121,057	107,543
National Lottery	94,815	-	94,815	-
Other Grants	48,366	-	48,366	65,839
	<u>431,837</u>	<u>-</u>	<u>431,837</u>	<u>349,009</u>
Total income from charitable activities	<u>1,188,712</u>	<u>8,973</u>	<u>1,197,685</u>	<u>1,258,354</u>

All income from charitable activities in the prior year was restricted.

6. Income from other trading activities

	Restricted £	Unrestricted £	2025 Total £	2024 Total £
100+ club lottery	-	3,013	3,013	2,759
Book sales	-	-	-	425
Course delivery	225	-	225	-
	<u>225</u>	<u>3,013</u>	<u>3,238</u>	<u>3,184</u>
Total income from other trading activities	<u>225</u>	<u>3,013</u>	<u>3,238</u>	<u>3,184</u>

All income from other trading activities in the prior year was unrestricted.

The Carers Centre (Bristol & South Gloucestershire)

Notes to the financial statements

For the year ended 31 March 2025

7. Total expenditure

	Raising funds £	Adult carers £	Young carers £	Support and governance costs £	2025 Total £
Wages and salaries (note 9)	17,917	577,373	220,979	293,302	1,109,571
Carers activities	-	74,564	39,285	3,465	117,314
Office costs	18	12,597	1,903	45,654	60,172
Premises costs	-	-	129	39,860	39,989
Publicity and printing	-	16,081	104	16,210	32,395
Other staff costs	-	5,504	823	4,800	11,127
Subscriptions and publications	-	1,715	1,314	9,540	12,569
Audit	-	-	-	8,902	8,902
Travel and subsistence	6	2,729	2,379	233	5,347
Legal and professional fees	-	-	-	4,911	4,911
Depreciation	-	2,214	-	2,456	4,670
Fundraising expenses	1,215	390	-	216	1,821
Volunteer expenses	-	1,320	15	-	1,335
Bank charges	-	-	80	362	442
Sub-total	19,156	694,487	267,011	429,911	1,410,565
Allocation of support and governance costs	2,970	312,644	114,297	(429,911)	-
Total expenditure	22,126	1,007,131	381,308	-	1,410,565

Total governance costs were £8,902 (2024: £6,605).

The Carers Centre (Bristol & South Gloucestershire)

Notes to the financial statements

For the year ended 31 March 2025

**7. Total expenditure (continued)
Prior period comparatives**

	Raising funds £	Adult carers £	Young carers £	Support and governance costs £	2024 Total £
Wages and salaries (note 9)	34,916	601,730	202,000	257,248	1,095,894
Carers activities	-	47,755	36,869	38	84,662
Premises costs	-	-	639	42,988	43,627
Office costs	79	13,022	4,306	28,266	45,673
Publicity and printing	-	20,430	58	28,878	49,366
Other staff costs	-	4,305	2,409	8,271	14,985
Travel and subsistence	-	2,867	2,662	1,306	6,835
Legal and professional fees	-	360	-	9,413	9,773
Fundraising expenses	1,408	762	-	-	2,170
Subscriptions and publications	-	1,417	1,471	6,201	9,089
Audit	-	-	-	6,000	6,000
Depreciation	-	5,423	268	1,408	7,099
Volunteer expenses	-	2,818	26	18	2,862
Trustees expenses	-	-	-	605	605
Sundries	-	-	-	735	735
Bank charges	-	-	-	255	255
Sub-total	36,403	700,889	250,708	391,630	1,379,630
Allocation of support and governance costs	-	296,540	95,090	(391,630)	-
Total expenditure	36,403	997,429	345,798	-	1,379,630

The Carers Centre (Bristol & South Gloucestershire)

Notes to the financial statements

For the year ended 31 March 2025

8. Net movement in funds

This is stated after charging:	2025	2024
	£	£
Depreciation	4,670	7,099
Operating lease rentals	5,270	2,408
Trustees' remuneration	Nil	Nil
Trustees' expenses	Nil	36
Auditors' remuneration:		
▪ Audit (excluding VAT)	6,750	5,000

During the year, no trustee expenses were incurred (2024: DBS checks and training costs for two trustees).

In common with other charities of our size and nature we use our auditors to assist with the preparation of the financial statements.

9. Staff costs and numbers

Staff costs were as follows:

	2025	2024
	£	£
Salaries and wages	962,571	963,195
Social security costs	68,366	71,443
Pension costs	38,251	38,566
Agency and self employed staff	40,383	22,690
	1,109,571	1,095,894

One employee earned between £60,000 and £70,000 during the year (2024: one).

The key senior management staff of the group comprise the Chief Executive Officer, Young Carers Service Manager, Finance Manager, Business Manager, Health & Carer Support Manager, and Marketing Manager. The total employee benefits of the key senior management personnel of the group were £213,502 (2024: £226,204).

	2025	2024
	No.	No.
Average head count	50	50

10. Taxation

The charity is exempt from corporation tax as all its income is charitable and is applied for charitable purposes.

The Carers Centre (Bristol & South Gloucestershire)

Notes to the financial statements

For the year ended 31 March 2025

11. Tangible fixed assets

	Fixtures and fittings £	Computer and office equipment £	Total £
Cost			
At 1 April 2024	7,626	44,298	51,924
Additions in year	-	489	489
At 31 March 2025	<u>7,626</u>	<u>44,787</u>	<u>52,413</u>
Depreciation			
At 1 April 2024	-	40,021	40,021
Charge for the year	<u>1,525</u>	<u>3,145</u>	<u>4,670</u>
At 31 March 2025	<u>1,525</u>	<u>43,166</u>	<u>44,691</u>
Net book value			
At 31 March 2025	<u>6,101</u>	<u>1,621</u>	<u>7,722</u>
At 31 March 2024	<u>7,626</u>	<u>4,277</u>	<u>11,903</u>

12. Investments

	2025 £	2024 £
Market value at 1 April 2024	205,805	187,165
Additions	-	59,689
Disposal proceeds	-	(59,689)
Net gains / (losses)	<u>7,068</u>	<u>18,640</u>
Market value at 31 March 2025	<u>212,873</u>	<u>205,805</u>

Investments comprise listed investments.

13. Debtors

	2025 £	2024 £
Trade debtors	112,591	41,236
Other debtors	2,681	1,583
Prepayments	2,754	11,470
Accrued income	<u>27,759</u>	<u>22,447</u>
	<u>145,785</u>	<u>76,736</u>

The Carers Centre (Bristol & South Gloucestershire)

Notes to the financial statements

For the year ended 31 March 2025

14. Creditors : amounts due within 1 year

	2025	2024
	£	£
Trade creditors	23,394	19,046
Other creditors	2,212	3,239
Social security and pension costs	21,405	15,450
Accruals	21,143	38,596
Deferred income (note 15)	-	101,083
	<u>68,154</u>	<u>177,414</u>

15. Deferred income

	2025	2024
	£	£
At 1 April 2024	101,083	-
Deferred during the year	-	101,083
Released during the year	<u>(101,083)</u>	<u>-</u>
At 31 March 2025	<u>-</u>	<u>101,083</u>

Deferred income relates to the delivery of support for young and adult carers invoiced in advance.

16. Analysis of net assets between funds

	Restricted funds £	Designated funds £	General funds £	Total funds £
Tangible fixed assets	-	-	7,722	7,722
Non-current investments	-	-	212,873	212,873
Current assets	210,615	69,932	285,259	565,806
Current liabilities	<u>-</u>	<u>-</u>	<u>(68,154)</u>	<u>(68,154)</u>

Net assets at 31 March 2025	<u>210,615</u>	<u>69,932</u>	<u>437,700</u>	<u>718,247</u>
------------------------------------	-----------------------	----------------------	-----------------------	-----------------------

Prior period comparatives	Restricted funds £	Designated funds £	General funds £	Total funds £
Tangible fixed assets	-	-	11,903	11,903
Non-current investments	-	-	205,805	205,805
Current assets	301,842	110,326	439,635	851,803
Current liabilities	<u>-</u>	<u>-</u>	<u>(177,414)</u>	<u>(177,414)</u>
Net assets at 31 March 2024	<u>301,842</u>	<u>110,326</u>	<u>479,929</u>	<u>892,097</u>

The Carers Centre (Bristol & South Gloucestershire)

Notes to the financial statements

For the year ended 31 March 2025

17. Movements in funds

	At 1 April 2024 £	Income £	Expenditure £	Transfers & gains / losses £	At 31 March 2025 £
Restricted funds					
Asset Fund	-	-	(301)	301	-
BCYPS Parent Carer	-	15,309	(18,517)	3,208	-
Bristol City Council Core	10,337	214,524	(218,026)	(6,835)	-
Bristol HSF	56,315	-	(51,471)	-	4,844
Carers Health Strategic work	31,791	219,397	(214,731)	-	36,457
Counselling (Henry Smith)	20,440	67,700	(58,732)	-	29,408
Covid-19	152	-	(326)	174	-
Digital Project BCH	10,148	-	(21,312)	11,164	-
GP Practice Film	1,445	-	(965)	(480)	-
NHS Southampton Walk and Talk	22,204	-	(12,762)	-	9,442
Walk & Talk (NLF)	-	75,010	(57,002)	-	18,008
FoodEquality	-	5,687	(3,632)	-	2,055
Adult Small Grants Misc	-	350	(250)	(100)	-
Rausing Charity Survival Fund	12	-	-	-	12
South Glos Befriending	25,745	-	(25,745)	-	-
South Glos Core	-	241,945	(255,591)	13,646	-
South Glos HSF	33,614	-	(18,634)	-	14,980
Training (Carers)	948	-	-	(948)	-
Transformation fund	581	-	(366)	(215)	-
Wellbeing Fund	-	-	(393)	393	-
YC Activity Grants	40,039	82,862	(27,139)	(20,001)	75,761
YC Bristol	-	133,341	(146,264)	12,923	-
YC Donations	27,687	-	(52,992)	25,305	-
YC Donations (Bristol)	4,130	168	-	(4,298)	-
YC Donations (South Glos)	1,357	-	(342)	(1,015)	-
YC South Glos Council Core	235	107,065	(110,971)	3,671	-
YC Swimming	3,836	-	(1,542)	-	2,294
YC 13 Up Group	6,398	4,953	(3,795)	-	7,556
YC Youth & Play	4,428	25,865	(20,495)	-	9,798
Total restricted funds	301,842	1,194,176	(1,322,296)	36,893	210,615

The Carers Centre (Bristol & South Gloucestershire)

Notes to the financial statements

For the year ended 31 March 2025

17. Movements in funds (continued)

	At 1 April 2024 £	Income £	Expenditure £	Transfers & gains / losses £	At 31 March 2025 £
Unrestricted funds					
<i>Designated funds:</i>					
100+ Club Lottery	4,433	3,042	(12,644)	5,169	-
Carers Contingency Reserve	1,137	-	-	-	1,137
Carers Support and Development Reserve	32,934	-	-	-	32,934
Investment Reserve	7,759	-	(9,023)	12,000	10,736
TDR - BM Salary	31,000	-	-	(11,164)	19,836
TDR - COL Payment	4,594	-	-	-	4,594
TDR - YC Resource	9,959	-	(20,985)	11,026	-
TDR - Relocation costs	10,793	-	301	(11,094)	-
Website	7,292	-	(9,988)	2,966	270
Young Carers Zone	425	-	-	-	425
<i>Total designated funds</i>	<u>110,326</u>	<u>3,042</u>	<u>(52,339)</u>	<u>8,903</u>	<u>69,932</u>
General funds	<u>479,929</u>	<u>32,429</u>	<u>(35,930)</u>	<u>(38,728)</u>	<u>437,700</u>
Total unrestricted funds	<u>590,255</u>	<u>35,471</u>	<u>(88,269)</u>	<u>(29,825)</u>	<u>507,632</u>
Total funds	<u>892,097</u>	<u>1,229,647</u>	<u>(1,410,565)</u>	<u>7,068</u>	<u>718,247</u>

Purposes of restricted funds

Asset Fund	Funding towards the purchase of 2 staff bikes (one electric) and associated equipment.
BCYPS Parent Carer	Providing information, advocacy and advice to Parent Carers in Bristol.
Bristol City Council Core	Statutory funding to provide practical and emotional support services to adult carers.
Bristol HSF	Funding to support for carers in financial stress.
Carers Health Strategic work	To support NHS Bristol embed the carers agenda across primary and acute care.
Counselling (Henry Smith)	Funding to support counsellors for carers to support their mental health.

The Carers Centre (Bristol & South Gloucestershire)

Notes to the financial statements

For the year ended 31 March 2025

17. Movements in funds (continued)

Purposes of restricted funds (continued)

Covid-19	Funding to cover additional costs due to Covid-19.
Digital Project BCH	Two year funding for the digital transformation of processes and internal infrastructure to achieve a step change in the organisation's sustainability and performance supporting the health and well-being of carers.
GP Practice Film	Funding received to produce a film to be used in GP Practices and a wider awareness campaign to reach out and identify carers, raise awareness of who a carer is and outline our support services.
NHS Southampton Walk and Talk	Two year funding to run 6 x weekly walk and talk sessions for adult carers in green spaces across Bristol and South Glos to help improve carers health and wellbeing and to reduce isolation. The funding also covers some community development work by the Project Manager to increase the number of carers from under represented communities who are identified and supported by us and primary care.
Walk & Talk (NLF)	This three-year funding will enable us to run 11 walk & talk groups for carers and five one-off walk sessions each year. Three of the groups will support carers who attend alongside their dependants. The service aims to improve carers' wellbeing by offering gentle physical activity, time in nature, and opportunities to connect with other carers to reduce isolation. Some walk groups will be specifically tailored for young adult carers, carers from global majority communities, and LGBTQI+ carers. To improve engagement from these underrepresented groups, the Project Manager will lead community development activity focused on building relationships, increasing visibility, and encouraging participation.

The Carers Centre (Bristol & South Gloucestershire)

Notes to the financial statements

For the year ended 31 March 2025

17. Movements in funds (continued)

Purposes of restricted funds (continued)

FoodEquality

Funding to run 5 capacity building sessions for women carers. Running sessions educating women carers around avoiding food insecurity, improving access to and choices of healthy food for carers & the cared for, Sharing tips and information on valuing and making time for your well-being and food choices. Tips sharing for healthy cooking on a budget. Pointing carers to community food support in Bristol

Adult Small Grants Misc

A grant of £350.00 from the Centre for Sustainable Energy to cover the participation fee for the "Disabled Peoples Organisations" meeting held on 20th June

Rausing Charity Survival Fund

Funding received to contribute towards administration costs for Young Carers activities and Adult Carers training and activities. Also includes funding for five laptops to assist with home working.

South Glos Befriending

Funding to improve the social life of carers.

South Glos Core

Statutory funding to provide practical and emotional support services to adult carers.

South Glos HSF

Household support funding to provide financial assistance to carers in South Gloucestershire, who are struggling to afford essential items such as energy, water bills, food and clothing.

Training (Carers)

Funding received to deliver various training courses and workshops for Adult Bristol Carers.

Transformation fund

Specific funding to transform the delivery of our one to one support to older carers in Bristol.

Wellbeing Fund

A 5 year project to support carers to maintain their health and wellbeing and build resilience through telephone based counselling, befriending and mentoring.

The Carers Centre (Bristol & South Gloucestershire)

Notes to the financial statements

For the year ended 31 March 2025

17. Movements in funds (continued)

Purposes of restricted funds (continued)

YC Activity Grants

Grants from various sources specifically given to enable young carers to participate in a diverse range of activities and groups. This gives the young carers an opportunity to meet other young carers for a break from their caring responsibilities, have fun and gain new skills.

YC Bristol

Statutory funding to provide practical and emotional support services to young carers.

YC Donations

Donations from various sources specifically given for the benefit of young carers. Transfers have been made to Young Carers South Gloucestershire to cover deficits on those projects.

YC South Glos Council Core

Statutory funding to provide practical and emotional support services to young carers.

YC Swimming

To provide young carers with access to swimming lessons.

YC 13 Up Group

Funding received to run groups for South Gloucester teenage young carers. The young carers meet monthly at a local youth centre/church and it gives them a chance to meet other young carers for a break from their caring responsibilities. The young carers have great fun and gain many new skills whilst taking part in a wide range of activities.

YC Youth & Play

Funding to support the social life of young carers.

The Carers Centre (Bristol & South Gloucestershire)

Notes to the financial statements

For the year ended 31 March 2025

17. Movements in funds (continued)

Purposes of designated funds

100+ Club Lottery	Income from the organisations lottery to provide support to carers.
Carers Contingency Reserve	Accumulated funds to support specific carer needs which cannot be funded in the short term from other available resources.
Carers Support and Development Reserve	Funds set aside by trustees to be allocated for specific new project development work and/or to provide interim support for existing work, which may be at risk, whilst awaiting the outcome of continuation funding decisions and to cover the costs of any subsequent employer statutory responsibilities.
Investment Reserve	Funds set aside by the trustees in anticipation of future, as yet unspecified, projects based approximately on the interest earned each year on bank balances held.
TDR - BM Salary	Funds set aside by the trustees to cover the cost of the Business Manager's salary for an additional year, from Oct 2024.
TDR - COL Payment	Funds set aside by the trustees to cover a one-off Cost of Living payment.
TDR - YC Resource	Funds set aside by the trustees to redecorate the Rowlings room for young carers.
TDR - Relocation costs	Funds set aside by the trustees to cover the cost of the office move in February 2024.
Website	Funds set aside by trustees to cover the cost of redesigning and developing a new website to be launched in 2024.
Young Carers Zone	Capital project to provide a dedicated space for young carers and young adult carers.

Transfers between funds

The transfers from general funds into the various restricted funds are to cover over spends.

Transfers between restricted funds represent reallocations of spend against different projects aligned with the funders' original intentions.

The transfers between designated funds are to ring-fence various project expenditure as approved by the trustees.

The Carers Centre (Bristol & South Gloucestershire)

Notes to the financial statements

For the year ended 31 March 2025

17. Movements in funds (continued)

Prior period comparatives

	At 1 April 2023 £	Income £	Expenditure £	Transfers & gains / losses £	At 31 March 2024 £
Restricted funds					
Age UK Support	-	2,545	(2,545)	-	-
Asset Fund	267	-	(267)	-	-
BCYPS Parent Carer	-	22,500	(24,364)	1,864	-
Bristol City Council Core	20,080	214,324	(224,067)	-	10,337
Bristol HSF	-	78,666	(22,351)	-	56,315
Bristol Tel. Counselling Service	1,518	-	-	(1,518)	-
Carers Health Strategic work	21,278	217,922	(207,409)	-	31,791
Counselling (Henry Smith)	-	33,550	(13,110)	-	20,440
Covid-19	3,225	-	(3,073)	-	152
Covid R & S Quartet	1,352	-	(1,352)	-	-
Digital Project BCH	29,932	-	(19,784)	-	10,148
GP Practice Film	1,445	-	-	-	1,445
NHS Southampton Walk and Talk	94,146	22	(71,964)	-	22,204
Rausing Charity Survival Fund	280	-	(268)	-	12
South Glos Befriending	-	26,000	(255)	-	25,745
South Glos Core	-	242,163	(254,546)	12,383	-
South Glos HSF	13,937	40,000	(20,323)	-	33,614
Training (Carers)	948	-	-	-	948
Transformation fund	4,473	-	(3,892)	-	581
Wellbeing Fund	7,880	50,482	(72,391)	14,029	-
West of England Works	-	1,225	(1,225)	-	-
YC Activity Grants	23,492	76,032	(59,485)	-	40,039
YC Bristol	-	133,497	(142,363)	8,866	-
YC Donations	34,146	6,709	(13,168)	-	27,687
YC Donations (Bristol)	4,163	-	(33)	-	4,130
YC Donations (South Glos)	2,121	300	(1,064)	-	1,357
YC South Glos Council Core	-	101,100	(100,865)	-	235
YC Swimming	4,694	-	(858)	-	3,836
YC 13 Up Group	(238)	9,729	(3,093)	-	6,398
YC Youth & Play	-	12,870	(8,442)	-	4,428
Your Park	-	2,975	(2,975)	-	-
Total restricted funds	269,139	1,272,611	(1,275,532)	35,624	301,842

The Carers Centre (Bristol & South Gloucestershire)

Notes to the financial statements

For the year ended 31 March 2025

17. Movements in funds (continued)

Prior period comparatives (continued)

	At 1 April 2023 £	Income £	Expenditure £	Transfers & gains / losses £	At 31 March 2024 £
Unrestricted funds					
<i>Designated funds:</i>					
100+ Club Lottery	14,546	2,759	(12,872)	-	4,433
Carers Contingency Reserve	1,426	31	(320)	-	1,137
Carers Support and Development Reserve	124,934	-	-	(92,000)	32,934
Investment Reserve	31,289	-	(23,530)	-	7,759
TDR - BM Salary	-	-	-	31,000	31,000
TDR - COL Payment	-	-	(35,406)	40,000	4,594
TDR - YC Resource	-	-	(41)	10,000	9,959
TDR - Relocation costs	-	-	(4,207)	15,000	10,793
Website	23,190	-	(26,898)	11,000	7,292
Young Carers Zone	-	425	-	-	425
Total designated funds	195,385	3,215	(103,274)	15,000	110,326
General funds	453,511	59,226	(824)	(31,984)	479,929
Total unrestricted funds	648,896	62,441	(104,098)	(16,984)	590,255
Total funds	918,035	1,335,052	(1,379,630)	18,640	892,097

18. Financial instruments at fair value

	2025 £	2024 £
Financial assets measured at fair value	212,873	205,805

Financial assets measured at fair value comprise listed investments.

The Carers Centre (Bristol & South Gloucestershire)

Notes to the financial statements

For the year ended 31 March 2025

19. Operating lease commitments

The charity had operating leases at the year end with total future minimum lease payments as follows:

	2025 £	2024 £
Amount falling due:		
Within 1 year	2,309	2,350
Within 1 - 5 years	<u>4,484</u>	<u>6,793</u>
	<u>6,793</u>	<u>9,143</u>

20. Related party transactions

There were no related party transactions during the year.

THE CARERS CENTRE (BRISTOL AND SOUTH GLOUCESTERSHIRE)

England & Wales - Charity number 1063226

Accounts



Carers Support Centre
Bristol & South Gloucestershire



Company no. 03377199
Charity no. 1063226

The Carers Centre (Bristol & South Gloucestershire) Report and Audited Financial Statements



31 March 2024

The Carers Centre (Bristol & South Gloucestershire)

Reference and administrative details

For the year ended 31 March 2024

Company number	03377199	
Charity number	1063226	
Registered office and operational address	The Vassall Centre Gill Avenue Bristol BS16 2QQ	
Status	The Carers Centre (Bristol & South Gloucestershire) is known locally as Carers Support Centre (CSC).	
Trustees	Trustees, who are also directors under company law, who served during the year and up to the date of this report were as follows: Mary Whittington Chair Andy Bell Treasurer (Deceased 6 September 2023) Jennifer Cheshire Graham Hunt (Appointed 15 September 2023) Sian Jones Pearl Raymond Jennifer Tomkinson Louise Winn	
Company secretary	Tim Poole (Resigned 14 March 2024) Carl Tams (Appointed 14 March 2024)	
Chief Executive Officer	The Trustees delegate the day-to-day leadership and management of the organisation to the Chief Executive Officer, Mr Tim Poole (resigned 14 March 2024), succeeded by Carl Tams (appointed 14 March 2024).	
Bankers	Virgin Money 5 Northgate Street Gloucester GL1 2AH	
Auditors	Godfrey Wilson Limited Chartered accountants and statutory auditors 5th Floor Mariner House 62 Prince Street Bristol BS1 4QD	

The Carers Centre (Bristol & South Gloucestershire)

Report of the trustees

For the year ended 31 March 2024

The trustees present their report along with the financial statements of the charity for the year ended 31 March 2024.

Reference and administrative information set out on page 1 forms part of this report. The financial statements comply with current statutory requirements, the Memorandum and Articles of Association and the Statement of Recommended Practice - Accounting and Reporting by Charities (effective from January 2019).

Governance and Management

Governing document

The Carers Centre (Bristol and South Gloucestershire) is a registered charity and a company limited by guarantee, governed by its Articles and the Companies Act 1985, 2006 and the Charities Act 2006, 2011. It is known locally as Carers Support Centre (CSC) and is a network partner^[1] of Carers Trust. Whilst benefiting from access to resources and support through this membership, it retains full autonomy over local policy, governance and procedures.

Risk Review

All identified risks are allocated to the relevant sub-committee of the board to monitor. The Board of Trustees delegates the evaluation of risks to the relevant subcommittees, which meet quarterly to review and update the risk register. Major risks and/or new or increasing risks are reviewed by the full board quarterly.

Internal risks are minimised by the implementation of effective internal control procedures, which ensure both appropriate authorisation of all transactions and consistent quality of delivery for all operational aspects of the charity. These procedures are periodically reviewed for their continuing effectiveness.

The risk register was updated throughout the year and is a standing item for discussion at all Subcommittee meetings, namely:

- Finance Subcommittee (FSC);
- Personnel Subcommittee (PSC);
- Fundraising Subcommittee (FRSC); and
- Service and Quality Subcommittee (S&QSC).

All subcommittees have terms of reference which are reviewed annually and report back to the Board of Trustees before any major decisions, not covered by delegated authority, are taken.

Organisational Structure

The CEO is responsible for the day-to-day running of the organisation and line manages a Senior Management Team and Policy and Engagement Lead. The CEO will take decisions on a day-to-day basis and refer to the chair of Trustees when appropriate.

A board of Trustees, who are also the company directors, are legally responsible for the organisation and governance of CSC.

Appointment of Trustees

Trustees are recruited by personal contact, word of mouth and advertisement. Selection is based on information provided on an application form, whenever possible filling gaps in skills and experience identified by an annual skills audit of existing trustees, and by interview.

The Carers Centre (Bristol & South Gloucestershire)

Report of the trustees

For the year ended 31 March 2024

Trustee Induction and Training

Trustee induction is a key part of making our trustee board effective. It provides an opportunity to learn about their role and about different aspects of the organisation.

The aim of the induction process is to ensure that trustees have the skills and knowledge to equip them to:

- Share the values that underpin Carers Support Centre's (CSC's) work;
- Understand the outcomes that CSC is endeavouring to create and achieve;
- Be knowledgeable about the range of services that CSC provides;
- Be aware of the financial situation of the organisation, including key sources of funding and areas of risk;
- Understand their responsibilities as both Company Director and Trustee;
- Understand the governing document;
- Be aware of the staff structure of the organisation and the flow of delegated responsibility within the structure; and
- Understand the range of networks to which CSC relates and the organisations with which it has a 'special' relationship.

Trustees have an annual review meeting with the Chair of Trustees, where performance and individual training and development needs are discussed. All Trustees are also invited to attend 'snapshot' training sessions, as and when appropriate. Trustees are encouraged to select a specific work area to take a lead on and liaise with the specific Senior Manager, provide feedback on activity to the board of Trustees and raise any issues and developments, as appropriate.

The Board implements an annual Board Performance Review process.

Networks and partnerships

CSC works in partnership both strategically and operationally with all sectors across Bristol and South Gloucestershire to raise carer awareness, increase identification and provision of support services.

CSC is a network partner of Carers Trust and can access the support from Carers Trust Network Support Manager for any governance support, advice and training. The Chair and CEO can attend quarterly regional meetings to keep abreast of developments within Carers Trust and to network with CEO's and Trustees from other organisations across the South West. Carers Trust also holds an annual National Conference, which an allocated Trustee, along with the CEO, can attend, where there are specific workshops related to governance and networking opportunities.

Pay and Remuneration

The organisation has a Remuneration Policy. Levels of remuneration are recommended by the CEO and considered by both the Personnel Subcommittee, to determine fairness etc. and the Finance Subcommittee, to consider affordability. A joint recommendation is then put to the full Board for a decision to be made.

This process is also used to:

- Determine and keep under review the salary banding of all staff, using such market comparators as it deems suitable and taking account of the nature of the posts being considered;
- Determine any annual percentage 'cost of living' change;

The Carers Centre (Bristol & South Gloucestershire)

Report of the trustees

For the year ended 31 March 2024

- Consider recommendations from the Chief Executive (or Chair if in relation to the Chief Executive) following review of roles and responsibilities for individual team members;
- Determine whether there should be any salary increases for staff members following review of applications submitted;
- Determine and review the remuneration of the Chief Executive;
- Ensure compliance with current HR, Payroll and pension laws (including auto enrolment); and
- Ensure that contractual terms on any termination of employment are fully met to protect both the individual and the charity.

Vision, Mission, Objectives and Activities

Our Vision:

'A better life for carers of all ages ... where they are recognised, valued and supported in their caring role and empowered to fulfil their own aspirations.'

Our Mission:

- *We will support carers' emotional, physical and financial health and wellbeing, building their resilience and confidence;*
- *We will listen to and amplify carers' voices, enabling them to have a strong and independent influence on policy and services;*
- *We will support carers to be free from inappropriate levels of care and able to live a life of their own; and*
- *We will raise awareness of carers and the issues they face, leading to communities and organisations where carers feel recognised, welcome and supported.*

Our Values:

- **Co-productive**
We will be led by carers' needs involving them in service planning and development and encouraging other organisations to do the same.
- **Listening and Learning**
We will constantly listen, review and refine our services, developing and sharing good practice.
- **Collaborative and connected**
We will be collaborative in our approach to supporting carers, working closely with partner organisations and communities to provide holistic, sustainable support.
- **Empowering**
We will be enabling in our approach to supporting carers, building resilience and confidence, empowering them to achieve their own goals.
- **Valuing people**
We will treat staff, volunteers and those we work with, with respect and kindness, valuing diversity and the contribution they make.

The Carers Centre (Bristol & South Gloucestershire)

Report of the trustees

For the year ended 31 March 2024

Underpinning our Strategy are our key Strategic Aims:

1. Achieving carer outcomes – supporting and empowering carers to achieve a better quality of life, through provision of a wide range of responsive services. We will:

- a) Continually enhance existing services through monitoring, impact measurement and development;
- b) Identify gaps in service provision and develop new services that are responsive to the varying and diverse needs of carers;
- c) Support carers to eliminate inappropriate caring; and
- d) Improve collection and analysis of data, to inform service delivery.

2. Extending our reach – identifying carers not in contact with support services to make them aware of Carers Support Centre and what we offer. We will:

- a) Promote our services, so more people can self-identify as carers, and access our services;
- b) Through outreach work and partnerships with local community groups, identify seldom heard carers not currently in contact with support services; and
- c) Raise awareness across all sectors and general public by increasing knowledge and understanding of carers and their issues.

3. Influential voice – promoting co-production of our services and governance and those of other organisations, through a strong, independent voice for carers. We will:

- a) Promote the role of carers so that they are recognised, valued and respected as expert partners in care, and part of the health and social care team;
- b) Enable carers of all ages to engage effectively with decision-makers and ensure their voices are heard;
- c) Create and promote different ways carers can input into co-production of services; and
- d) Ensure our organisation reflects carers voices through its governance and development of services.

4. Sustainability – being a well-run charity attracting funders, commissioners, volunteers and supporters. We will:

- a) Create a flexible staffing structure to enable sustainable development of the organisation;
- b) Develop fundraising and diversify the organisation's funding base;
- c) Demonstrate high quality, impactful and value for money services;
- d) Ensure staff are supported, resourced and developed to achieve their potential;
- e) Develop volunteering to enable greater service provision and more meaningful opportunities for volunteers;
- f) Embed digital solutions to create greater efficiency and choice of services;
- g) Develop environmentally friendly premises strategy to reduce overheads, give greater community visibility and improving our carbon footprint;
- h) Adapt delivery models, developing tiered services responding to increasing demand;
- i) Provide robust governance through a diverse and skilled board, including people with lived experience of caring; and
- j) Consider the environmental impact in all decision making in line with our Policy.

The Carers Centre (Bristol & South Gloucestershire)

Report of the trustees

For the year ended 31 March 2024

5. Equality, diversity & inclusion – embedding equalities across the organisation, removing barriers to accessing our services. We will:

- a) Provide support to increase staff and volunteers' awareness and understanding of EDI;
- b) Embed EDI into recruitment, service planning, delivery and governance;
- c) Set clear targets and measures for our EDI work as part of our reporting structures; and
- d) Actively engage with community/interest groups as equal partners to help develop our work and increase accessibility to our services.

6. Employer of choice – striving to be the charity people choose to work and volunteer for, prioritising learning, where they can make a difference alongside having a good work/life balance. We

- a) Be a caring employer, providing flexible employment opportunities and promoting a healthy work/life balance;
- b) Be a learning organisation that encourages training and development, providing staff opportunities to grow;
- c) Encourage staff understanding of the part they play in the organisation, knowledge of their responsibilities within it and empower them to play an active part in the development of services;
- d) Value staff and volunteers, recognising and rewarding their contribution;
- e) Demonstrate fair, open and transparent leadership; and
- f) All communicate respectfully and clearly across the organisation.

Charitable Objects

CSC's objects, as set out in the governing article are:

To support adult and young (children) carers residing in Bristol and South Gloucestershire who are, or were, carrying out a caring role for persons who are disabled, elderly or ill, by the provision of practical help, advice, assistance, service, advocacy and support.

By working to the objects as detailed above the Charity satisfies the public benefit requirement, as detailed in the Charities Act 2011 by providing practical and emotional support to carers and former carers in need, thereby improving their health, well-being and quality of life.

We have referred to the guidance contained in the Charity Commission's general guidance on public benefit when reviewing our aim and objectives and planning future activities. The Trustees consider how planned activities will contribute to our aims and objectives.

CSC aims to provide information and support for carers, raise awareness of carers' issues and involve carers in the planning and provision of services to meet their needs.

Our aim is to improve the emotional, social, financial and practical situation of the individual carers we support, and to work towards better support for, and understanding of, carers generally within the area of Bristol and South Gloucestershire.

The Carers Centre (Bristol & South Gloucestershire)

Report of the trustees

For the year ended 31 March 2024

Principles for achieving objectives

CSC seeks to achieve its aims and outcomes through the following principles:

- a) Through adhering to key values as outlined above.
- b) Through ensuring attention is given to quality and equality:
 - Having appropriately trained and supported paid and unpaid team members, to provide emotional, practical and information support services to carers in Bristol and South Gloucestershire;
 - Working to an outreach three-tiered conversation model and in partnership with locality based voluntary and statutory agencies;
 - Ensuring that CSC services are open to all carers in the area, regardless of age, caring situation or protected characteristic; and
 - Working to an equal opportunities and diversity policy, and from a disability equality perspective, which supports carers whilst recognising the rights and needs of the people they care for.

Significant Activities

The significant activities undertaken in furtherance of these objectives are:

- The CarersLine telephone and CarersOnline advice service;
- Telephone counselling;
- Production and distribution of a carers' magazine;
- Individual 1:1 support through carers' support workers;
- Locally based support in outreach settings;
- Provision of benefits advice, carers' assessments, emergency cards, emotional and practical support, advocacy, short breaks, carers' groups, activities and signposting;
- Volunteer led short break and befriending services;
- Support for and identification of young carers and young adult carers. Development of multi-agency strategies to recognise and support their needs, taking a whole family approach to providing support to young carers and their families;
- Provision of carer engagement and involvement mechanisms to support the carers' voice and work in partnership with health, social care and other providers to develop and improve services that meet carers' needs;
- Support for carers during hospital discharge and ensuring that they are recognised and valued as true partners in care thus avoiding the potential for the caring situation to break down and costly readmissions to hospital;
- GP and Hospital Liaison work to develop and sustain an information and advice service based in GP practices and hospitals;
- Provision of advice, information and support specifically to parent carers of disabled children or with a life limiting condition; and
- Carers Walk and Talk support service.

Achievements and Performance

Here at Carers Support Centre, we are driven by one simple goal:

"A better life for carers of all ages".

What a 'better life' looks like is different for every carer. For some it's feeling less lonely and isolated, for others it could be being financially better off, having better access to support for themselves and their loved one, or it's simply the comfort of knowing there is someone there for them in their time of need. For young carers it's often being able to enjoy a childhood or succeed at school. Everything we do is driven by the individual needs of carers across Bristol and South Gloucestershire.

The Carers Centre (Bristol & South Gloucestershire)

Report of the trustees

For the year ended 31 March 2024

The support we provide has never been needed more, but we can't do it alone. We are grateful for the collaborations we have with many other voluntary sector organisations, and with our statutory partners, as well as with sponsors and those who donate to, or help fund, our cause.

Having secured the South Gloucestershire contracts in 2023, along with the Bristol contracts in 2022, the organisation is in a relatively stable place, albeit still facing financial challenges.

Fundraising

The key drivers for Carers Support Centre to improve our fundraising performance are:

- To build on non-statutory funded services and support, better reflecting our values as a charity supporting carers as well as diversifying our sources of income; and
- To allow Carers Support Centre to be more innovative and less constrained in how we support carers, now and into the future.

There will be a clear understanding from the Board and SMT about the priorities for fundraising every year. A prioritised list of 'projects' will be agreed which will inform the targeting of our fundraising activity. That said, we will also take advantage of ad hoc opportunities that may arise with the availability of new funding programmes.

During the year we have been successful with several funding bids. The most successful area of our fundraising is Charitable Trusts. This is not surprising as within the application process we have the opportunity to explain the need, what we do to meet that need and the impact of our support. This is harder to do when raising funds from the public at large who often respond to an emotive cause with a standout image.

We would like to recognise our core funders, Bristol City Council, South Gloucestershire Council and BNSSG Clinical Commissioning Group, not only for their funding but also their collaboration and support. We would also like to thank the many individuals, trusts and businesses who have donated during the year.

Reserves

The organisation produces its budgets using a full cost recovery model whereby the overheads and running costs are allocated across all the organisation's budget headings and income sources.

CSC has developed a 'winding up costs' calculator, which is reviewed annually. We are therefore able to assess more accurately the cost of closing the charity in the event of a significant reduction in funding, which would cause the organisation to cease operating.

Given that our main funders are required to give us 3 months' notice of Service Level Agreement termination, there is no need to hold additional running costs for a period in reserves. The revised reserves policy is therefore that only the amount needed to cease operating be held as a free reserve.

As of 31 March 2024, the winding up costs are estimated at £218K, hence this is more than covered by our current free reserves balance of £262k. As of 30 September 2024 the winding up costs are estimated at £230K.

The Carers Centre (Bristol & South Gloucestershire)

Report of the trustees

For the year ended 31 March 2024

Free Reserves	Bfwd 1 April 2023	1 April – 31 March 2024	Cfwd 31 March 2024
	Surplus (Loss)	Surplus (Loss)	Surplus (Loss)
General reserves	453,511	26,418	479,929
Less FA (Investment + tangible assets)	-196,988	-20,720	-217,708
Total Free Reserves	256,523	5,698	262,221

Principal funding sources

Local Authority (Bristol City and South Gloucestershire Councils) and Clinical Commissioning Group (Bristol, North Somerset, and South Gloucestershire) annual funding of £982,449 continues to account for the majority of our total annual income of £1,335,052 to deliver support services to carers of all ages.

Expenditure has supported achievement of the budget through the employment of staff and maintenance of premises and office functions, the provision and dissemination of information, and the provision of groups, events, breaks and young people's activities. There has been some expenditure through small budgets to meet the needs of individual carers.

Investment policy

Our aims are to:

- Invest in deposit-based investments mainly with instant access but also up to 12 months tie-in; and
- Make all our funds earn a reasonable rate of interest whilst considering risk and the need to maintain a positive cash flow in our bank account.

Investments

The charity has £205,805 on investment which is managed by St James Place Wealth Management, the performance of which is detailed in the accounts. The board regularly reviews the performance of the fund through the Finance Subcommittee.

Funds

The Charity regularly reviews its funds and has transferred balances from inactive or redundant budgets to projects where the service has been continued. Where funds are restricted and there is no continuation, we have contacted the funder to discuss the possibility of alternate ways of using the underspend or whether it should be paid back.

Restricted, unrestricted, and designated funds

We are reporting a £25,938 deficit for the financial year ending 31 March 2024.

The Carers Centre (Bristol & South Gloucestershire)

Report of the trustees

For the year ended 31 March 2024

Future financial position

Like most charities, it is challenging to predict the future financial position of the charity with any great certainty. We remain concerned about the current economic and political environment that we are working in, the impact on Local Authority Finances (and therefore on the level of funding that will be available to us in future Local Authority agreements) and on the availability of funds for donation from other sources.

The impact of the cost-of-living crisis has hit CSC as well as the carers we support.

The Trustees regularly consider the impact of relevant funding and fundraising issues on the charity's current and future position and continue to monitor it closely.

The charity holds unrestricted, general reserves of £479,929 and designated reserves which can be drawn down if necessary. The Trustees consider that the charity has sufficient unrestricted reserves and cashflow to continue operating as a going concern for a period of at least 12 months from the date on which these financial statements are approved. For this reason, the accounts have been produced on an ongoing concern basis.

Plans for Future Periods

As we move forward, we are working more at a local community level, developing relationships with trusted community groups, raising the awareness of carers and their needs and, through that, increasing the level of support available for carers in their local community.

Our plans for 2024/25 include:

- Remodelling of the Young Carers service;
- Design and development of our new website;
- Reaccreditation of our Trusted Charity Quality Mark;
- Development and implementation of credible outcome and impact measurement tools;
- Reduce our office footprint to offset the increases in rent;
- Review our methods of communicating with carers and other stakeholders to ensure that we use modern, cost-effective methods of communication;
- Review our fundraising to produce a model that meets current economic circumstances; and
- Review our strategy for the next five years to ensure that our service expands whilst continuing to address the real, and changing, needs of the communities which we support.

Statement of responsibilities of the trustees

The trustees (who are also directors of the charity for the purposes of company law) are responsible for preparing the trustees' report and the financial statements in accordance with 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).

The Carers Centre (Bristol & South Gloucestershire)

Report of the trustees

For the year ended 31 March 2024

Company law requires the trustees to prepare financial statements for each financial year, which give a true and fair view of the state of affairs of the charity and of the income and expenditure of the charity for that period. In preparing those financial statements the trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP;
- make judgements and accounting estimates that are reasonable and prudent;
- state whether applicable UK accounting standards and statements of recommended practice have been followed, subject to any material departures disclosed and explained in the financial statements; and
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in operation.

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

In so far as the trustees are aware:

- there is no relevant audit information of which the charitable company's auditors are 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 auditors are aware of that information.

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

Members of the charity guarantee to contribute an amount not exceeding £1 to the assets of the charity in the event of winding up. The trustees are members of the charity but this entitles them only to voting rights. The trustees have no beneficial interest in the charity.

Auditors

Godfrey Wilson Limited were re-appointed as auditors to the charitable company during the year and have expressed their willingness to continue in that capacity.

Approved by the trustees on 12 November 2024 and signed on their behalf by



Mary Whittington - Chair

Independent auditors' report

To the members of

The Carers Centre (Bristol & South Gloucestershire)

Opinion

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

In our opinion, the financial statements:

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

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the charity in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and the provisions available for small entities, in the circumstances set out in note 8 to the financial statements, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

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

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

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

Other information

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

Independent auditors' report

To the members of

The Carers Centre (Bristol & South Gloucestershire)

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

We have nothing to report in this regard.

Opinion 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 for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the trustees' report have 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 charity and its environment obtained in the course of the audit, we have not identified material misstatements in the trustees' report. We have nothing to report in respect of the following matters in relation to which the Companies Act 2006 requires us to report to you if, in our opinion:

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

Responsibilities of the trustees

As explained more fully in the trustees' responsibilities statement set out in the trustees' report, the trustees 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 they determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

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

Independent auditors' report

To the members of

The Carers Centre (Bristol & South Gloucestershire)

Our responsibilities for the audit of the financial statements

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

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

(1) We obtained an understanding of the legal and regulatory framework that the charity operates in, and assessed the risk of non-compliance with applicable laws and regulations. Throughout the audit, we remained alert to possible indications of non-compliance.

(2) We reviewed the charity's policies and procedures in relation to:

- Identifying, evaluating and complying with laws and regulations, and whether they were aware of any instances of non-compliance;
- Detecting and responding to the risk of fraud, and whether they were aware of any actual, suspected or alleged fraud; and
- Designing and implementing internal controls to mitigate the risk of non-compliance with laws and regulations, including fraud.

(3) We inspected the minutes of trustee meetings.

(4) We enquired about any non-routine communication with regulators and reviewed any reports made to them.

(5) We reviewed the financial statement disclosures and assessed their compliance with applicable laws and regulations.

(6) We performed analytical procedures to identify any unusual or unexpected transactions or balances that may indicate a risk of material fraud or error.

(7) We assessed the risk of fraud through management override of controls and carried out procedures to address this risk. Our procedures included:

- Testing the appropriateness of journal entries;
- Assessing judgements and accounting estimates for potential bias;
- Reviewing related party transactions; and
- Testing transactions that are unusual or outside the normal course of business.

Independent auditors' report

To the members of

The Carers Centre (Bristol & South Gloucestershire)

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. Irregularities that arise due to fraud can be even harder to detect than those that arise from error as they may involve deliberate concealment or collusion.

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

Use of our report

This report is made solely to the charity'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 charity'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 charity's members as a body, for our audit work, for this report, or for the opinions we have formed.

William Guy Blake

Date: 13 November 2024

William Guy Blake ACA
(Senior Statutory Auditor)

For and on behalf of:

GODFREY WILSON LIMITED

Chartered accountants and statutory auditors

5th Floor Mariner House

62 Prince Street

Bristol

BS1 4QD

The Carers Centre (Bristol & South Gloucestershire)

Statement of financial activities *(incorporating an income and expenditure account)*

For the year ended 31 March 2024

	Note	Restricted £	Unrestricted £	2024 Total £	2023 Total £
Income from:					
Donations and legacies	4	14,116	34,729	48,845	66,490
Charitable activities:					
Adult carers	5	909,345	-	909,345	904,285
Young carers	5	349,009	-	349,009	272,027
Other trading activities	6	-	3,184	3,184	3,125
Investments		-	23,891	23,891	10,949
Other		141	637	778	485
Total income		<u>1,272,611</u>	<u>62,441</u>	<u>1,335,052</u>	<u>1,257,361</u>
Expenditure on:					
Raising funds		-	36,403	36,403	8,561
Charitable activities:					
Adult carers		945,893	51,536	997,429	991,640
Young carers		329,639	16,159	345,798	320,280
Total expenditure	7	<u>1,275,532</u>	<u>104,098</u>	<u>1,379,630</u>	<u>1,320,481</u>
Net gains / (losses) on investments	12	<u>-</u>	<u>18,640</u>	<u>18,640</u>	<u>(4,561)</u>
Net expenditure		(2,921)	(23,017)	(25,938)	(67,681)
Transfers between funds		<u>35,624</u>	<u>(35,624)</u>	<u>-</u>	<u>-</u>
Net movement in funds	8	32,703	(58,641)	(25,938)	(67,681)
Reconciliation of funds:					
Total funds brought forward		<u>269,139</u>	<u>648,896</u>	<u>918,035</u>	<u>985,716</u>
Total funds carried forward		<u><u>301,842</u></u>	<u><u>590,255</u></u>	<u><u>892,097</u></u>	<u><u>918,035</u></u>

All of the above results are derived from continuing activities. There were no other recognised gains or losses other than those stated above. Movements in funds are disclosed in note 17 to the accounts.

The Carers Centre (Bristol & South Gloucestershire)

Balance sheet

As at 31 March 2024

	Note	2024 £	2023 £
Fixed assets			
Tangible assets	11	11,903	9,823
Investments	12	205,805	187,165
		217,708	196,988
Current assets			
Debtors	13	76,736	78,376
Cash at bank and in hand		775,067	704,561
		851,803	782,937
Liabilities			
Creditors: amounts falling due within 1 year	14	(177,414)	(61,890)
Net current assets		674,389	721,047
Net assets	16	892,097	918,035
Funds	17		
Restricted funds		301,842	269,139
Unrestricted funds:			
Designated funds		110,326	195,385
General funds		479,929	453,511
Total charity funds		892,097	918,035

These accounts have been prepared in accordance with the special provisions applicable to companies subject to the small companies' regime.

Approved by the trustees on 12 November 2024 and signed on their behalf by

Mary Whittington

Mary Whittington - Chair

The Carers Centre (Bristol & South Gloucestershire)

Statement of cash flows

For the year ended 31 March 2024

	2024	2023
	£	£
Cash used in operating activities:		
Net movement in funds	(25,938)	(67,681)
Adjustments for:		
Depreciation charge	7,099	11,841
(Gains) / losses on investments	(18,640)	4,561
Interest from investments	(23,891)	(10,949)
Loss on the disposal of fixed assets	782	-
Decrease / (increase) in debtors	1,640	(37,559)
Increase / (decrease) in creditors	115,524	(109,477)
Net cash provided by / (used in) operating activities	56,576	(209,264)
Cash flows from investing activities:		
Interest from investments	23,891	10,949
Purchase of tangible fixed assets	(9,961)	(2,853)
Net cash provided by investing activities	13,930	8,096
Increase / (decrease) in cash and cash equivalents in the year	70,506	(201,168)
Cash and cash equivalents at the beginning of the year	704,561	905,729
Cash and cash equivalents at the end of the year	775,067	704,561

The charity has not provided an analysis of changes in net debt as it does not have any long term financing arrangements.

The Carers Centre (Bristol & South Gloucestershire)

Notes to the financial statements

For the year ended 31 March 2024

1. Accounting policies

a) Basis of preparation

The Carers Centre (Bristol & South Gloucestershire) is a charitable company limited by guarantee registered in England and Wales. The registered office address is The Vassall Centre, Gill Avenue, Bristol, BS16 2QQ.

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities in preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019) - (Charities SORP (FRS 102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

The Carers Centre (Bristol & South Gloucestershire) meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy note.

b) Going concern basis of accounting

The accounts have been prepared on the assumption that the charity is able to continue as a going concern, which the trustees consider appropriate having regard to the current level of unrestricted reserves. The charity has unrestricted net current assets of £372,547 and a cash balance of £775,067 at the balance sheet date. The charity has also had substantial contract income extended for at least 12 months from the balance sheet date. The trustees therefore consider that the charity is a going concern for a period of at least 12 months from the date on which these financial statements are approved.

c) Income

Income is recognised when the charity has entitlement to the funds, any performance conditions attached to the item of income have been met, it is probable that the income will be received and the amount can be measured reliably.

When donors specify that donations given to the charity must be used in future accounting period, the income is deferred until those periods. When donors impose conditions which have to be fulfilled before the charity becomes entitled to use such income, the income is deferred until the pre-conditions are met.

Income from the government and other grants, whether 'capital' grants or 'revenue' grants, is recognised when the charity has entitlement to the funds, any performance conditions attached to the grants have been met, it is probable that the income will be received and the amount can be measured reliably and is not deferred.

Income received in advance of contract delivery is deferred until criteria for income recognition are met.

d) Interest receivable

Interest on funds held on deposit is included when receivable and the amount can be measured reliably by the charity: this is normally upon notification of the interest paid or payable by the bank.

The Carers Centre (Bristol & South Gloucestershire)

Notes to the financial statements

For the year ended 31 March 2024

1. Accounting policies (continued)

e) Funds accounting

Unrestricted funds are available to spend on activities that further any of the purposes of the charity. Designated funds are unrestricted of the charity which the trustees have decided at their discretion to set aside to use for a specific purpose. Restricted funds are donations which the donor has specified are to be solely used for particularly areas of the charity's work or for specific projects being undertaken by the charity.

f) Expenditure and irrecoverable VAT

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

Irrecoverable VAT is charged as a cost against the activity for which the expenditure was incurred.

g) Allocation of support and governance costs

Support costs are those functions that assist the work of the charity but do not directly undertake charitable activities. Governance costs are the costs associated with the governance arrangements of the charity, including the costs of complying with constitutional and statutory requirements and any costs associated with the strategic management of the charity's activities. These costs have been allocated between Young Carers and Adult Carers on the basis of staff time spent on each area, as follows:

	2024	2023
Raising funds	0%	0%
Adult carers	76%	77%
Young carers	24%	23%

h) Tangible fixed assets

Depreciation is provided at rates calculated to write down the cost of each asset to its estimated residual value over its expected useful life. The depreciation rates in use are as follows:

Computer and office equipment	3 years straight line
Fixtures and fittings	5 years straight line

Items are capitalised when their purchase price exceeds £1,000.

i) Listed investments

Investments in quoted shares, traded bonds and similar investments are measured initially at cost and subsequently at their market value. The statement of financial activities includes the net gains and losses arising on revaluations and disposals throughout the year.

j) Debtors

Trade and other debtors are recognised at the settlement amount due after any trade discount offered. Prepayments are valued at the amount prepaid net of any trade discounts due.

k) Cash at bank and in hand

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

The Carers Centre (Bristol & South Gloucestershire)

Notes to the financial statements

For the year ended 31 March 2024

1. Accounting policies (continued)

l) Creditors

Creditors are recognised where the charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors are normally recognised at their settlement amount after allowing for any trade discounts due.

m) Financial instruments

The charitable company only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value with the exception of bank loans which are subsequently recognised at amortised cost using the effective interest method.

n) Pension costs

The charitable company operates a defined contribution pension scheme. The assets of the scheme are held separately from those of the charitable company in an independently administered fund. Pension costs charged in the financial statements represent the contributions payable by the charity during the year. The charity has no liability under the scheme other than for the payment of those contributions.

o) Accounting estimates and key judgements

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

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

The key sources of estimation uncertainty that have a significant effect on the amounts recognised in the financial statements are depreciation (as described in note 1(h)) and listed investments (as described in note 1(i)).

The Carers Centre (Bristol & South Gloucestershire)

Notes to the financial statements

For the year ended 31 March 2024

2. Prior period comparatives: Statement of financial activities

	Restricted £	Unrestricted £	2023 Total £
Income from:			
Donations and legacies	19,494	46,996	66,490
Charitable activities:			
Adult carers	904,285	-	904,285
Young carers	272,027	-	272,027
Other trading activities	-	3,125	3,125
Investments	-	10,949	10,949
Other	443	42	485
Total income	1,196,249	61,112	1,257,361
Expenditure on:			
Raising funds	-	8,561	8,561
Charitable activities:			
Adult carers	979,143	12,497	991,640
Young carers	316,822	3,458	320,280
Total expenditure	1,295,965	24,516	1,320,481
Net losses on investments	-	(4,561)	(4,561)
Net income / (expenditure)	(99,716)	32,035	(67,681)
Transfers between funds	(99,226)	99,226	-
Net movement in funds	(198,942)	131,261	(67,681)

3. Government grants

The charity receives the following funding from local authorities in respect of the delivery of support for young and adult carers. There were no unfulfilled conditions or contingencies attaching to these grants in the current or prior period.

	2024 £	2023 £
Bristol City Council	633,818	534,112
South Gloucestershire Council	441,923	429,878
	1,075,741	963,990

Income from government grants was fully restricted in the current year and prior year.

The Carers Centre (Bristol & South Gloucestershire)

Notes to the financial statements

For the year ended 31 March 2024

4. Income from donations and legacies

	Restricted £	Unrestricted £	2024 Total £
Donations	13,848	34,130	47,978
Gift aid	<u>268</u>	<u>599</u>	<u>867</u>
Total income from donations and legacies	<u>14,116</u>	<u>34,729</u>	<u>48,845</u>
Prior period comparatives			2023
	Restricted £	Unrestricted £	Total £
Donations	18,196	44,672	62,868
Gift aid	<u>1,298</u>	<u>2,324</u>	<u>3,622</u>
Total income from donations and legacies	<u>19,494</u>	<u>46,996</u>	<u>66,490</u>

The Carers Centre (Bristol & South Gloucestershire)

Notes to the financial statements

For the year ended 31 March 2024

5. Income from charitable activities

	2024 £	2023 £
Adult Carers:		
Bristol City Council	458,191	391,654
South Gloucestershire Council	334,380	326,008
Big Lottery Wellbeing Fund	50,479	100,357
Henry Smith	33,550	-
St Monica's Trust	26,000	-
Your Park	2,975	2,450
Age UK	2,545	2,372
Building Better Opportunities	1,225	56,637
Quartet Community Foundation	-	18,807
Southern Brooks Community Partnership	-	6,000
	<u>909,345</u>	<u>904,285</u>
Young Carers:		
Bristol City Council	175,627	142,457
South Gloucestershire Council	107,543	103,870
Nisbet Trust	11,000	10,000
John James Foundation	10,000	10,000
The Sunrise Foundation	7,569	-
The Society of Merchant Venturers	5,500	-
The Van Neste Foundation	5,000	-
St Stephens and St James Trust	5,000	-
Bristol Charities	4,987	5,000
Quartet Community Foundation	4,529	-
The D'Oyly Carte Charitable Trust	4,000	-
7 Stars Foundation	2,504	-
St James Place	2,500	-
Hays Travel Foundation	2,000	-
Carers Trust	750	500
South West Water	500	-
YCDT	-	200
	<u>349,009</u>	<u>272,027</u>
Total income from charitable activities	<u><u>1,258,354</u></u>	<u><u>1,176,312</u></u>

All income from charitable activities in the current and prior year was restricted.

The Carers Centre (Bristol & South Gloucestershire)

Notes to the financial statements

For the year ended 31 March 2024

6. Income from other trading activities

	2024	2023
	£	£
100+ club lottery	2,759	3,122
Book sales	425	3
Total income from other trading activities	3,184	3,125

All income from other trading activities in the current and prior year was unrestricted.

The Carers Centre (Bristol & South Gloucestershire)

Notes to the financial statements

For the year ended 31 March 2024

7. Total expenditure

	Raising funds £	Adult carers £	Young carers £	Support and governance costs £	2024 Total £
Wages and salaries (note 9)	34,916	601,730	202,000	257,248	1,095,894
Carers activities	-	47,755	36,869	38	84,662
Premises costs	-	-	639	42,988	43,627
Office costs	79	13,022	4,306	28,266	45,673
Publicity and printing	-	20,430	58	28,878	49,366
Other staff costs	-	4,305	2,409	8,271	14,985
Travel and subsistence	-	2,867	2,662	1,306	6,835
Legal and professional fees	-	360	-	9,413	9,773
Fundraising expenses	1,408	762	-	-	2,170
Subscriptions and publications	-	1,417	1,471	6,201	9,089
Audit	-	-	-	6,000	6,000
Depreciation	-	5,423	268	1,408	7,099
Volunteer expenses	-	2,818	26	18	2,862
Trustees expenses	-	-	-	605	605
Sundries	-	-	-	735	735
Bank charges	-	-	-	255	255
Sub-total	36,403	700,889	250,708	391,630	1,379,630
Allocation of support and governance costs	-	296,540	95,090	(391,630)	-
Total expenditure	36,403	997,429	345,798	-	1,379,630

Total governance costs were £6,605 (2023: £5,695)

The Carers Centre (Bristol & South Gloucestershire)

Notes to the financial statements

For the year ended 31 March 2024

7. Total expenditure (continued)

Prior period comparatives

	Raising funds £	Adult carers £	Young carers £	Support and governance costs £	2023 Total £
Wages and salaries (note 9)	6,832	651,187	193,429	245,978	1,097,426
Carers activities	-	15,042	37,252	-	52,294
Premises costs	-	4,724	548	39,632	44,904
Office costs	5	12,355	3,939	26,037	42,336
Publicity and printing	-	20,659	-	3,370	24,029
Other staff costs	-	5,705	1,293	4,823	11,821
Travel and subsistence	-	4,771	2,894	750	8,415
Legal and professional fees	-	-	-	6,678	6,678
Fundraising expenses	1,635	1,110	-	-	2,745
Subscriptions and publications	-	348	1,109	6,024	7,481
Audit	-	-	-	5,520	5,520
Depreciation	-	9,375	997	1,469	11,841
Volunteer expenses	-	3,805	168	26	3,999
Trustees expenses	-	-	-	175	175
Sundries	-	-	-	455	455
Bank charges	-	-	-	362	362
Sub-total	8,472	729,081	241,629	341,299	1,320,481
Allocation of support and governance costs	89	262,559	78,651	(341,299)	-
Total expenditure	8,561	991,640	320,280	-	1,320,481

The Carers Centre (Bristol & South Gloucestershire)

Notes to the financial statements

For the year ended 31 March 2024

8. Net movement in funds

This is stated after charging:

	2024 £	2023 £
Depreciation	7,099	11,841
Operating lease rentals	37,400	41,906
Loss on disposal of fixed assets	782	-
Trustees' remuneration	Nil	Nil
Trustees' expenses	36	175
Auditors' remuneration: ▪ Audit (excluding VAT)	<u>5,000</u>	<u>4,600</u>

During the year, trustee expenses relate to DBS checks and conference attendance costs for two trustees (2023: DBS checks and training costs for two trustees).

In common with other charities of our size and nature we use our auditors to assist with the preparation of the financial statements.

9. Staff costs and numbers

Staff costs were as follows:

	2024 £	2023 £
Salaries and wages	963,195	946,843
Social security costs	71,443	69,023
Pension costs	38,566	39,821
Agency and self employed staff	<u>22,690</u>	<u>41,739</u>
	<u>1,095,894</u>	<u>1,097,426</u>

One employee earned between £60,000 and £70,000 during the year (2023: one).

The key senior management staff of the group comprise the Chief Executive Officer, Young Carers Service Manager, Finance Manager, Business Manager, Health & Carer Support Manager, and Marketing Manager. The total employee benefits of the key senior management personnel of the group were £226,204 (2023: £202,102).

	2024 No.	2023 No.
Average head count	<u>50</u>	<u>53</u>

10. Taxation

The charity is exempt from corporation tax as all its income is charitable and is applied for charitable purposes.

The Carers Centre (Bristol & South Gloucestershire)

Notes to the financial statements

For the year ended 31 March 2024

11. Tangible fixed assets

	Fixtures and fittings £	Computer and office equipment £	Total £
Cost			
At 1 April 2023	1,332	42,912	44,244
Additions in year	7,626	2,335	9,961
Disposals	(1,332)	(949)	(2,281)
At 31 March 2024	<u>7,626</u>	<u>44,298</u>	<u>51,924</u>
Depreciation			
At 1 April 2023	754	33,667	34,421
Charge for the year	244	6,855	7,099
Depreciation on disposals	(998)	(501)	(1,499)
At 31 March 2024	<u>-</u>	<u>40,021</u>	<u>40,021</u>
Net book value			
At 31 March 2024	<u>7,626</u>	<u>4,277</u>	<u>11,903</u>
At 31 March 2023	<u>578</u>	<u>9,245</u>	<u>9,823</u>

12. Investments

	2024 £	2023 £
Market value at 1 April 2023	187,165	191,726
Additions	59,689	-
Disposal proceeds	(59,689)	-
Gains / (losses)	<u>18,640</u>	<u>(4,561)</u>
Market value at 31 March 2024	<u>205,805</u>	<u>187,165</u>

13. Debtors

	2024 £	2023 £
Trade debtors	41,236	39,048
Other debtors	1,583	399
Prepayments	11,470	12,523
Accrued income	<u>22,447</u>	<u>26,406</u>
	<u>76,736</u>	<u>78,376</u>

The Carers Centre (Bristol & South Gloucestershire)

Notes to the financial statements

For the year ended 31 March 2024

14. Creditors : amounts due within 1 year

	2024	2023
	£	£
Trade creditors	19,046	9,761
Other creditors	3,239	3,382
Social security and pension costs	15,450	16,423
Accruals	38,596	32,324
Deferred income (note 15)	101,083	-
	<u>177,414</u>	<u>61,890</u>

15. Deferred income

	2024	2023
	£	£
At 1 April 2023	-	111,233
Deferred during the year	101,083	-
Released during the year	-	(111,233)
At 31 March 2024	<u>101,083</u>	<u>-</u>

Deferred income relates to the delivery of support for young and adult carers invoiced in advance.

16. Analysis of net assets between funds

	Restricted funds £	Designated funds £	General funds £	Total funds £
Tangible fixed assets	-	-	11,903	11,903
Non-current investments	-	-	205,805	205,805
Current assets	301,842	110,326	439,635	851,803
Current liabilities	-	-	(177,414)	(177,414)
Net assets at 31 March 2024	<u>301,842</u>	<u>110,326</u>	<u>479,929</u>	<u>892,097</u>
Prior period comparatives				
	Restricted funds £	Designated funds £	General funds £	Total funds £
Tangible fixed assets	-	-	9,823	9,823
Non-current investments	-	-	187,165	187,165
Current assets	269,139	195,385	318,413	782,937
Current liabilities	-	-	(61,890)	(61,890)
Net assets at 31 March 2023	<u>269,139</u>	<u>195,385</u>	<u>453,511</u>	<u>918,035</u>

The Carers Centre (Bristol & South Gloucestershire)

Notes to the financial statements

For the year ended 31 March 2024

17. Movements in funds

	At 1 April 2023 £	Income £	Expenditure £	Transfers & gains / losses £	At 31 March 2024 £
Restricted funds					
Age UK Support	-	2,545	(2,545)	-	-
Asset Fund	267	-	(267)	-	-
BCYPS Parent Carer	-	22,500	(24,364)	1,864	-
Bristol City Council Core	20,080	214,324	(224,067)	-	10,337
Bristol HSF	-	78,666	(22,351)	-	56,315
Bristol Tel. Counselling Service	1,518	-	-	(1,518)	-
Carers Health Strategic work	21,278	217,922	(207,409)	-	31,791
Counselling (Henry Smith)	-	33,550	(13,110)	-	20,440
Covid-19	3,225	-	(3,073)	-	152
Covid R & S Quartet	1,352	-	(1,352)	-	-
Digital Project BCH	29,932	-	(19,784)	-	10,148
GP Practice Film	1,445	-	-	-	1,445
NHS Southampton Walk and Talk	94,146	22	(71,964)	-	22,204
Rausing Charity Survival Fund	280	-	(268)	-	12
South Glos Befriending	-	26,000	(255)	-	25,745
South Glos Core	-	242,163	(254,546)	12,383	-
South Glos HSF	13,937	40,000	(20,323)	-	33,614
Training (Carers)	948	-	-	-	948
Transformation fund	4,473	-	(3,892)	-	581
Wellbeing Fund	7,880	50,482	(72,391)	14,029	-
West of England Works	-	1,225	(1,225)	-	-
YC Activity Grants	23,492	76,032	(59,485)	-	40,039
YC Bristol	-	133,497	(142,363)	8,866	-
YC Donations	34,146	6,709	(13,168)	-	27,687
YC Donations (Bristol)	4,163	-	(33)	-	4,130
YC Donations (South Glos)	2,121	300	(1,064)	-	1,357
YC South Glos Council Core	-	101,100	(100,865)	-	235
YC Swimming	4,694	-	(858)	-	3,836
YC 13 Up Group	(238)	9,729	(3,093)	-	6,398
YC Youth & Play	-	12,870	(8,442)	-	4,428
Your Park	-	2,975	(2,975)	-	-
Total restricted funds	269,139	1,272,611	(1,275,532)	35,624	301,842

The Carers Centre (Bristol & South Gloucestershire)

Notes to the financial statements

For the year ended 31 March 2024

17. Movements in funds (continued)

	At 1 April 2023 £	Income £	Expenditure £	Transfers & gains / losses £	At 31 March 2024 £
Unrestricted funds					
<i>Designated funds:</i>					
100+ Club Lottery	14,546	2,759	(12,872)	-	4,433
Carers Contingency Reserve	1,426	31	(320)	-	1,137
Carers Support and Development Reserve	124,934	-	-	(92,000)	32,934
Investment Reserve	31,289	-	(23,530)	-	7,759
TDR - BM Salary	-	-	-	31,000	31,000
TDR - COL Payment	-	-	(35,406)	40,000	4,594
TDR - YC Resource	-	-	(41)	10,000	9,959
TDR - Relocation costs	-	-	(4,207)	15,000	10,793
Website	23,190	-	(26,898)	11,000	7,292
Young Carers Zone	-	425	-	-	425
<i>Total designated funds</i>	<u>195,385</u>	<u>3,215</u>	<u>(103,274)</u>	<u>15,000</u>	<u>110,326</u>
General funds	<u>453,511</u>	<u>59,226</u>	<u>(824)</u>	<u>(31,984)</u>	<u>479,929</u>
Total unrestricted funds	<u>648,896</u>	<u>62,441</u>	<u>(104,098)</u>	<u>(16,984)</u>	<u>590,255</u>
Total funds	<u><u>918,035</u></u>	<u><u>1,335,052</u></u>	<u><u>(1,379,630)</u></u>	<u><u>18,640</u></u>	<u><u>892,097</u></u>

Purposes of restricted funds

Age UK Support	Funding to cover the cost of staff time spent on developing the Support Hub Approach.
Asset Fund	Funding towards the purchase of 2 staff bikes (one electric) and associated equipment.
BCYPS Parent Carer	Providing information, advocacy and advice to Parent Carers in Bristol.
Bristol City Council Core	Statutory funding to provide practical and emotional support services to adult carers.
Bristol HSF	Funding to support for carers in financial stress.
Bristol Tel. Counselling Service	Service developed from the BAB Telephone Counselling pilot project to provide a counselling service to carers over 50 in Bristol.

The Carers Centre (Bristol & South Gloucestershire)

Notes to the financial statements

For the year ended 31 March 2024

17. Movements in funds (continued)

Purposes of restricted funds (continued)

Carers Health Strategic work	To support NHS Bristol embed the carers agenda across primary and acute care.
Counselling (Henry Smith)	Funding to support counsellors for carers to support their mental health.
Covid-19	Funding to cover additional costs due to Covid-19.
Covid R & S Quartet	Funding received for additional IT and communications resources over 12 months. This will help CSC offer flexible homeworking in the future, with appropriate IT support, streamline our working practices through increased digitalisation, provide and refine service alternatives for those carers who prefer to access services remotely and/or at a time that's convenient to them – because they cannot leave the person they care for and support staff with digital comms expertise to promote services, raise awareness of carers' needs and provide a voice for carers.
Digital Project BCH	Two year funding for the digital transformation of processes and internal infrastructure to achieve a step change in the organisation's sustainability and performance supporting the health and well-being of carers.
GP Practice Film	Funding received to produce a film to be used in GP Practices and a wider awareness campaign to reach out and identify carers, raise awareness of who a carer is and outline our support services.
NHS Southampton Walk and Talk	Two year funding to run 6 x weekly walk and talk sessions for adult carers in green spaces across Bristol and South Glos to help improve carers health and wellbeing and to reduce isolation. The funding also covers some community development work by the Project Manager to increase the number of carers from under represented communities who are identified and supported by us and primary care.
Rausing Charity Survival Fund	Funding received to contribute towards administration costs for Young Carers activities and Adult Carers training and activities. Also includes funding for five laptops to assist with home working.
South Glos Befriending	Funding to improve the social life of carers.

The Carers Centre (Bristol & South Gloucestershire)

Notes to the financial statements

For the year ended 31 March 2024

17. Movements in funds (continued)

Purposes of restricted funds (continued)

South Glos Core	Statutory funding to provide practical and emotional support services to adult carers.
South Glos HSF	Household support funding to provide financial assistance to carers in South Gloucestershire, who are struggling to afford essential items such as energy, water bills, food and clothing.
Training (Carers)	Funding received to deliver various training courses and workshops for Adult Bristol Carers.
Transformation fund	Specific funding to transform the delivery of our one to one support to older carers in Bristol.
Wellbeing Fund	A 5 year project to support carers to maintain their health and wellbeing and build resilience through telephone based counselling, befriending and mentoring.
West of England Works	A three year project to support carers back into employment, training or education.
YC Activity Grants	Grants from various sources specifically given to enable young carers to participate in a diverse range of activities and groups. This gives the young carers an opportunity to meet other young carers for a break from their caring responsibilities, have fun and gain new skills.
YC Bristol	Statutory funding to provide practical and emotional support services to young carers.
YC Donations	Donations from various sources specifically given for the benefit of young carers. Transfers have been made to Young Carers South Gloucestershire to cover deficits on those projects.
YC South Glos Council Core	Statutory funding to provide practical and emotional support services to young carers.
YC Swimming	To provide young carers with access to swimming lessons.

The Carers Centre (Bristol & South Gloucestershire)

Notes to the financial statements

For the year ended 31 March 2024

17. Movements in funds (continued)

Purposes of restricted funds (continued)

YC 13 Up Group

Funding received to run groups for South Gloucester teenage young carers. The young carers meet monthly at a local youth centre/church and it gives them a chance to meet other young carers for a break from their caring responsibilities. The young carers have great fun and gain many new skills whilst taking part in a wide range of activities.

YC Youth & Play

Funding to support the social life of young carers.

Your Park

Funding received to cover the cost of staff time whilst collaborating on the project Parks4All. The project commits to ensuring equal access to nature for disabled people and unpaid carers.

Purposes of designated funds

100+ Club Lottery

Income from the organisations lottery to provide support to carers.

Carers Contingency Reserve

Accumulated funds to support specific carer needs which cannot be funded in the short term from other available resources.

Carers Support and Development Reserve

Funds set aside by trustees to be allocated for specific new project development work and/or to provide interim support for existing work, which may be at risk, whilst awaiting the outcome of continuation funding decisions and to cover the costs of any subsequent employer statutory responsibilities.

Investment Reserve

Funds set aside by the trustees in anticipation of future, as yet unspecified, projects based approximately on the interest earned each year on bank balances held.

TDR - BM Salary

Funds set aside by the trustees to cover the cost of the Business Manager's salary for an additional year, from Oct 2024.

TDR - COL Payment

Funds set aside by the trustees to cover a one-off Cost of Living payment.

TDR - YC Resource

Funds set aside by the trustees to redecorate the Rowlings room for young carers.

TDR - Relocation costs

Funds set aside by the trustees to cover the cost of the office move in February 2024.

The Carers Centre (Bristol & South Gloucestershire)

Notes to the financial statements

For the year ended 31 March 2024

17. Movements in funds (continued)

Purposes of designated funds (continued)

Website

Funds set aside by trustees to cover the cost of redesigning and developing a new website to be launched in 2024.

Young Carers Zone

Capital project to provide a dedicated space for young carers and young adult carers.

Transfers between funds

The transfer from the Bristol Tel. Counselling Service to the Wellbeing Fund is due to the project coming to end. The funds were used to fund additional telephone counselling hours.

The transfers from general funds into the various restricted funds are to cover over spends.

The transfers between designated funds are to ring-fence various project expenditure as approved by the trustees.

The Carers Centre (Bristol & South Gloucestershire)

Notes to the financial statements

For the year ended 31 March 2024

17. Movements in funds (continued)

Prior period comparatives

	At 1 April 2022 £	Income £	Expenditure £	Transfers & gains / losses £	At 31 March 2023 £
Restricted funds					
Age UK Support	-	2,372	(2,372)	-	-
Asset Fund	782	-	(515)	-	267
BCYPS Parent Carer	7,813	22,020	(23,903)	(5,930)	-
Bristol City Council Core	51,571	204,523	(180,669)	(55,345)	20,080
Bristol CCG	27,764	-	-	(27,764)	-
Bristol Tel. Counselling Service	1,518	-	-	-	1,518
Carers in Paid Employment	4,104	-	-	(4,104)	-
Carers Health Strategic work	22,514	229,354	(207,525)	(23,065)	21,278
Covid-19	8,078	-	(4,853)	-	3,225
Covid-19 Core	45,560	-	(30,115)	(15,445)	-
Covid R & S Quartet	4,707	-	(3,355)	-	1,352
Digital Project BCH	18,807	18,807	(7,682)	-	29,932
GP Practice Film	1,445	-	-	-	1,445
NHS Southampton Walk and Talk	149,659	48	(55,561)	-	94,146
Rausing Charity Survival Fund	711	-	(431)	-	280
South Glos Core	-	242,771	(255,851)	13,080	-
South Glos HSF	-	20,000	(6,063)	-	13,937
South Glos Wellbeing Training	292	4,000	(4,322)	30	-
Training (Carers)	3,787	-	(2,839)	-	948
Transformation fund	4,839	-	(366)	-	4,473
Wellbeing Fund	17,587	100,406	(110,113)	-	7,880
West of England Works	14,434	56,637	(78,589)	7,518	-
VCSE Participation funding	-	2,000	(2,000)	-	-
YAC Walk & Talk	2,516	-	-	(2,516)	-
YC Activity Grants	31,115	37,015	(33,235)	(11,403)	23,492
YC Bristol	-	133,492	(140,725)	7,233	-
YC Donations	32,233	17,734	(29,740)	13,919	34,146
YC Donations (Bristol)	4,762	-	(599)	-	4,163
YC Donations (South Glos)	4,276	1,000	(3,155)	-	2,121
YC South Glos Council Core	-	101,100	(105,666)	4,566	-
YC Swimming	5,696	-	(1,002)	-	4,694
YC 13 Up Group	1,511	520	(2,269)	-	(238)
Your Park	-	2,450	(2,450)	-	-
Total restricted funds	468,081	1,196,249	(1,295,965)	(99,226)	269,139

The Carers Centre (Bristol & South Gloucestershire)

Notes to the financial statements

For the year ended 31 March 2024

17. Movements in funds (continued)

Prior period comparatives (continued)

	At 1 April 2022 £	Income £	Expenditure £	Transfers & gains / losses £	At 31 March 2023 £
Unrestricted funds					
<i>Designated funds:</i>					
100+ Club Lottery	16,936	3,125	(5,515)	-	14,546
Carers Contingency Reserve	1,326	-	(1,400)	1,500	1,426
Investment Reserve	38,121	-	(6,832)	-	31,289
Young Carers Zone	465	-	(465)	-	-
Trustee Designated Reserves	5,620	-	(7,298)	1,678	-
Carers Support and Development Reserve	25,360	-	-	99,574	124,934
Website	-	-	(1,810)	25,000	23,190
<i>Total designated funds</i>	<u>87,828</u>	<u>3,125</u>	<u>(23,320)</u>	<u>127,752</u>	<u>195,385</u>
General funds	<u>429,807</u>	<u>57,987</u>	<u>(1,196)</u>	<u>(33,087)</u>	<u>453,511</u>
Total unrestricted funds	<u>517,635</u>	<u>61,112</u>	<u>(24,516)</u>	<u>94,665</u>	<u>648,896</u>
Total funds	<u>985,716</u>	<u>1,257,361</u>	<u>(1,320,481)</u>	<u>(4,561)</u>	<u>918,035</u>

18. Financial instruments at fair value

	2024 £	2023 £
Financial assets measured at fair value	<u>205,805</u>	<u>187,165</u>

Financial assets measured at fair value comprise listed investments.

19. Operating lease commitments

The charity had operating leases at the year end with total future minimum lease payments as follows:

	2024 £	2023 £
Amount falling due:		
Within 1 year	40,342	19,460
Within 1 - 5 years	<u>40,101</u>	<u>2,455</u>
	<u>80,443</u>	<u>21,915</u>

The Carers Centre (Bristol & South Gloucestershire)

Notes to the financial statements

For the year ended 31 March 2024

20. Related party transactions

There were no related party transactions during the year. In 2023, Andrew Bell was also a trustee of Southern Brooks Community Partnerships. In the year ending 31 March 2023, the charity received £6,000 from Southern Brooks Community Partnerships for delivery of the South Glos Wellbeing Training project.

THE CARERS CENTRE (BRISTOL AND SOUTH GLOUCESTERSHIRE)

England & Wales - Charity number 1063226

Accounts



Carers Support Centre
Bristol & South Gloucestershire



Company no. 03377199
Charity no. 1063226

The Carers Centre (Bristol & South Gloucestershire) Report and Audited Financial Statements



31 March 2023

The Carers Centre (Bristol & South Gloucestershire)

Reference and administrative details

For the year ended 31 March 2023

Company number	03377199																		
Charity number	1063226																		
Registered office and operational address	The Vassall Centre Gill Avenue Bristol BS16 2QQ																		
Status	The Carers Centre (Bristol and South Gloucestershire) is known locally as Carers Support Centre (CSC).																		
Trustees	Trustees, who are also directors under company law, who served during the year and up to the date of this report were as follows: <table><tr><td>Mary Whittington</td><td>Chair</td></tr><tr><td>Andy Bell</td><td>Treasurer (Deceased 6 September 2023)</td></tr><tr><td>Jennifer Cheshire</td><td></td></tr><tr><td>Graham Hunt</td><td>(Appointed 15 September 2023)</td></tr><tr><td>Sian Jones</td><td></td></tr><tr><td>Jamie Lavis</td><td>(Resigned 1 September 2022)</td></tr><tr><td>Pearl Raymond</td><td></td></tr><tr><td>Jennifer Tomkinson</td><td></td></tr><tr><td>Louise Winn</td><td></td></tr></table>	Mary Whittington	Chair	Andy Bell	Treasurer (Deceased 6 September 2023)	Jennifer Cheshire		Graham Hunt	(Appointed 15 September 2023)	Sian Jones		Jamie Lavis	(Resigned 1 September 2022)	Pearl Raymond		Jennifer Tomkinson		Louise Winn	
Mary Whittington	Chair																		
Andy Bell	Treasurer (Deceased 6 September 2023)																		
Jennifer Cheshire																			
Graham Hunt	(Appointed 15 September 2023)																		
Sian Jones																			
Jamie Lavis	(Resigned 1 September 2022)																		
Pearl Raymond																			
Jennifer Tomkinson																			
Louise Winn																			
Company secretary	Tim Poole																		
Chief Executive Officer	The Trustees delegate the day-to-day leadership and management of the organisation to the Chief Executive Officer, Mr Tim Poole.																		
Bankers	Virgin Money 5 Northgate Street Gloucester GL1 2AH																		
Auditors	Godfrey Wilson Limited Chartered accountants and statutory auditors 5th Floor Mariner House 62 Prince Street Bristol BS1 4QD																		

The Carers Centre (Bristol & South Gloucestershire)

Report of the trustees

For the year ended 31 March 2023

The trustees present their report along with the financial statements of the charity for the year ended 31 March 2023.

Reference and administrative information set out on page 1 forms part of this report. The financial statements comply with current statutory requirements, the Memorandum and Articles of Association and the Statement of Recommended Practice - Accounting and Reporting by Charities (effective from January 2019).

Governance and Management

Governing document

The Carers Centre (Bristol and South Gloucestershire) is a registered charity and a company limited by guarantee and is governed by its Articles and the Companies Act 1985, 2006 and the Charities Act 2006, 2011. It is known locally as Carers Support Centre (CSC) and is a network partner of Carers Trust. Whilst benefiting from access to resources and support through this membership, it retains full autonomy over local policy, governance and procedures.

Risk review

All identified risks are allocated to the relevant subcommittee of the board to monitor. The Board of Trustees delegates the evaluation of risks to the relevant subcommittees, which meet quarterly to review and update the risk register. Major risks and/or new or increasing risks are reviewed by the full board quarterly.

Internal risks are minimised by the implementation of effective internal control procedures, which ensure both appropriate authorisation of all transactions and consistent quality of delivery for all operational aspects of the charity. These procedures are periodically reviewed for their continuing effectiveness.

The risk register was updated throughout the year and is a standing item for discussion at all Subcommittee meetings, namely:

- Finance & General Purposes Subcommittee (FSC);
- Personnel Subcommittee (PSC);
- Fundraising Subcommittee (FSC); and
- Remuneration Subcommittee (RSC).

All subcommittees have terms of reference which are reviewed annually and usually report back to the Board of Trustees before any decisions are taken.

Organisational structure

The CEO is responsible for the day-to-day running of the organisation and line manages a Senior Management Team and Policy and Engagement Lead. The CEO will take decisions on a day-to-day basis and refer to the chair of Trustees when appropriate.

A board of Trustees, who are also the company directors, are legally responsible for the organisation and governance of CSC.

A joint Trustee board and senior management team strategic plan is produced annually with quarterly update reports provided to Trustees.

The Carers Centre (Bristol & South Gloucestershire)

Report of the trustees

For the year ended 31 March 2023

Appointment of Trustees

At each Annual General Meeting one-third of the Trustees who are subject to retirement by rotation shall retire. The Trustees to retire by rotation are those who have been longest in office since their last appointment or reappointment. A retiring member is eligible for re-election.

The Charitable Company can from time to time by ordinary resolution increase or reduce the number of Trustees and determine in what rotation such increased or reduced numbers shall go out of office. The board of Trustees shall have the power at any time to appoint any person to be a Trustee against determined criteria to provide a balanced board skill set including carers with lived experience. The Charitable Company may, by ordinary resolution, of which special notice has been given, remove any Trustee.

During the last twelve months one trustee appointment to the board has been made. In September 2023, Graham Hunt was appointed as a Trustee. Graham joins with significant charity trustee board experience supporting carers and cared for as well as having had a successful career in business. Graham is also a management accountant.

During the financial year, Jamie Lavis resigned as a Trustee in September 2022 due to his increasing work commitments.

Sadly, in September 2023, Andy Bell passed away. Andy had been long associated with Carers Support Centre as well as other local charities. He supported the financial management of the charity in his role of Treasurer for a number of years, a role which he performed with great commitment. Andy will be sorely missed by his fellow trustees, staff, carers, friends and family.

Trustee induction and training

A skills audit and review of Trustee board meetings takes place annually. The outcomes of this are reviewed and used to inform future recruitment, training and development.

Trustees will have an annual review meeting with the Chair of Trustees, where performance and individual training and development needs are discussed. All Trustees are also invited to attend 'snapshot' training sessions, as and when appropriate. Trustees are encouraged to choose a specific work area to take a lead on and liaise with the specific Senior Manager, provide feedback on activity to the board of Trustees and raise any issues and developments, as appropriate.

The Board are currently in the process of implementing a renewed Board Performance Review process.

Networks and partnerships

CSC works in partnership both strategically and operationally with all sectors across Bristol and South Gloucestershire to raise carer awareness, increase identification and provision of support services.

CSC is a network partner of Carers Trust and can access the support from Carers Trust Network Support Manager for any governance support, advice and training. The Chair and CEO can attend quarterly regional meetings to keep abreast of developments within Carers Trust and to network with CEOs and Trustees from other organisations across the South West. Carers Trust also holds an annual National Conference, which an allocated Trustee, along with the CEO, can attend, where there are specific workshops related to governance and networking opportunities.

The Carers Centre (Bristol & South Gloucestershire)

Report of the trustees

For the year ended 31 March 2023

Pay and remuneration

The organisation has a remuneration policy. Levels of remuneration are recommended by the CEO and considered by both the Personnel Subcommittee, to determine fairness etc. and the Finance Subcommittee, to consider affordability. A joint recommendation is then put to the full Board for a decision to be made.

This process is also used to:

- determine and keep under review the salary banding of all staff, using such market comparators as it deems suitable and taking account of the nature of the posts being considered;
- determine any annual percentage 'cost of living' change;
- consider recommendations from the Chief Executive (or Chair if in relation to the Chief Executive) following review of roles and responsibilities for individual team members;
- determine whether there should be any salary increases for staff members following review of applications submitted;
- determine and review the remuneration of the Chief Executive;
- ensure compliance with current pension law (auto enrolment) in accordance with legal requirements; and
- ensure that contractual terms on any termination of employment are fully met to protect both the individual and the charity.

Vision, Mission, Objectives and Activities

On the back of a recommendation from the Organisational Review, we undertook a review of our organisational Strategy, Mission and Values. This involved working with Trustees, staff, and carers and resulted in a new strategy being signed off, summary below:

Our vision:

'A better life for carers of all ages where they are recognised, valued and supported in their caring role and empowered to fulfil their own aspirations.'

Our mission:

- ***We will support carers' emotional, physical and financial health and wellbeing, building their resilience and confidence;***
- ***We will listen to and amplify carers' voices, enabling them to have a strong and independent influence on policy and services;***
- ***We will support carers to be free from inappropriate levels of care and able to live a life of their own; and***
- ***We will raise awareness of carers and the issues they face, leading to communities and organisations where carers feel recognised, welcome and supported.***

Our values:

- ***Co-productive***
We will be led by carers' needs involving them in service planning and development and encouraging other organisations to do the same;
- ***Listening and learning***
We will constantly review and refine our services, developing and sharing good practice;
- ***Collaborative and connected***
We will be collaborative in our approach to supporting carers, working closely with partner organisations and communities to provide holistic, sustainable support;

The Carers Centre (Bristol & South Gloucestershire)

Report of the trustees

For the year ended 31 March 2023

- **Empowering**

We will be enabling in our approach to supporting carers, building resilience and confidence, empowering them to achieve their own goals; and

- **Valuing people**

We will treat staff, volunteers and those we work with, with respect and kindness, valuing diversity and the contribution they make.

Underpinning our strategy are our key strategic aims:

1. Achieving carer outcomes – *supporting and empowering carers to achieve a better quality of life, through provision of a wide range of responsive services.*

We will:

- Continually enhance existing services through monitoring, impact measurement and development;
- Identify gaps in service provision and develop new services that are responsive to the varying and diverse needs of carers;
- Support carers to eliminate inappropriate caring; and
- Improve collection and analysis of data, to inform service delivery.

2. Extending our reach – *identifying carers not in contact with support services to make them aware of Carers Support Centre and what we offer.*

We will:

- Promote our services, so more people can self-identify as carers, and access our services;
- Through outreach work and partnerships with local community groups, identify seldom heard carers not currently in contact with support services; and
- Raise awareness across all sectors and general public by increasing knowledge and understanding of carers and their issues.

3. Influential voice – *promoting co-production of our services and governance and those of other organisations, through a strong, independent voice for carers.*

We will:

- Promote the role of carers so that they are recognised, valued and respected as expert partners in care, and part of the health and social care team;
- Enable carers of all ages to engage effectively with decision-makers and ensure their voices are heard;
- Create and promote different ways carers can input into co-production of services; and
- Ensure our organisation reflects carers voices through its governance and development of services.

4. Sustainability – *being a well-run charity attracting funders, commissioners, volunteers and supporters.*

We will:

- Create a flexible staffing structure to enable sustainable development of the organisation;
- Develop fundraising and diversify the organisation's funding base;
- Demonstrate high quality, impactful and value for money services;
- Ensure staff are supported, resourced and developed to achieve their potential;
- Develop volunteering to enable greater service provision and more meaningful opportunities for volunteers;
- Embed digital solutions to create greater efficiency and choice of services;
- Develop environmentally friendly premises strategy to reduce overheads, give greater community visibility and improving our carbon footprint;
- Adapt delivery models, developing tiered services responding to increasing demand;
- Provide robust governance through a diverse and skilled board, including people with lived experience of caring; and

The Carers Centre (Bristol & South Gloucestershire)

Report of the trustees

For the year ended 31 March 2023

j. Consider the environmental impact in all decision making in line with our Policy.

5. Equality, diversity & inclusion – *embedding equalities across the organisation, removing barriers to accessing our services.*

We will:

- a. Provide support to increase staff and volunteers' awareness and understanding of EDI;
- b. Embed EDI into recruitment, service planning, delivery and governance;
- c. Set clear targets and measures for our EDI work as part of our reporting structures; and
- d. Actively engage with community/interest groups as equal partners to help develop our work and increase accessibility to our services.

6. Employer of choice – *striving to be the charity people choose to work and volunteer for, prioritising learning, where they can make a difference alongside having a good work/life balance.*

We will:

- a. Be a caring employer, providing flexible employment opportunities and promoting a healthy work/life balance;
- b. Be a learning organisation that prioritises training and development, providing staff opportunities to grow;
- c. Encourage staff understanding and responsibility of the part they play in the organisation and empower them to play an active part in the development of services;
- d. Value staff and volunteers, recognising and rewarding their contribution;
- e. Demonstrate fair, open and transparent leadership; and
- f. All communicate respectfully and clearly across the organisation.

Charitable objects

CSC's objects, as set out in the governing article are:

To support adult and young (children) carers residing in Bristol and South Gloucestershire who are, or were, carrying out a caring role for persons who are disabled, elderly or ill, by the provision of practical help, advice, assistance, service, advocacy and support.

By working to the objects as detailed above the Charity satisfies the public benefit requirement, as detailed in the Charities Act 2011 by providing practical and emotional support to carers and former carers in need, thereby improving their health, well-being and overall quality of life. Further evidence on public benefit can be found throughout this report and in the organisation's annual review.

We have referred to the guidance contained in the Charity Commission's general guidance on public benefit when reviewing our aim and objectives and in planning our future activities. The Trustees consider how planned activities will contribute to the aims and objectives they have set.

CSC aims to provide information and support for carers, raise awareness of carers' issues and involve carers in the planning and provision of services to meet their needs.

Our aim is to improve the emotional, social, financial and practical situation of the individual carers we support, and to work towards better support for, and understanding of, carers generally within the area of Bristol and South Gloucestershire.

Principles for achieving objectives

CSC seeks to achieve its aims and outcomes through the following principles:

- a. Through adhering to key values as outlined above; and

The Carers Centre (Bristol & South Gloucestershire)

Report of the trustees

For the year ended 31 March 2023

b. Through ensuring attention is given to quality and equality:

- having appropriately trained and supported paid and unpaid team members, to provide emotional, practical and information support services to carers in Bristol and South Gloucestershire;
- working to an outreach three-tiered conversation model and in partnership with locality based voluntary and statutory agencies;
- ensuring that CSC services are open to all carers in the area, regardless of age, caring situation or protected characteristic; and
- working to an equal opportunities and diversity policy, and from a disability equality perspective, which supports carers whilst recognising the rights and needs of the people they care for.

Significant activities

The significant activities undertaken in furtherance of these objectives are:

- The CarersLine telephone and CarersOnline advice service;
- Telephone counselling;
- Production and distribution of a carers' magazine;
- Individual 1:1 support through carers' support workers;
- Locally based support in outreach settings;
- Provision of benefits advice, carers' assessments, emergency cards, emotional and practical support, advocacy, short breaks, carers' groups, activities and signposting;
- Volunteer led short break and befriending services;
- Support for and identification of young carers and young adult carers. Development of multi-agency strategies to recognise and support their needs, taking a whole family approach to providing support to young carers and their families;
- Provision of carer engagement and involvement mechanisms to support the carers' voice and work in partnership with health, social care and other providers to develop and improve services that meet carers' needs;
- Support for carers during hospital discharge and ensuring that they are recognised and valued as true partners in care thus avoiding the potential for the caring situation to break down and costly readmissions to hospital;
- GP and Hospital Liaison work to develop and sustain an information and advice service based in GP practices and hospitals;
- Provision of advice, information and support specifically to parent carers of disabled children or with a life limiting condition; and
- Carers Walk and Talk service.

Achievements and Performance

Here at Carers Support Centre, we are driven by one simple goal:

“A better life for carers of all ages”.

What a 'better life' looks like is different for every carer. For some it's feeling less lonely and isolated, for others it could be being financially better off, having better access to support for themselves and their loved one, or it's simply the comfort of knowing there is someone there for them in their time of need. For young carers it's often being able to enjoy a childhood or succeed at school. Everything we do is driven by the individual needs of carers across Bristol and South Gloucestershire.

The Carers Centre (Bristol & South Gloucestershire)

Report of the trustees

For the year ended 31 March 2023

The Census 2021 results suggesting a reduction in the number of unpaid carers are not reflected in our day-to-day experience. Like most support services, be they voluntary or statutory, we are seeing an increase in demand across the board.

This is not just reflected by the numbers but also, worryingly, in the complexity of the caring responsibilities and the impact that has on carers' health, wellbeing and personal aspirations. Overlaying all of this has been the cost-of-living crisis which has seen carers disproportionately affected, increasing their vulnerability and that of those they care for.

The support we provide has never been needed more, but we can't do it alone. We are grateful for the collaborations we have with many other voluntary sector organisations and with our statutory partners.

CSC has successfully navigated a couple of challenging years which have been significantly disrupted by having to tender for all of our core contracts. Having secured the South Gloucestershire contracts this year, along with the Bristol contracts last year, the organisation is in a relatively stable place, albeit still facing financial challenges.

Following is a brief snapshot of some of our key achievements.

Adult carers

In 2022/23, **2,338** carers turned to us for help for the first time taking the total number of carers registered with us to **15,921**.

- **CarersLine**

Our confidential telephone information and advice line for carers.

Carers Support Centre is available to answer any questions or listen to any concerns. We make time for everyone who contacts us. Our conversations help us to understand the difficulties that carers face. CarersLine supported **3,246** carers either by phone or online.

- **Carers assessments**

We supported **1,408** carers to secure and complete a Carer's Assessment. Carer's Assessments look at how caring affects lives, whether support is needed to manage the caring role and the wellbeing of the carer.

- **One-to-one support**

Based on Carers Assessments, our Carers Support Officers worked with **805** carers identifying and providing solutions for their individual and family needs.

- **Carers support groups**

A safe, confidential space to meet with other carers face-to-face and online - to share information and provide peer support.

During the year, **479** carers were supported through our network of community and online based support groups.

- **Carers emergency card**

Peace of mind for carers in the knowledge that should they have accident or be taken seriously ill, carrying this card will ensure the person they care for will be kept safe.

The Carers Centre (Bristol & South Gloucestershire)

Report of the trustees

For the year ended 31 March 2023

During the year we issued **763** new Emergency Cards, bringing the total registered to **6,540** ensuring continuity of support should an adult carer have an accident or be taken seriously ill. If a carer has an accident/emergency or is taken seriously ill, then the card can be used to alert a 24-hour emergency call centre that the person they care for needs help.

▪ **Wellbeing service**

Giving carers regular telephone support and guidance through befriending, mentoring and counselling.

We commissioned an external evaluation of our Wellbeing Service in 2022 to review the achievements of our National Lottery Community Fund award. It found the pandemic has 'changed the landscape of the need for wellbeing support' amongst carers, the service has developed strong pathways both internally and externally and provides a value for money intervention.

The external evaluation found:

- 83% of service users reported good improvement in levels of anxiety;
- 77% felt more optimistic about life; and
- 77% had improved feelings of personal health and well-being.

▪ **Counselling**

We provided professional counsellors to give carers a safe, independent and confidential space to talk about their concerns, feel listened to and respected and understood.

We provided approximately **550** hours free counselling to **86** carers. Our impact measurement throughout their time with us showed that as a result of the counselling:

- 88% reported thinking more clearly;
- 88% felt less isolated and more connected to people; and
- 89% felt more optimistic about their future.

▪ **Befriending and mentoring**

Matching carers with trained volunteers who provide conversation, companionship and emotional support, helping carers to cope with the sense of loneliness and isolation that many feel as a result of their caring role.

Linking up carers with a trained mentor who has experienced a similar caring situation. The mentor shares their own experience and helps the carer to understand what support is available.

We provided befriending or mentoring to 100 carers. Carers regularly tell us that having that contact with others, often people who have experienced being or are a carer is a lifeline.

▪ **West of England Works project**

Employment and skills support for unpaid carers.

West of England Works aims to support young people and adults who face multiple and complex barriers to securing sustainable employment and training.

38 carers successfully completed the programme, moving from being economically inactive to being in training/education, active job searching and employment.

The Carers Centre (Bristol & South Gloucestershire)

Report of the trustees

For the year ended 31 March 2023

Sadly, the funding for this project came to an end at the end of the year and the service was wound down.

▪ **Walk and Talk**

Following a fundraising success, we've been delighted to offer this new service to carers, initially for two years, to run 23 Walk and Talk groups.

Through consultation with carers, we found out that they would welcome a walking service. Of the over 200 respondents, 78% welcomed the idea of walking with other carers.

Building on this, and the success of two pilot walks, Walk and Talk was developed with the triple aims of:

- improving carer physical and mental health;
- decreasing carer isolation; and
- increasing carer knowledge about help available to support them in their caring role.

The new service is proving very successful. As well as addressing isolation and lack of physical activity we are seeing over 55% of groups continuing once the programme of walks has ended, providing ongoing sustainable and mutual support to carers within their community.

▪ **Carers break service**

Regular volunteer sitters in South Gloucestershire giving carers a break.

This service for carers is provided by volunteers, all of whom are trained, supported and managed by us. It enables carers to take a 2/3-hour break on a regular basis – usually weekly or fortnightly.

Our volunteers undertook **360** sits with the cared for person to give their carers a break, totalling **755** hours.

▪ **Training and workshops**

Addressing the needs of carers through quality, professional training.

We provide courses to help carers manage on a day-to-day basis, particularly through our core programmes, Caring with Confidence, and Understanding and Caring for Dementia.

In addition we delivered workshops in First Aid, Mindfulness, Adapting & Recovering and Stress Management.

▪ **Carers liaison service**

Support for carers through GP practices and in hospital.

▪ **Hospital support**

We provide help, support and advice to carers from the point of admission to discharge as a carer and/or as a patient.

The service supported **578** carers as well as providing Carer's Surgeries and information stands.

The Carers Centre (Bristol & South Gloucestershire)

Report of the trustees

For the year ended 31 March 2023

- **GP support**

A dedicated team which works with GP practices to help identify and support carers.

We have continued working with **over 50** GP practices across Bristol and South Gloucestershire. As a result of our development work and close working relationships with GP practices, they have referred **891** carers to us for support.

As part of our GP Award Scheme, we assessed **18** surgeries awarding **14** Gold and **4** Silver awards.

Young carers

- **One to one support**

We work with young people in helping them to feel positive about being a young carer, feel less isolated, reduce inappropriate care, enable them to plan for their future and seek support when they need. We do this through individual and family support, activities, groups and outings.

In the last year:

- **314** young carers were referred into the service;
- We delivered **322** one-to-one support sessions (online, phone and face to face) providing support and advocacy to young carers; and
- We carried out **177** young carers assessments.

Overall, **602** young carers are registered with us and receiving support, an increase of **22%**.

- **Young carers in schools**

Run in partnership with Carers Trust and The Children's Society, the Young Carers in Schools (YCiS) programme aims to increase identification of young carers, improve outcomes and provides awards for participating schools.

Starting with a baseline review of what a school is already doing for young carers, with the help of a dedicated development officer, the programme helps schools in supplying better support for young carers.

- **116** local schools have registered as YCiS schools and as part of the Bristol and South Gloucestershire young carers school leads network;
- **73** in Bristol (46% of all schools in Bristol);
- **43** in South Gloucestershire (36% of all schools in South Gloucestershire);
- **19** schools have achieved a YCiS Bronze Award; and
- **1** school has received a YCiS Silver Award.

The number of young carers referred to us from schools was **143**, up **22%** on the previous year. We were pleased to see **47** schools referring young carers to us for the very first time.

- **Young carers respite activities**

We provide a varied respite programme of day trips, residentials, groups, physical and creative activities.

All our activities are free to young carers, including transport and admissions. Activities not only give young carers some fun and a break from caring, but they also increase resilience and confidence, create lasting friendships and peer support.

The Carers Centre (Bristol & South Gloucestershire)

Report of the trustees

For the year ended 31 March 2023

We provided **737** breaks, enjoyed by **270** young carers.

▪ Young carer voice

Young Carers Voice (YCV) was set up to enable young carers to be seen, heard and recognised. YCV is a group of young carers who meet monthly and act as representatives for young carers. They work hard to bring about change and make sure that Local Authorities include the needs of young carers and their families in service and policy development.

Currently, **18** young carers are active members of YCV.

As part of their work, YCV members plan and deliver workshops to professionals working with children and young people.

Carers engagement & involvement

Support for carers to get their voices heard, so they can influence health and social care provision and the services of Carers Support Centre.

Carers voice and policy lobbying

As well as our role as advocates for carers, we enable carers to be heard by local policy makers to influence the development of services.

We do this by:

- keeping up with the latest research, and national and local policy changes on social care;
- organising large and small events to inform carers about these new developments and discuss the issues they experience in their everyday lives; and
- supporting a group of 15 carers to attend local partnership meetings with local council and NHS bodies to report these issues and suggest changes to local services.

One event, our Carer's Rights Day event in November, focused on the impact of the cost-of-living crisis on carers. Eighty carers, local policy makers and professionals attended. The event was part of our work to support carers in lobbying councils to identify and support those carers significantly affected by this crisis. The result of this work was that South Gloucestershire Council now identifies carers presenting at their One Stop Shop advice centres and has ringfenced money for those carers most affected by the cost-of-living crisis.

We also supported carers to take part in focus groups and partnership meetings aimed at improving the local implementation of the new hospital discharge process. Together with carers we made sure that they were involved in this improvement process. One of the main results was that NHS staff developed clear information for carers who might be eligible for the one-off discharge grant - the grant is for household tasks or other support needed when caring for someone who is being discharged to home.

In collaboration with Your Park Bristol and Bath, we engaged carers in workshops about making parks accessible and inclusive for carers and the people they care for. This has led to the development of a pilot tool to enable carers and disabled people to audit their local parks.

In June, we submitted written and oral evidence to the South Gloucestershire Council Support for Carers Task and Finish Group. Our main recommendations for improving identification, support and information for carers were well received and included in the action plan for South Gloucestershire Carers' Strategy.

The Carers Centre (Bristol & South Gloucestershire)

Report of the trustees

For the year ended 31 March 2023

Contribution by volunteers

Our volunteers are an invaluable asset to Carers Support Centre, selflessly dedicating their time, energy, and skills to help others without expecting anything in return.

Like unpaid carers, the work of volunteers can often go unrecognised, but their impact is immeasurable, and we certainly wouldn't be able to do our work so well without the support of volunteers.

During the year, we received support from **75** volunteers, **23%** of whom were carers or former carers, giving up **1,481** hours of support.

To us it's very important that volunteering is not just one way, every opportunity should be mutually beneficial. That's why we invest time in matching volunteers carefully to relevant opportunities that not only meet the needs of the charity but also those of the volunteers themselves. These vary from one volunteer to another, but just some of the benefits volunteers tell us they reap include:

- new skills and experience;
- confidence building;
- preparation for getting into or returning to work;
- social contact; and
- making new friends.

Working in this way, volunteering becomes much more enjoyable, fulfilling and sustainable.

Ordinarily, CSC offers many volunteering opportunities, such as:

- Trustees;
- Carers Sitting Service;
- Carer Representatives;
- Helping at events and with our carers training course/workshops;
- Carers Groups - supporting and facilitating activities;
- Breaks for Carers (Carers Time);
- Young Carer volunteers helping with activities and fundraising;
- GP Link Volunteers;
- Running workshops for adult's carers and young carers;
- Admin CSC office support;
- CarersLine, Social Media; and
- Theatre Group supporters.

A recent survey of our volunteers reported that **100%** of them would recommend volunteering for CSC.

News for Carers

Keeping carers updated and connected through our website, regular eNewsletters and our three times a year printed publication, Carers News.

During the year:

- **120,036** unique visitors to website, an over **9%** rise on the previous year;
- **3** editions of Carers News were printed, each edition was sent to an average of **10,478** carers, **5,561** carers by post, and **4,917** by email; and
- **57** targeted eNewsletters were issued.

The Carers Centre (Bristol & South Gloucestershire)

Report of the trustees

For the year ended 31 March 2023

Fundraising

The key drivers for Carers Support Centre to improve our fundraising performance are:

- to build on non-statutory funded services and support, better reflecting our values as a charity supporting carers as well as diversifying our sources of income.
- to allow Carers Support Centre to be more innovative and less constrained in how we support carers, now and into the future.

There will be a clear understanding from the Board and SMT about the priorities for fundraising every year. A prioritised list of 'projects' will be agreed which will inform the targeting of our fundraising activity. That said, we will also take advantage of ad hoc opportunities that may arise with the availability of new funding programmes.

During the year we have been successful with several funding bids. The most successful area of our fundraising is Charitable Trusts. This is not surprising as within the application process we have the opportunity to explain the need, what we do to meet that need and the impact of our support. This is harder to do when raising funds from the public at large who often respond to an emotive cause with a standout image.

We would like to thank the following for their support:

Alpkit Foundation;	In Memoriam Of William Hancock Fund;
Bristol Brunel Lions Club;	Moirs Lodge of Honour;
Bristol Breakfast Rotary Club;	Leonard Laity Stoate Charitable Trust;
Bristol Charities;	Osborne Clarke;
Bristol City Council Youth	Pucklechurch WI;
Sector Support Fund;	Project Dragonfly;
Bristol City Council - Your Holiday	Rotary Club of Bristol;
Hub Summer Programme;	Royal Edward Lodge;
Bristol Community Health;	South Gloucestershire Council - Area Wide
Bristol Masonic Benevolent Institution;	Grant and Holiday Activities and Food
Bristol Phoenix Choir;	Programme;
Carers Trust;	Sir Jules Thorn Charitable Trust;
Chatterton Lodge;	St James's Place Charitable Foundation;
Clifton Down Probus Club;	Stone King Foundation;
Co-op Local Community Fund;	Sunrise Foundation;
D'Oyly Carte Charitable Trust;	The Clifford Charity Oxford;
Frome Valley Lodge;	The Fulmer Charitable Trust;
Fulmer Charitable Trust;	The Nisbet Trust;
Garfield Weston Foundation;	The Thompson Charitable Trust;
Henry Nicholas Associates;	Thornbury Rotary Club;
John James Foundation;	Waitrose; and
John Lewis Community Matters	Warburton's Families Matter.
Scheme;	

We would also like to thank the many individuals who have donated individually, both one off and regular payments.

In addition, we would like to recognise our core funders, Bristol City Council, South Gloucestershire Council and BNSSG Clinical Commissioning Group, not only for their funding but also their collaboration and support.

The Carers Centre (Bristol & South Gloucestershire)

Report of the trustees

For the year ended 31 March 2023

Financial Review

Reserves

The organisation produces its budgets using a full cost recovery model whereby the overheads and running costs are allocated across all the organisation's budget headings and income sources.

CSC has developed a 'winding up costs' calculator, which is reviewed annually. We are therefore able to assess more accurately the cost of closing the charity in the event of a significant reduction in funding, which would cause the organisation to cease operating.

Given that our main funders are required to give us 3 months' notice of Service Level Agreement termination, there is no need to hold additional running costs for a period in reserves. The revised reserves policy is therefore that only the amount needed to cease operating be held as a free reserve.

As of 31st March 2023, the winding up costs are estimated at £218K, hence this is more than covered by our current free reserves balance of £256,523. As of 30th September 2023, the winding up costs are estimated at £230K.

Free Reserves	Bfwd 1 April 2022	1 April – 31 March 2023	Cfwd 31 March 2023
	Surplus (Loss)	Surplus (Loss) Inclusive of Fund Transfer	Surplus (Loss)
General Reserves	429,807	23,704	453,511
Less FA (Investment + tangible assets)	210,537	-13,549	196,988
Total Free Reserves	219,270	37,253	256,523

Principal funding sources

Local Authority (Bristol City and South Gloucestershire Councils) and Clinical Commissioning Group (Bristol, North Somerset and South Gloucestershire) annual funding of £963,990 continues to account for the majority of our total annual income of £1,257,361 to deliver support services to carers of all ages.

Expenditure has supported achievement of the budget through the employment of staff and maintenance of premises and office functions, the provision and dissemination of information, and the provision of groups, events, breaks and young people's activities. There has been some expenditure through small budgets to meet the needs of individual carers.

Investment policy

Our aims are to:

- invest in deposit-based investments mainly with instant access but also up to 12 months tie-in;
- make all our funds earn the maximum amount of interest whilst maintaining a positive cash flow in our bank account; and
- earn more interest than the Retail Price Index (RPI) measured annually on 1 April.

The Carers Centre (Bristol & South Gloucestershire)

Report of the trustees

For the year ended 31 March 2023

We have also been informed that Bristol City Council will activate one of the 12-month extensions to our Young Carers Contract which will take it to 31 May 2025.

The Trustees regularly consider the impact of these issues on the charity's current and future position and continue to monitor it closely.

The charity holds unrestricted, general reserves of £453,511 and designated reserves which can be drawn down if necessary. The Trustees consider that the charity has sufficient unrestricted reserves and cashflow to continue operating as a going concern for a period of at least 12 months from the date on which these financial statements are approved. For this reason, the accounts have been produced on an ongoing concern basis.

Plans for future periods

As we move forward, we are working more at a local community level, developing relationships with trusted community groups, raising the awareness of carers and their needs and, through that, increasing the level of support available for carers in their local community.

Our plans for 2023/24 include:

- remodelling of the Young Carers service;
- design and development of a new website for launch early 2024;
- revise our logo, to be launched simultaneously with the new website;
- reaccreditation of our Trusted Charity Quality Mark;
- development and implementation of credible outcome and impact measurement tools; and
- reduce our office footprint to better reflect our new working patterns as well as offset the increases in rent.

Statement of responsibilities of the trustees

The trustees (who are also directors of the charity for the purposes of company law) are responsible for preparing the trustees' report and the financial statements in accordance with 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).

Company law requires the trustees to prepare financial statements for each financial year, which give a true and fair view of the state of affairs of the charity and of the income and expenditure of the charity for that period. In preparing those financial statements the trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP;
- make judgements and accounting estimates that are reasonable and prudent;
- state whether applicable UK accounting standards and statements of recommended practice have been followed, subject to any material departures disclosed and explained in the financial statements; and
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in operation.

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

The Carers Centre (Bristol & South Gloucestershire)

Report of the trustees

For the year ended 31 March 2023

In so far as the trustees are aware:

- there is no relevant audit information of which the charitable company's auditors are 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 auditors are aware of that information.

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

Members of the charity guarantee to contribute an amount not exceeding £1 to the assets of the charity in the event of winding up. The trustees are members of the charity but this entitles them only to voting rights. The trustees have no beneficial interest in the charity.

Auditors

Godfrey Wilson Limited were re-appointed as auditors to the charitable company during the year and have expressed their willingness to continue in that capacity.

Approved by the trustees on 14 November 2023 and signed on their behalf by

Mary Whittington - Chair

Independent auditors' report

To the members of

The Carers Centre (Bristol & South Gloucestershire)

Opinion

We have audited the financial statements of The Carers Centre (Bristol & South Gloucestershire) (the 'charity') for the year ended 31 March 2023 which comprise the statement of financial activities, the balance sheet, statement of cash flows and the related notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102: The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

In our opinion, the financial statements:

- give a true and fair view of the state of the charity'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 charity in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

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

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

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

Other information

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

Independent auditors' report

To the members of

The Carers Centre (Bristol & South Gloucestershire)

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

We have nothing to report in this regard.

Opinion 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 for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the trustees' report have 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 charity and its environment obtained in the course of the audit, we have not identified material misstatements in the trustees' report. We have nothing to report in respect of the following matters in relation to which the Companies Act 2006 requires us to report to you if, in our opinion:

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

Responsibilities of the trustees

As explained more fully in the trustees' responsibilities statement set out in the trustees' report, the trustees 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 they determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

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

Independent auditors' report

To the members of

The Carers Centre (Bristol & South Gloucestershire)

Our responsibilities for the audit of the financial statements

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

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

(1) We obtained an understanding of the legal and regulatory framework that the charity operates in, and assessed the risk of non-compliance with applicable laws and regulations. Throughout the audit, we remained alert to possible indications of non-compliance.

(2) We reviewed the charity's policies and procedures in relation to:

- Identifying, evaluating and complying with laws and regulations, and whether they were aware of any instances of non-compliance;
- Detecting and responding to the risk of fraud, and whether they were aware of any actual, suspected or alleged fraud; and
- Designing and implementing internal controls to mitigate the risk of non-compliance with laws and regulations, including fraud.

(3) We inspected the minutes of trustee meetings.

(4) We enquired about any non-routine communication with regulators and reviewed any reports made to them.

(5) We reviewed the financial statement disclosures and assessed their compliance with applicable laws and regulations.

(6) We performed analytical procedures to identify any unusual or unexpected transactions or balances that may indicate a risk of material fraud or error.

(7) We assessed the risk of fraud through management override of controls and carried out procedures to address this risk. Our procedures included:

- Testing the appropriateness of journal entries;
- Assessing judgements and accounting estimates for potential bias;
- Reviewing related party transactions; and
- Testing transactions that are unusual or outside the normal course of business.

Independent auditors' report

To the members of

The Carers Centre (Bristol & South Gloucestershire)

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. Irregularities that arise due to fraud can be even harder to detect than those that arise from error as they may involve deliberate concealment or collusion.

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

Use of our report

This report is made solely to the charity'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 charity'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 charity's members as a body, for our audit work, for this report, or for the opinions we have formed.

Date: 15 November 2023

Rob Wilson FCA
(Senior Statutory Auditor)

For and on behalf of:
GODFREY WILSON LIMITED
Chartered accountants and statutory auditors
5th Floor Mariner House
62 Prince Street
Bristol
BS1 4QD

The Carers Centre (Bristol & South Gloucestershire)

Statement of financial activities *(incorporating an income and expenditure account)*

For the year ended 31 March 2023

	Note	Restricted £	Unrestricted £	2023 Total £	2022 Total £
Income from:					
Donations and legacies	4	19,494	46,996	66,490	26,922
Charitable activities:	5				
Adult carers		904,285	-	904,285	1,141,403
Young carers		272,027	-	272,027	260,612
Other trading activities	6	-	3,125	3,125	14,266
Investments		-	10,949	10,949	557
Other		443	42	485	2,272
Total income		1,196,249	61,112	1,257,361	1,446,032
Expenditure on:					
Raising funds		-	8,561	8,561	8,571
Charitable activities:					
Adult carers		979,143	12,497	991,640	950,036
Young carers		316,822	3,458	320,280	324,732
Total expenditure	7	1,295,965	24,516	1,320,481	1,283,339
Net gains on investments	12	-	(4,561)	(4,561)	10,374
Net income / (expenditure)		(99,716)	32,035	(67,681)	173,067
Transfers between funds		(99,226)	99,226	-	-
Net movement in funds	8	(198,942)	131,261	(67,681)	173,067
Reconciliation of funds:					
Total funds brought forward		468,081	517,635	985,716	812,649
Total funds carried forward		269,139	648,896	918,035	985,716

All of the above results are derived from continuing activities. There were no other recognised gains or losses other than those stated above. Movements in funds are disclosed in note 17 to the accounts.

The Carers Centre (Bristol & South Gloucestershire)

Balance sheet

As at 31 March 2023

	Note	2023 £	2022 £
Fixed assets			
Tangible assets	11	9,823	18,811
Investments	12	187,165	191,726
		196,988	210,537
Current assets			
Debtors	13	78,376	40,817
Cash at bank and in hand		704,561	905,729
		782,937	946,546
Liabilities			
Creditors: amounts falling due within 1 year	14	61,890	171,367
Net current assets		721,047	775,179
Net assets	16	918,035	985,716
Funds	17		
Restricted funds		269,139	468,081
Unrestricted funds:			
Designated funds		195,385	87,828
General funds		453,511	429,807
Total charity funds		918,035	985,716

These accounts have been prepared in accordance with the special provisions applicable to companies subject to the small companies' regime.

Approved by the trustees on 14 November 2023 and signed on their behalf by

Mary Whittington - Chair

The Carers Centre (Bristol & South Gloucestershire)

Statement of cash flows

For the year ended 31 March 2023

	2023	2022
	£	£
Cash used in operating activities:		
Net movement in funds	(67,681)	173,067
Adjustments for:		
Depreciation charge	11,841	12,343
Depreciation on disposals	-	(810)
Losses / (gains) on investments	4,561	(10,374)
Interest from investments	(10,949)	(557)
(Increase) / decrease in debtors	(37,559)	24,202
(Decrease) / increase in creditors	(109,477)	81,919
Net cash (used in) / provided by operating activities	<u>(209,264)</u>	<u>279,790</u>
Cash flows from investing activities:		
Interest from investments	10,949	557
Purchase of tangible fixed assets	(2,853)	(9,333)
Fixed asset disposals	-	1,945
Net cash provided by / (used in) investing activities	<u>8,096</u>	<u>(6,831)</u>
(Decrease) / increase in cash and cash equivalents in the year	(201,168)	272,959
Cash and cash equivalents at the beginning of the year	<u>905,729</u>	<u>632,770</u>
Cash and cash equivalents at the end of the year	<u><u>704,561</u></u>	<u><u>905,729</u></u>

The Carers Centre (Bristol & South Gloucestershire)

Notes to the financial statements

For the year ended 31 March 2023

1. Accounting policies

a) Basis of preparation

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities in preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019) - (Charities SORP (FRS 102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

The Carers Centre (Bristol & South Gloucestershire) meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy note.

b) Going concern basis of accounting

The accounts have been prepared on the assumption that the charity is able to continue as a going concern, which the trustees consider appropriate having regard to the current level of unrestricted reserves. The charity has unrestricted net current assets of £451,908 and a cash balance of £704,561 at the balance sheet date. The charity has also had substantial contract income extended for at least 12 months from the balance sheet date. The trustees therefore consider that the charity is a going concern for a period of at least 12 months from the date on which these financial statements are approved.

c) Income

Income is recognised when the charity has entitlement to the funds, any performance conditions attached to the item of income have been met, it is probable that the income will be received and the amount can be measured reliably.

When donors specify that donations given to the charity must be used in future accounting period, the income is deferred until those periods. When donors impose conditions which have to be fulfilled before the charity becomes entitled to use such income, the income is deferred until the pre-conditions are met.

Income from the government and other grants, whether 'capital' grants or 'revenue' grants, is recognised when the charity has entitlement to the funds, any performance conditions attached to the grants have been met, it is probable that the income will be received and the amount can be measured reliably and is not deferred.

Income received in advance of contract delivery is deferred until criteria for income recognition are met.

d) Interest receivable

Interest on funds held on deposit is included when receivable and the amount can be measured reliably by the charity: this is normally upon notification of the interest paid or payable by the bank.

The Carers Centre (Bristol & South Gloucestershire)

Notes to the financial statements

For the year ended 31 March 2023

1. Accounting policies (continued)

e) Funds accounting

Unrestricted funds are available to spend on activities that further any of the purposes of the charity. Designated funds are unrestricted of the charity which the trustees have decided at their discretion to set aside to use for a specific purpose. Restricted funds are donations which the donor has specified are to be solely used for particularly areas of the charity's work or for specific projects being undertaken by the charity.

f) Expenditure and irrecoverable VAT

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

Irrecoverable VAT is charged as a cost against the activity for which the expenditure was incurred.

g) Allocation of support and governance costs

Support costs are those functions that assist the work of the charity but do not directly undertake charitable activities. Governance costs are the costs associated with the governance arrangements of the charity, including the costs of complying with constitutional and statutory requirements and any costs associated with the strategic management of the charity's activities. These costs have been allocated between Young Carers and Adult Carers on the basis of staff time spent on each area, as follows:

	2023	2022
Raising funds	0.0%	0.0%
Adult carers	76.9%	72.4%
Young carers	23.1%	27.6%

h) Tangible fixed assets

Depreciation is provided at rates calculated to write down the cost of each asset to its estimated residual value over its expected useful life. The depreciation rates in use are as

Computer and office equipment	3 years straight line
Fixtures and fittings	5 years straight line

Items are capitalised when their purchase price exceeds £1,000.

i) Listed investments

Investments in quoted shares, traded bonds and similar investments are measured initially at cost and subsequently at their market value. The statement of financial activities includes the net gains and losses arising on revaluations and disposals throughout the year.

j) Debtors

Trade and other debtors are recognised at the settlement amount due after any trade discount offered. Prepayments are valued at the amount prepaid net of any trade discounts due.

k) Cash at bank and in hand

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

The Carers Centre (Bristol & South Gloucestershire)

Notes to the financial statements

For the year ended 31 March 2023

1. Accounting policies (continued)

l) Creditors

Creditors are recognised where the charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors are normally recognised at their settlement amount after allowing for any trade discounts due.

m) Financial instruments

The charitable company only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value with the exception of bank loans which are subsequently recognised at amortised cost using the effective interest

n) Pension costs

The charitable company operates a defined contribution pension scheme. The assets of the scheme are held separately from those of the charitable company in an independently administered fund. Pension costs charged in the financial statements represent the contributions payable by the charity during the year. The charity has no liability under the scheme other than for the payment of those contributions.

o) Accounting estimates and key judgements

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

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

The key sources of estimation uncertainty that have a significant effect on the amounts recognised in the financial statements are depreciation (as described in note 1(h)) and listed investments (as described in note 1(i)).

The Carers Centre (Bristol & South Gloucestershire)

Notes to the financial statements

For the year ended 31 March 2023

2. Prior period comparatives: Statement of financial activities

	Restricted £	Unrestricted £	2022 Total £
Income from:			
Donations and legacies	19,294	7,628	26,922
Charitable activities			
Adult carers	1,141,403	-	1,141,403
Young carers	260,612	-	260,612
Other trading activities	-	14,266	14,266
Investments	-	557	557
Other	2,159	113	2,272
Total income	1,423,468	22,564	1,446,032
Expenditure on:			
Raising funds	-	8,571	8,571
Charitable activities:			
Adult carers	919,061	30,975	950,036
Young carers	316,866	7,866	324,732
Total expenditure	1,235,927	47,412	1,283,339
Net gains on investments	-	10,374	10,374
Net income / (expenditure)	187,541	(14,474)	173,067
Transfers between funds	51,704	(51,704)	-
Net movement in funds	239,245	(66,178)	173,067

The Carers Centre (Bristol & South Gloucestershire)

Notes to the financial statements

For the year ended 31 March 2023

3. Government grants

The charity receives the following funding from local authorities in respect of the delivery of support for young and adult carers. There were no unfulfilled conditions or contingencies attaching to these grants in the current or prior period.

	2023	2022
	Total	Total
	£	£
Bristol City Council	534,112	589,305
South Gloucestershire Council	429,878	404,096
	<u>963,990</u>	<u>993,401</u>

Income from government grants was fully restricted in the current year and prior year.

4. Income from donations and legacies

	Restricted	Unrestricted	2023
	£	£	Total
			£
Donations	18,196	44,672	62,868
Gift aid	<u>1,298</u>	<u>2,324</u>	<u>3,622</u>
Total income from donations and legacies	<u>19,494</u>	<u>46,996</u>	<u>66,490</u>
Prior period comparatives			2022
	Restricted	Unrestricted	Total
	£	£	£
Donations	17,390	6,407	23,797
Gift aid	<u>1,904</u>	<u>1,221</u>	<u>3,125</u>
Total income from donations and legacies	<u>19,294</u>	<u>7,628</u>	<u>26,922</u>

The Carers Centre (Bristol & South Gloucestershire)

Notes to the financial statements

For the year ended 31 March 2023

5. Income from charitable activities

	Restricted £	Unrestricted £	2023 Total £
Adult Carers:			
Bristol City Council	391,654	-	391,654
South Gloucestershire Council	326,008	-	326,008
Big Lottery Wellbeing Fund	100,357	-	100,357
Building Better Opportunities	56,637	-	56,637
Quartet Community Foundation	18,807	-	18,807
Southern Brooks Community Partnership	6,000	-	6,000
Your Park	2,450	-	2,450
Age UK	2,372	-	2,372
	<u>904,285</u>	<u>-</u>	<u>904,285</u>
Young Carers:			
Bristol City Council	142,457	-	142,457
South Gloucestershire Council	103,870	-	103,870
John James Foundation	10,000	-	10,000
Nisbet Trust	10,000	-	10,000
Bristol Charities	5,000	-	5,000
Carers Trust	500	-	500
YCDT	200	-	200
	<u>272,027</u>	<u>-</u>	<u>272,027</u>
Total income from charitable activities	<u><u>1,176,312</u></u>	<u><u>-</u></u>	<u><u>1,176,312</u></u>

The Carers Centre (Bristol & South Gloucestershire)

Notes to the financial statements

For the year ended 31 March 2023

5. Income from charitable activities (continued)

Prior period comparatives

	Restricted £	Unrestricted £	2022 Total £
Adult Carers:			
Bristol City Council	267,110	-	267,110
South Gloucestershire Council	250,570	-	250,570
BNSSG CCG (Bristol)	187,026	-	187,026
NHS Southampton Walk & Talk	149,659	-	149,659
Big Lottery Wellbeing Fund	105,817	-	105,817
Building Better Opportunities	101,077	-	101,077
BNSSG CCG (South Glos)	49,100	-	49,100
Quartet Community Foundation	18,807	-	18,807
Carers Trust	8,237	-	8,237
Southern Brooks Community Partnership	4,000	-	4,000
	<u>1,141,403</u>	<u>-</u>	<u>1,141,403</u>
Young Carers:			
Bristol City Council	135,169	-	135,169
South Gloucestershire Council	104,426	-	104,426
Bristol Charities	9,857	-	9,857
Quartet Community Foundation	4,030	-	4,030
Doyly Carte Charitable Trust	4,000	-	4,000
Brother Jonathon Trust	1,800	-	1,800
Carers Trust	750	-	750
Warburtons Community Fund	400	-	400
Alpkit Foundation	180	-	180
	<u>260,612</u>	<u>-</u>	<u>260,612</u>
Total income from charitable activities	<u>1,402,015</u>	<u>-</u>	<u>1,402,015</u>

6. Income from other trading activities

	2023 Total £	2022 Total £
100+ club lottery	3,122	3,461
Book Sales	3	36
Management fees and recharges	<u>-</u>	<u>10,769</u>
Total income from other trading activities	<u>3,125</u>	<u>14,266</u>

Income from other trading activities was fully unrestricted in the current and prior years.

The Carers Centre (Bristol & South Gloucestershire)

Notes to the financial statements

For the year ended 31 March 2023

7. Total expenditure

	Raising funds £	Adult carers £	Young carers £	Support and governance costs £	2023 Total £
Wages and salaries (note 9)	6,832	651,187	193,429	245,978	1,097,426
Carers activities	-	15,042	37,252	-	52,294
Premises costs	-	4,724	548	39,632	44,904
Office costs	5	12,355	3,939	26,037	42,336
Publicity and printing	-	20,659	-	3,370	24,029
Other staff costs	-	5,705	1,293	4,823	11,821
Travel and subsistence	-	4,771	2,894	750	8,415
Legal and professional fees	-	-	-	6,678	6,678
Fundraising expenses	1,635	1,110	-	-	2,745
Subscriptions and publications	-	348	1,109	6,024	7,481
Audit	-	-	-	5,520	5,520
Depreciation	-	9,375	997	1,469	11,841
Volunteer expenses	-	3,805	168	26	3,999
Trustees expenses	-	-	-	175	175
Sundries	-	-	-	455	455
Bank charges	-	-	-	362	362
Sub-total	8,472	729,081	241,629	341,299	1,320,481
Allocation of support and governance costs	89	262,559	78,651	(341,299)	-
Total expenditure	8,561	991,640	320,280	-	1,320,481

Total governance costs were £5,695 (2022: £4,264)

The Carers Centre (Bristol & South Gloucestershire)

Notes to the financial statements

For the year ended 31 March 2023

7. Total expenditure (continued)

Prior period comparatives

	Raising funds £	Adult carers £	Young carers £	Support and governance costs £	2022 Total £
Wages and salaries (note 9)	6,684	628,346	203,817	244,930	1,083,777
Carers activities	-	6,323	16,321	-	22,644
Premises costs	-	4,724	562	39,679	44,965
Office costs	-	10,854	2,625	22,473	35,952
Publicity and printing	-	22,188	-	3,538	25,726
Other staff costs	-	7,947	691	3,152	11,790
Travel and subsistence	-	3,656	1,891	40	5,587
Legal and professional fees	-	-	-	26,393	26,393
Fundraising expenses	1,783	792	-	-	2,575
Subscriptions and publications	-	422	182	5,607	6,211
Audit	-	-	-	4,200	4,200
Depreciation	-	9,080	1,435	1,828	12,343
Volunteer expenses	-	-	-	277	277
Trustees expenses	-	-	-	64	64
Sundries	-	-	-	561	561
Bank charges	-	-	-	274	274
Sub-total	8,467	694,332	227,524	353,016	1,283,339
Allocation of support and governance costs	104	255,704	97,208	(353,016)	-
Total expenditure	8,571	950,036	324,732	-	1,283,339

The Carers Centre (Bristol & South Gloucestershire)

Notes to the financial statements

For the year ended 31 March 2023

8. Net movement in funds

This is stated after charging:

	2023 £	2022 £
Depreciation	11,841	12,343
Operating lease rentals	41,906	41,906
Trustees' remuneration	Nil	Nil
Trustees' expenses	175	277
Auditors' remuneration: ▪ Audit (excluding VAT)	4,600	3,500

During the year, trustee expenses relate to DBS checks and training costs for two trustees (2022: DBS checks and conference attendance costs for four trustees).

9. Staff costs and numbers

Staff costs were as follows:

	2023 £	2022 £
Salaries and wages	946,843	945,333
Social security costs	69,023	64,059
Pension costs	39,821	38,353
Agency and self employed staff	41,739	36,032
	<u>1,097,426</u>	<u>1,083,777</u>

One employee earned between £60,000 and £70,000 during the year (2022: one).

The key senior management staff of the group comprise the Chief Executive Officer, the Young Carer Service Manager, Finance Manager, Adult Services Delivery Manager, Business Manager and the Marketing and Communications Manager. The total employee benefits of the key senior management personnel of the group were £202,102 (2022: £182,011).

	2023 No.	2022 No.
Average head count	<u>53</u>	<u>57</u>

10. Taxation

The charity is exempt from corporation tax as all its income is charitable and is applied for charitable purposes.

The Carers Centre (Bristol & South Gloucestershire)

Notes to the financial statements

For the year ended 31 March 2023

11. Tangible fixed assets

	Fixtures and fittings £	Computer and office equipment £	Total £
Cost			
At 1 April 2022	1,332	40,059	41,391
Additions in year	-	2,853	2,853
Disposals	-	-	-
At 31 March 2023	<u>1,332</u>	<u>42,912</u>	<u>44,244</u>
Depreciation			
At 1 April 2022	488	22,092	22,580
Charge for the year	266	11,575	11,841
Depreciation on disposals	-	-	-
At 31 March 2023	<u>754</u>	<u>33,667</u>	<u>34,421</u>
Net book value			
At 31 March 2023	<u>578</u>	<u>9,245</u>	<u>9,823</u>
At 31 March 2022	<u>844</u>	<u>17,967</u>	<u>18,811</u>

12. Investments

	Listed investments £	2023 £	2022 £
Market value at 1 April 2022	191,726	191,726	181,352
Unrealised gains	(4,561)	(4,561)	10,374
Market value at 31 March 2023	<u>187,165</u>	<u>187,165</u>	<u>191,726</u>

13. Debtors

	2023 £	2022 £
Trade debtors	39,048	5,145
Other debtors	399	491
Prepayments	12,523	10,018
Accrued income	<u>26,406</u>	<u>25,163</u>
	<u>78,376</u>	<u>40,817</u>

The Carers Centre (Bristol & South Gloucestershire)

Notes to the financial statements

For the year ended 31 March 2023

14. Creditors : amounts due within 1 year

	2023	2022
	£	£
Trade creditors	9,761	16,005
Other creditors	3,382	2,785
Social security and pension costs	16,423	14,821
Accruals	32,324	26,523
Deferred income (note 15)	-	111,233
	<u>61,890</u>	<u>171,367</u>

15. Deferred income

	2023	2022
	£	£
At 1 April 2022	111,233	23,710
Deferred during the year	-	111,233
Released during the year	(111,233)	(23,710)
At 31 March 2023	<u>-</u>	<u>111,233</u>

Deferred income relates to contract delivery invoiced in advance.

16. Analysis of net assets between funds

	Restricted funds £	Designated funds £	General funds £	Total funds £
Tangible fixed assets	-	-	9,823	9,823
Non-current investments	-	-	187,165	187,165
Current assets	269,139	195,385	318,413	782,937
Current liabilities	-	-	(61,890)	(61,890)

Net assets at 31 March 2023	<u>269,139</u>	<u>195,385</u>	<u>453,511</u>	<u>918,035</u>
------------------------------------	-----------------------	-----------------------	-----------------------	-----------------------

Prior period comparatives	Restricted funds £	Designated funds £	General funds £	Total funds £
Tangible fixed assets	-	-	18,811	18,811
Non-current investments	-	-	191,726	191,726
Current assets	579,314	87,828	279,404	946,546
Current liabilities	(111,233)	-	(60,134)	(171,367)
Net assets at 31 March 2022	<u>468,081</u>	<u>87,828</u>	<u>429,807</u>	<u>985,716</u>

The Carers Centre (Bristol & South Gloucestershire)

Notes to the financial statements

For the year ended 31 March 2023

17. Movements in funds

	At 1 April 2022 £	Income £	Expenditure £	Transfers & gains / losses £	At 31 March 2023 £
Restricted funds					
Age UK Support	-	2,372	(2,372)	-	-
Asset Fund	782	-	(515)	-	267
BCYPS Parent Carer	7,813	22,020	(23,903)	(5,930)	-
Bristol City Council Core	51,571	204,523	(180,669)	(55,345)	20,080
Bristol CCG	27,764	-	-	(27,764)	-
Bristol Tel. Counselling Service	1,518	-	-	-	1,518
Carers in Paid Employment	4,104	-	-	(4,104)	-
Carers Health Strategic work	22,514	229,354	(207,525)	(23,065)	21,278
Covid-19	8,078	-	(4,853)	-	3,225
Covid-19 Core	45,560	-	(30,115)	(15,445)	-
Covid R & S Quartet	4,707	-	(3,355)	-	1,352
Digital Project BCH	18,807	18,807	(7,682)	-	29,932
GP Practice Film	1,445	-	-	-	1,445
NHS Southampton Walk and Talk	149,659	48	(55,561)	-	94,146
Rausing Charity Survival Fund	711	-	(431)	-	280
South Glos Core	-	242,771	(255,851)	13,080	-
South Glos HSF	-	20,000	(6,063)	-	13,937
South Glos Wellbeing Training	292	4,000	(4,322)	30	-
Training (Carers)	3,787	-	(2,839)	-	948
Transformation fund	4,839	-	(366)	-	4,473
Wellbeing Fund	17,587	100,406	(110,113)	-	7,880
West of England Works	14,434	56,637	(78,589)	7,518	-
VCSE Participation funding	-	2,000	(2,000)	-	-
YAC Walk & Talk	2,516	-	-	(2,516)	-
YC Activity Grants	31,115	37,015	(33,235)	(11,403)	23,492
YC Bristol	-	133,492	(140,725)	7,233	-
YC Donations	32,233	17,734	(29,740)	13,919	34,146
YC Donations (Bristol)	4,762	-	(599)	-	4,163
YC Donations (South Glos)	4,276	1,000	(3,155)	-	2,121
YC South Glos Council Core	-	101,100	(105,666)	4,566	-
YC Swimming	5,696	-	(1,002)	-	4,694
YC 13 Up Group	1,511	520	(2,269)	-	(238)
Your Park	-	2,450	(2,450)	-	-
Total restricted funds	468,081	1,196,249	(1,295,965)	(99,226)	269,139

The Carers Centre (Bristol & South Gloucestershire)

Notes to the financial statements

For the year ended 31 March 2023

17. Movements in funds (continued)

	At 1 April 2022 £	Income £	Expenditure £	Transfers & gains / losses £	At 31 March 2023 £
Unrestricted funds					
<i>Designated funds:</i>					
100+ Club Lottery	16,936	3,125	(5,515)	-	14,546
Carers Contingency Reserve	1,326	-	(1,400)	1,500	1,426
Investment Reserve	38,121	-	(6,832)	-	31,289
Young Carers Zone	465	-	(465)	-	-
Trustee Designated Reserves	5,620	-	(7,298)	1,678	-
Carers Support and Development Reserve	25,360	-	-	99,574	124,934
Website	-	-	(1,810)	25,000	23,190
<i>Total designated funds</i>	<u>87,828</u>	<u>3,125</u>	<u>(23,320)</u>	<u>127,752</u>	<u>195,385</u>
General funds	<u>429,807</u>	<u>57,987</u>	<u>(1,196)</u>	<u>(33,087)</u>	<u>453,511</u>
Total unrestricted funds	<u>517,635</u>	<u>61,112</u>	<u>(24,516)</u>	<u>94,665</u>	<u>648,896</u>
Total funds	<u><u>985,716</u></u>	<u><u>1,257,361</u></u>	<u><u>(1,320,481)</u></u>	<u><u>(4,561)</u></u>	<u><u>918,035</u></u>

Purposes of restricted funds

Age UK Support

Funding to cover the cost of staff time spent on developing the Support Hub Approach.

Asset Fund

Funding towards the purchase of 2 staff bikes (one electric) and associated equipment.

BCYPS Parent Carer

Providing information, advocacy and advice to Parent Carers in Bristol.

Bristol City Council Core

Statutory funding to provide practical and emotional support services to adult carers.

Bristol CCG

To provide one to one support and Carers Groups.

Bristol Tel. Counselling Service

Service developed from the BAB Telephone Counselling pilot project to provide a counselling service to carers over 50 in Bristol.

Carers in Paid Employment

To work with employers to identify and support carers in the workplace.

The Carers Centre (Bristol & South Gloucestershire)

Notes to the financial statements

For the year ended 31 March 2023

17. Movements in funds (continued)

Purposes of restricted funds (continued) Carers Health Strategic work

To support NHS Bristol embed the carers agenda across primary and acute care.

Covid R & S Quartet

Funding received for additional IT and communications resources over 12 months. This will help CSC offer flexible homeworking in the future, with appropriate IT support, streamline our working practices through increased digitalisation, provide and refine service alternatives for those carers who prefer to access services remotely and/or at a time that's convenient to them – because they cannot leave the person they care for and support staff with digital comms expertise to promote services, raise awareness of carers' needs and provide a voice for carers.

Digital Project BCH

Two year funding for the digital transformation of processes and internal infrastructure to achieve a step change in the organisation's sustainability and performance supporting the health and well-being of carers.

GP Practice Film

Funding received to produce a film to be used in GP Practices and a wider awareness campaign to reach out and identify carers, raise awareness of who a carer is and outline our support services.

NHS Southampton Walk and Talk

Two year funding to run 6 x weekly walk and talk sessions for adult carers in green spaces across Bristol and South Glos to help improve carers health and wellbeing and to reduce isolation. The funding also covers some community development work by the Project Manager to increase the number of carers from under represented communities who are identified and supported by us and primary care.

Rausing Charity Survival Fund

Funding received to contribute towards administration costs for Young Carers activities and Adult Carers training and activities. Also includes funding for five laptops to assist with home working.

South Glos Core

Statutory funding to provide practical and emotional support services to adult carers.

The Carers Centre (Bristol & South Gloucestershire)

Notes to the financial statements

For the year ended 31 March 2023

17. Movements in funds (continued)

Purposes of restricted funds (continued) **South Glos HSF**

Household support funding to provide financial assistance to carers in South Gloucestershire, who are struggling to afford essential items such as energy, water bills, food and clothing.

South Glos Wellbeing Training

Funding received to deliver training courses to SG Adult Carers.

Training (Carers)

Funding received to deliver various training courses and workshops for Adult Bristol Carers.

Transformation fund

Specific funding to transform the delivery of our one to one support to older carers in Bristol.

Wellbeing Fund

A 5 year project to support carers to maintain their health and wellbeing and build resilience through telephone based counselling, befriending and mentoring.

West of England Works

A three year project to support carers back into employment, training or education.

VCSE Participation funding

Funding received to cover the cost of staff time to be involved in strategic conversation and co-production in South Gloucestershire.

YAC Walk & Talk

Funding to deliver Walk-and-talk sessions for young adult carers with the aim to help reduce the negative impact of COVID-19 and the widening of the inequalities in sport and physical activity.

YC Activity Grants

Grants from various sources specifically given to enable young carers to participate in a diverse range of activities and groups. This gives the young carers an opportunity to meet other young carers for a break from their caring responsibilities, have fun and gain new skills.

YC Bristol

Statutory funding to provide practical and emotional support services to young carers.

YC Donations

Donations from various sources specifically given for the benefit of young carers. Transfers have been made to Young Carers South Gloucestershire to cover deficits on those projects.

The Carers Centre (Bristol & South Gloucestershire)

Notes to the financial statements

For the year ended 31 March 2023

17. Movements in funds (continued)

Purposes of restricted funds (continued)

YC South Glos Council Core

Statutory funding to provide practical and emotional support services to young carers.

YC Swimming

To provide young carers with access to swimming lessons.

YC 13 Up Group

Funding received to run groups for South Gloucester teenage young carers. The young carers meet monthly at a local youth centre/church and it gives them a chance to meet other young carers for a break from their caring responsibilities. The young carers have great fun and gain many new skills whilst taking part in a wide range of activities.

Your Park

Funding received to cover the cost of staff time whilst collaborating on the project Parks4All. The project commits to ensuring equal access to nature for disabled people and unpaid carers.

Purposes of designated funds

100+ Club Lottery

Income from the organisations lottery to provide support to carers.

Carers Contingency Reserve

Accumulated funds to support specific carer needs which cannot be funded in the short term from other available resources.

Investment Reserve

Funds set aside by the trustees in anticipation of future, as yet unspecified, projects based approximately on the interest earned each year on bank balances held.

Young Carers Zone

Capital project to provide a dedicated space for young carers and young adult carers.

Trustee Designated Reserves

Funds set aside by the trustees to cover the cost of retendering and the one off recognition payment to staff in the year.

Carers Support and Development Reserve

Funds set aside by trustees to be allocated for specific new project development work and/or to provide interim support for existing work, which may be at risk, whilst awaiting the outcome of continuation funding decisions and to cover the costs of any subsequent employer statutory responsibilities.

The Carers Centre (Bristol & South Gloucestershire)

Notes to the financial statements

For the year ended 31 March 2023

17. Movements in funds (continued)

Purposes of designated funds (continued)

Website

Funds set aside by trustees to cover the cost of redesigning and developing a new website to be launched in 2024.

Transfers

Bristol City Council

As part of a review of our funds, the Board considered the historical surpluses in our work for Bristol CC. With there not being any provision to repay any surplus funds the board took the view that these should be transferred to designated funds to enable them to be used for the benefit of carers.

Young Carers

Contributions towards the salary costs of the YC Activity Co-ordinator were transferred from individual YC activity funds to Young Carers Donations, where the salary costs were allocated.

Website

The board agreed a transfer of funds to the designated fund: Website. This is to cover the cost of redesigning and developing a new website to be launched in 2024.

The Carers Centre (Bristol & South Gloucestershire)

Notes to the financial statements

For the year ended 31 March 2023

Movements in funds (continued)

Prior period comparatives

	At 1 April 2021 £	Income £	Expenditure £	Transfers & gains / losses £	At 31 March 2022 £
Restricted funds					
Asset Fund	395	764	(377)	-	782
BCYPS Parent Carer	10,355	20,579	(23,121)	-	7,813
Bristol City Council Core	40,572	168,538	(157,539)	-	51,571
Bristol CCG	27,696	22,026	(21,958)	-	27,764
Bristol Tel. Counselling Service	1,522	-	(1,504)	1,500	1,518
Carers in Paid Employment	5,604	-	-	(1,500)	4,104
Carers Health Strategic work	14,764	214,100	(206,350)	-	22,514
Covid-19	4,622	8,662	(5,206)	-	8,078
Covid-19 Core	-	78,043	(32,483)	-	45,560
Covid R & S Quartet	9,800	-	(5,093)	-	4,707
CT Death Café Project	377	(377)	-	-	-
Digital Project BCH	-	18,807	-	-	18,807
GP Practice Film	4,319	-	(2,874)	-	1,445
NHS Southampton Walk and Talk	-	149,659	-	-	149,659
Rausing Charity Survival Fund	2,138	-	(1,427)	-	711
South Glos Core	-	243,484	(253,685)	10,201	-
South Glos Wellbeing Training	391	4,000	(4,099)	-	292
Training (Carers)	693	8,614	(5,520)	-	3,787
Transformation fund	4,900	-	(61)	-	4,839
Wellbeing Fund	18,567	105,817	(106,797)	-	17,587
West of England Works	5,751	101,077	(92,394)	-	14,434
YAC Walk & Talk	5,267	-	(2,751)	-	2,516
YC Activity Grants	20,042	26,015	(14,933)	(9)	31,115
YC Bristol	-	133,497	(156,439)	22,942	-
YC Donations	31,549	16,164	(15,971)	491	32,233
YC Donations (Bristol)	4,672	173	(101)	18	4,762
YC Donations (South Glos)	5,097	2,426	(3,247)	-	4,276
YC in Education	-	300	(5,220)	4,920	-
YC South Glos Council Core	-	101,100	(114,241)	13,141	-
YC Swimming	6,261	-	(565)	-	5,696
YC 13 Up Group	3,482	-	(1,971)	-	1,511
Total restricted funds	228,836	1,423,468	(1,235,927)	51,704	468,081

The Carers Centre (Bristol & South Gloucestershire)

Notes to the financial statements

For the year ended 31 March 2023

17. Movements in funds (continued)

Prior period comparatives (continued)

	At 1 April 2021 £	Income £	Expenditure £	Transfers & gains / losses £	At 31 March 2022 £
Unrestricted funds					
<i>Designated funds:</i>					
100+ Club Lottery	15,268	3,461	(1,793)	-	16,936
Carers Contingency Reserve	1,476	-	(150)	-	1,326
Investment Reserve	44,805	-	(6,684)	-	38,121
Young Carers Zone	1,027	-	(562)	-	465
Trustee Designated Reserves	-	-	(26,526)	32,146	5,620
Carers Support and Development Reserve	76,564	-	-	(51,204)	25,360
<i>Total designated funds</i>	<u>139,140</u>	<u>3,461</u>	<u>(35,715)</u>	<u>(19,058)</u>	<u>87,828</u>
General funds	444,673	19,103	(11,697)	(22,272)	429,807
Total unrestricted funds	<u>583,813</u>	<u>22,564</u>	<u>(47,412)</u>	<u>(41,330)</u>	<u>517,635</u>
Total funds	<u>812,649</u>	<u>1,446,032</u>	<u>(1,283,339)</u>	<u>10,374</u>	<u>985,716</u>

18. Financial instruments at fair value

	2023 £	2022 £
Financial assets measured at fair value	<u>187,165</u>	<u>191,726</u>

Financial assets measured at fair value comprise listed investments.

19. Operating lease commitments

The charity had operating leases at the year end with total future minimum lease payments as follows:

	2023 £	2021 £
Amount falling due:		
Within 1 year	19,460	38,195
Within 1 - 5 years	<u>2,455</u>	<u>28,097</u>
	<u>21,915</u>	<u>66,292</u>

The Carers Centre (Bristol & South Gloucestershire)

Notes to the financial statements

For the year ended 31 March 2023

20. Related party transactions

Andrew Bell was also a trustee of Southern Brooks Community Partnerships. In the year ending 31 March 2023, the charity received £6,000 from Southern Brooks Community Partnerships (2022: £4,000) for delivery of the South Glos Wellbeing Training project. There were no amounts outstanding at the year end (2022: £nil).

The trustees are not aware of any other related party transactions in the current or prior year.

THE CARERS CENTRE (BRISTOL AND SOUTH GLOUCESTERSHIRE)

England & Wales - Charity number 1063226

Accounts



Carers Support Centre
Bristol & South Gloucestershire



Company no. 03377199
Charity no. 1063226

The Carers Centre (Bristol & South Gloucestershire) Report and Audited Financial Statements



31 March 2022

The Carers Centre (Bristol & South Gloucestershire)

Reference and administrative details

For the year ended 31 March 2022

Company number	03377199																		
Charity number	1063226																		
Registered office and operational address	The Vassall Centre Gill Avenue Bristol BS16 2QQ																		
Status	The Carers Centre (Bristol and South Gloucestershire) is known locally as Carers Support Centre (CSC).																		
Trustees	Trustees, who are also directors under company law, who served during the year and up to the date of this report were as follows: <table><tr><td>Mary Whittington</td><td>Chair</td></tr><tr><td>Andy Bell</td><td></td></tr><tr><td>Jennifer Cheshire</td><td></td></tr><tr><td>Julia Deacon</td><td>(appointed 25 August 2021, resigned 15 February 2022)</td></tr><tr><td>Sian Jones</td><td></td></tr><tr><td>Jamie Lavis</td><td>(resigned 1 September 2022)</td></tr><tr><td>Pearl Raymond</td><td>(appointed 2 February 2022)</td></tr><tr><td>Jennifer Tomkinson</td><td></td></tr><tr><td>Louise Winn</td><td></td></tr></table>	Mary Whittington	Chair	Andy Bell		Jennifer Cheshire		Julia Deacon	(appointed 25 August 2021, resigned 15 February 2022)	Sian Jones		Jamie Lavis	(resigned 1 September 2022)	Pearl Raymond	(appointed 2 February 2022)	Jennifer Tomkinson		Louise Winn	
Mary Whittington	Chair																		
Andy Bell																			
Jennifer Cheshire																			
Julia Deacon	(appointed 25 August 2021, resigned 15 February 2022)																		
Sian Jones																			
Jamie Lavis	(resigned 1 September 2022)																		
Pearl Raymond	(appointed 2 February 2022)																		
Jennifer Tomkinson																			
Louise Winn																			
Company secretary	Tim Poole																		
Chief Executive Officer	The Trustees delegate the day-to-day leadership and management of the organisation to the Chief Executive Officer, Mr Tim Poole.																		
Bankers	Yorkshire Bank Mcintosh House Foxbridge Way Normanton WF6 1TN																		
Auditors	Godfrey Wilson Limited Chartered accountants and statutory auditors 5th Floor Mariner House 62 Prince Street Bristol BS1 4QD																		

The Carers Centre (Bristol & South Gloucestershire)

Report of the trustees

For the year ended 31 March 2022

The trustees present their report along with the financial statements of the charity for the year ended 31 March 2022.

Reference and administrative information set out on page 1 forms part of this report. The financial statements comply with current statutory requirements, the Memorandum and Articles of Association and the Statement of Recommended Practice - Accounting and Reporting by Charities (effective from January 2019).

Governance and Management

Governing document

The Carers Centre (Bristol and South Gloucestershire) is a registered charity and a company limited by guarantee and is governed by its Articles and the Companies Act 1985, 2006 and the Charities Act 2006, 2011. It is known locally as Carers Support Centre (CSC) and is a network partner of Carers Trust. Whilst benefiting from access to resources and support through this membership, it retains full autonomy over local policy, governance and procedures.

Risk review

The Board of Trustees delegates the evaluation of current major risks to the Risk Management and Business Continuity subcommittee, which meets twice yearly to review and update its risk register. This sub-committee reports to the full Board of Trustees. Internal risks are minimised by the implementation of effective internal control procedures, which ensure both appropriate authorisation of all transactions and consistent quality of delivery for all operational aspects of the charity. These procedures are periodically reviewed for their continuing effectiveness. The risk register was updated during the year and is a standing item for discussion at quarterly Finance and General Purpose (F&GP) Subcommittee meetings. Risk management is also a standing agenda item at other subcommittees too, which are:

- Personnel Subcommittee (PSC);
- Fundraising Subcommittee (FSC); and
- Remuneration Subcommittee (RSC).

All subcommittees have terms of reference which are reviewed annually and usually report back to the Board of Trustees before any decisions are taken.

We are still feeling the impact of the Covid-19 pandemic which has been prevalent throughout the last financial year. Actions we took in terms of revised methods of service provision and staff employment practices ensured we were able to continue to support carers with blended models of support whilst at the same time keeping our staff and the carers they support safe and well.

We have continued to take a cautious approach to lifting any restrictions and whilst we are now operating with a mixture of home and office working we are doing so carefully to minimise the risk to ourselves and others.

Residual risks specifically relating to the implications of Covid-19 are now integrated within the full organisational Risk register. These risks are reviewed quarterly within the relevant subcommittees and included in the overall organisational risk management programme. Any revised mitigations agreed are, where appropriate, included in the Business Continuity Plan.

The Carers Centre (Bristol & South Gloucestershire)

Report of the trustees

For the year ended 31 March 2022

Organisational structure

The CEO is responsible for the day-to-day running of the organisation and line manages a senior management team, Engagement and Involvement Lead and Resources Officer. The CEO will take decisions on a day-to-day basis and refer to the chair of Trustees when appropriate.

A board of Trustees who are also the company directors are legally responsible for the organisation and governance of CSC.

A joint Trustee board and senior management team strategic plan is produced annually with quarterly update reports provided to Trustees.

Appointment of Trustees

At each Annual General Meeting one-third of the Trustees who are subject to retirement by rotation shall retire. The Trustees to retire by rotation are those who have been longest in office since their last appointment or reappointment. A retiring member is eligible for re-election.

The Charitable Company can from time to time by ordinary resolution increase or reduce the number of Trustees and determine in what rotation such increased or reduced numbers shall go out of office. The board of Trustees shall have the power at any time to appoint any person to be a Trustee against determined criteria to provide a balanced board skill set and to ensure that we remain 'carer led.' The Charitable Company may, by ordinary resolution, of which special notice has been given, remove any Trustee.

During the last twelve months one trustee appointment to the board has been made. In February 2022 Pearl Raymond joined as a Trustee. Pearl joins us with previous board experience and current lived experience of being a carer and having previously been a Carer Representative.

During the financial year, Julia Deacon resigned as a Trustee in February 2022 due to her increasing caring responsibilities.

Since the end of the financial year, in September 2022, Jamie Lavis also resigned as a Trustee due to work commitments.

We would like to put on record our thanks to both Julia and Jamie for their contribution the governance of CSC.

Trustee induction and training

CSC works in partnership both strategically and operationally with all sectors across Bristol and South Gloucestershire to raise carer awareness, increase identification and provision of support services.

CSC is a network partner of Carers Trust and can access the support from Carers Trust Network Support Manager for any governance support, advice and training. The Chair of Trustees attends quarterly regional meetings to keep abreast of developments within Carers Trust and to network with Trustees from other organisations across the South West. Carers Trust also holds an annual National Conference, which an allocated Trustee, along with the CEO, can attend, where there are specific workshops related to governance and networking opportunities.

The Carers Centre (Bristol & South Gloucestershire)

Report of the trustees

For the year ended 31 March 2022

Pay and remuneration

The organisation has a Remuneration policy and holds two Remuneration Subcommittee (RSC) meetings during the year. In summary, the formal, considerations of the RSC are to:

- determine and keep under review the salary banding of all staff, using such market comparators as it deems suitable and taking account of the nature of the posts being considered;
- determine any annual percentage 'cost of living' change;
- consider recommendations from the Chief Executive (or Chair if in relation to the Chief Executive) following review of roles and responsibilities for individual team members;
- determine whether there should be any salary increases for staff members following review of applications submitted;
- determine and review the remuneration of the Chief Executive;
- ensure compliance with current pension law (auto enrolment) in accordance with legal requirements; and
- ensure that contractual terms on any termination of employment are fully met to protect both the individual and the charity.

Vision, Mission, Objectives and Activities

On the back of a recommendation from the Organisational Review, we undertook a review of our organisational Strategy, Mission and Values. This involved working with Trustees, staff, and carers and resulted in a new strategy being signed off, summary below:

Our vision:

'A better life for carers of all ages where they are recognised, valued and supported in their caring role and empowered to fulfil their own aspirations.'

Our mission:

- ***We will support carers' emotional, physical and financial health and wellbeing, building their resilience and confidence;***
- ***We will listen to and amplify carers' voices, enabling them to have a strong and independent influence on policy and services;***
- ***We will support carers to be free from inappropriate levels of care and able to live a life of their own; and***
- ***We will raise awareness of carers and the issues they face, leading to communities and organisations where carers feel recognised, welcome and supported.***

Our values:

- ***Co-producing***
We will be led by carers' needs involving them in service planning and development and encouraging other organisations to do the same;
- ***Learning***
We will constantly review and refine our services, developing and sharing good practice;
- ***Collaborative and connected***
We will be collaborative in our approach to supporting carers, working closely with partner organisations and communities to provide holistic, sustainable support; and
- ***Empowering***
We will be enabling in our approach to supporting carers, building resilience and confidence, empowering them to achieve their own goals.

The Carers Centre (Bristol & South Gloucestershire)

Report of the trustees

For the year ended 31 March 2022

▪ **Valuing people**

We will treat staff, volunteers and those we work with, with respect and kindness, valuing diversity and the contribution they make.

Underpinning our strategy are our key strategic aims:

1. Achieving carer outcomes – *supporting and empowering carers to achieve a better quality of life, through provision of a wide range of responsive services.*

We will:

- a. Continually enhance existing services through monitoring, impact measurement and development;
- b. Identify gaps in service provision and develop new services that are responsive to the varying and diverse needs of carers;
- c. Support carers to eliminate inappropriate caring; and
- d. Improve collection and analysis of data, to inform service delivery.

2. Extending our reach – *identifying carers not in contact with support services to make them aware of Carers Support Centre and what we offer.*

We will:

- a. Promote our services, so more people can self-identify as carers, and access our services;
- b. Through outreach work and partnerships with local community groups, identify seldom heard carers not currently in contact with support services; and
- c. Raise awareness across all sectors and general public by increasing knowledge and understanding of carers and their issues.

3. Influential voice – *promoting co-production of our services and governance and those of other organisations, through a strong, independent voice for carers.*

We will:

- a. Promote the role of carers so that they are recognised, valued and respected as expert partners in care, and part of the health and social care team;
- b. Enable carers of all ages to engage effectively with decision-makers and ensure their voices are heard;
- c. Create and promote different ways carers can input into co-production of services; and
- d. Ensure our organisation reflects carers voices through its governance and development of services.

4. Sustainability – *being a well-run charity attracting funders, commissioners, volunteers and supporters.*

We will:

- a. Create a flexible staffing structure to enable sustainable development of the organisation;
- b. Develop fundraising and diversify the organisation's funding base;
- c. Demonstrate high quality, impactful and value for money services;
- d. Ensure staff are supported, resourced and developed to achieve their potential;
- e. Develop volunteering to enable greater service provision and more meaningful opportunities for volunteers;
- f. Embed digital solutions to create greater efficiency and choice of services;
- g. Develop environmentally friendly premises strategy to reduce overheads, give greater community visibility and improving our carbon footprint;
- h. Adapt delivery models, developing tiered services responding to increasing demand;
- i. Provide robust governance through a diverse and skilled board, including people with lived experience of caring; and
- j. Consider the environmental impact in all decision making in line with our Policy.

The Carers Centre (Bristol & South Gloucestershire)

Report of the trustees

For the year ended 31 March 2022

5. Equality, diversity & inclusion – *embedding equalities across the organisation, removing barriers to accessing our services.*

We will:

- a. Provide support to increase staff and volunteers' awareness and understanding of EDI;
- b. Embed EDI into recruitment, service planning, delivery and governance;
- c. Set clear targets and measures for our EDI work as part of our reporting structures; and
- d. Actively engage with community/interest groups as equal partners to help develop our work and increase accessibility to our services.

6. Employer of choice – *striving to be the charity people choose to work and volunteer for, prioritising learning, where they can make a difference alongside having a good work/life balance.*

We will:

- a. Be a caring employer, providing flexible employment opportunities and promoting a healthy work/life balance;
- b. Be a learning organisation that prioritises training and development, providing staff opportunities to grow;
- c. Encourage staff understanding and responsibility of the part they play in the organisation and empower them to play an active part in the development of services;
- d. Value staff and volunteers, recognising and rewarding their contribution;
- e. Demonstrate fair, open and transparent leadership; and
- f. All communicate respectfully and clearly across the organisation.

Charitable objects

CSC's objects, as set out in the governing article are:

To support adult and young (children) carers residing in Bristol and South Gloucestershire who are, or were, carrying out a caring role for persons who are disabled, elderly or ill, by the provision of practical help, advice, assistance, service, advocacy and support.

By working to the objects as detailed above the Charity satisfies the public benefit requirement, as detailed in the Charities Act 2011 by providing practical and emotional support to carers and former carers in need, thereby improving their health, well-being and overall quality of life. Further evidence on public benefit can be found throughout this report and in the organisation's annual review.

We have referred to the guidance contained in the Charity Commission's general guidance on public benefit when reviewing our aim and objectives and in planning our future activities. The Trustees consider how planned activities will contribute to the aims and objectives they have set.

CSC aims to provide information and support for carers, raise awareness of carers' issues and involve carers in the planning and provision of services to meet their needs.

Our aim is to improve the emotional, social, financial and practical situation of the individual carers we support, and to work towards better support for, and understanding of, carers generally within the area of Bristol and South Gloucestershire.

The Carers Centre (Bristol & South Gloucestershire)

Report of the trustees

For the year ended 31 March 2022

Principles for achieving objectives

CSC seeks to achieve its aims and outcomes through the following principles:

- a. Through adhering to key values as outlined above; and
- b. Through ensuring attention is given to quality and equality:
 - having appropriately trained and supported paid and unpaid team members, to provide emotional, practical and information support services to carers in Bristol and South Gloucestershire;
 - working to an outreach three-tiered conversation model and in partnership with locality based voluntary and statutory agencies;
 - ensuring that CSC services are open to all carers in the area, regardless of age, caring situation or protected characteristic; and
 - working to an equal opportunities and diversity policy, and from a disability equality perspective, which supports carers whilst recognising the rights and needs of the people they care for.

Significant activities

The significant activities undertaken in furtherance of these objectives are:

- the CarersLine telephone and CarersOnline advice service;
- telephone counselling;
- production and distribution of a carers' magazine;
- individual 1:1 support through carers' support workers;
- locally based support in outreach settings;
- provision of benefits advice, carers' assessments, emergency cards, emotional and practical support, advocacy, short breaks, carers' groups, activities and signposting;
- volunteer led short break and befriending services;
- support for and identification of young carers and young adult carers. Development of multi-agency strategies to recognise and support their needs, taking a whole family approach to providing support to young carers and their families;
- provision of carer engagement and involvement mechanisms to support the carers' voice and work in partnership with health, social care and other providers to develop and improve services that meet carers' needs;
- support for carers during hospital discharge and ensuring that they are recognised and valued as true partners in care thus avoiding the potential for the caring situation to break down and costly readmissions to hospital;
- GP and Hospital Liaison work to develop and sustain an information and advice service based in GP practices and hospitals; and
- provision of advice, information and support specifically to parent carers of disabled children or with a life limiting condition.

Achievements and Performance

Following is a brief snapshot of some of our key achievements.

Continuity of support and services during post-pandemic transition.

Whilst the impact of the Covid-19 pandemic is easing there were still many challenges to face as different aspects of society began to transition back to some form of normality.

As to be expected, the rate of transition varied from person to person with some desperate to get back to how it was pre-pandemic as soon as possible whereas others were, and still are, much more cautious and afraid. Similarly, individual members of staff had differing levels of anxiety depending on their circumstances.

The Carers Centre (Bristol & South Gloucestershire)

Report of the trustees

For the year ended 31 March 2022

Balancing these genuine desires and concerns was challenging as we gradually opened up to delivering some services face to face for the first time in over a year. Throughout this period and continuing today, our priority is the health and safety of the carers we support and our staff.

Lessons from responding to the pandemic.

During the pandemic, staff came up with new and innovative ways to support carers, many of which were very well received by carers. It soon became clear that whilst these initiatives were introduced in response to an emergency situation, they delivered for carers, in some cases better than our traditional services. As we have come out of the pandemic, we have incorporated many of these new ways of working into our ongoing support services, offering carers increased choice in how they are supported.

The pandemic also proved to be a real test for our Business Continuity Plan. Whilst the pandemic was on a scale not seen before, our plan, along with the additional individual service continuity plans drawn up by managers, enabled us to continue to support carers throughout the pandemic.

Our overall Business Continuity Plan has been revised further to take account of our experiences and learning.

None of this would have been achievable without the incredible flexibility, creativity, commitment and sheer hard work of the staff team at Carers Support Centre and our thanks and appreciation goes out to each and every one of them.

Adult carers

In 2021, **2,421** carers turned to us for help for the first time, up **20%** on the previous year.

- **CarersLine**

Our confidential telephone information and advice line for carers.

Carers Support Centre is available to answer any questions or listen to any concerns. We make time for everyone who contacts us. Our conversations help us to understand the difficulties that carers face. CarersLine took 4,703 calls from carers during the year.

- **Website**

Our website is a valuable resource for carers, receiving 110,000 unique visitors in the last year. We are looking to redevelop the website taking account of our experience during the pandemic when more people than before turned to it for information and advice.

- **Carers assessments**

Help with getting and completing an all-important assessment of carers' needs. Carers Assessments are of vital importance.

They enable us and the local councils, who provide services to carers, to get to know new carers and to have continued contact with them along their carer journey. From this understanding, despite the challenges, a lot can still be achieved in terms of good outcomes for carers and the person they care for.

The Carers Centre (Bristol & South Gloucestershire)

Report of the trustees

For the year ended 31 March 2022

- **One-to-one support**

Based on Carers Assessments, our Carers Support Officers work with carers identifying and providing solutions for individual and family needs.

Carers Support Officers provide one-to-one support to individual carers. This includes emotional support, information, advice and advocacy. We work with the carer to explore the available options.

- **Carers emergency card**

Ensuring continuity of support should an adult carer have an accident or be taken seriously ill. If a carer has an accident/emergency or is taken seriously ill, then the card can be used to alert a 24-hour emergency call centre that the person they care for needs help.

We issued 744 new Carers Emergency Cards, and around 6,200 are currently registered with the scheme.

- **Wellbeing service**

Giving carers regular telephone support and guidance through befriending, mentoring and counselling.

We provided approximately 700 hours free counselling to 99 carers. Our impact measurement throughout their time with us showed that 89% of carers who had counselling reported an overall improvement in their wellbeing.

We provided befriending or mentoring to 77 carers. Carers regularly tell us that having that contact with others, often people who have experienced being or are a carer is a lifeline. This was particularly so during the pandemic when for some, the phone contact was their only engagement with the outside world.

- **West of England Works project**

Employment and skills support for unpaid carers.

West of England Works aims to support young people and adults who face multiple and complex barriers to securing sustainable employment and training.

Carers Support Centre supports carers and former carers 16+ to feel more confident and better prepared in seeking training and employment opportunities. Carers/former carers receive one-to-one tailored support that identifies their needs, creating a supportive action plan that fits around their caring responsibilities.

- **Carers break service**

Regular volunteer sitters in South Gloucestershire giving carers a break.

The Carers Centre (Bristol & South Gloucestershire)

Report of the trustees

For the year ended 31 March 2022

This service benefits the carer, the cared-for person and the volunteers who do the sitting. For many carers who use this service, this is the only chance they get to take a break from their caring responsibilities, giving them an important opportunity to recharge their batteries and improve their wellbeing.

This service is still being compromised by the impact of the pandemic, but we still delivered nearly 500 hours of breaks for carers.

▪ **Training and workshops**

Addressing the needs of carers through quality, professional training.

We provide courses to help carers manage on a day-to-day basis, particularly through our core programmes, Caring with Confidence, and Understanding and Caring for Dementia.

Due to the pandemic, much of our training was, very successfully, delivered online, including: Caring with Confidence, Understanding Dementia, Stress Management, Introduction to Mindfulness, Good Sleep, First aid, Building Resilience, Nutrition and Dementia and Introduction to Healthy Eating.

▪ **Carers liaison service**

Support for carers through GP practices and in hospital.

▪ **Hospital support**

Information and support for the carer when the cared for person is in hospital, including help with discharge planning.

▪ **GP support**

A dedicated team which works with GP practices to help identify and support carers. Despite working off site for most of the year due to the pandemic, our hospital team referrals have increased by **4%** this year.

We have continued working with **65** GP practices across Bristol and South Gloucestershire. As a result of our development work and close working relationships with GP practices, they have referred **814** carers to us for support.

We updated and relaunched our GP Award Scheme during Carers Week (June 2022), carrying out 11 assessments and awarding 4 Gold, 6 Silver and 1 Bronze awards.

109 young carers have been registered with their GP practice as a carer.

Young carers

▪ **One to one support**

We work with young people in helping them to feel positive about being a young carer, feel less isolated, reduce inappropriate care, enable them to plan for their future and seek support when they need. We do this through individual and family support, activities, groups and outings.

In the last year:

- **284** young carers were referred into the service;

The Carers Centre (Bristol & South Gloucestershire)

Report of the trustees

For the year ended 31 March 2022

- We delivered **388** one-to-one support sessions (online, phone and face to face) providing support and advocacy to young carers; and
- We carried out **288** young carers assessments.

Overall, **502** young carers are registered with us and receiving support.

▪ Young carers in schools

Run in partnership with Carers Trust and The Children's Society, the Young Carers in Schools (YCiS) programme aims to increase identification of young carers, improve outcomes and provides awards for participating schools.

Starting with a baseline review of what a school is already doing for young carers, with the help of a dedicated development officer, the programme helps schools in supplying better support for young carers.

- **104** local schools have registered as YCiS schools and as part of the Bristol and South Gloucestershire young carers school leads network;
- **66** in Bristol (46% of all schools in Bristol);
- **38** in South Gloucestershire (36% of all schools in South Gloucestershire);
- **14** schools have achieved a YCiS Bronze Award; and
- **1** school has received a YCiS Silver Award.

The number of referrals of young carers (**117**) from schools to our service up **49%** on the previous year.

▪ Young carers respite activities

We provide a varied respite programme of day trips, residentials, groups, physical and creative activities.

All our activities are free to young carers, including transport and admissions. Activities not only give young carers some fun and a break from caring, but they also increase resilience and confidence, create lasting friendships and peer support.

We provided **686** breaks, enjoyed by **212** young carers.

Carers engagement & involvement

Helping carers influence policy making and service planning.

We help give carers a voice. As well as our role as advocates for carers, we facilitate the involvement of carers in influencing the service provision of bodies like the local councils and the NHS. We are also committed to participation by carers in the development of services we provide to them.

The Carers Centre (Bristol & South Gloucestershire)

Report of the trustees

For the year ended 31 March 2022

Carer reps

During the year, carers made their voices heard to influence decision making on issues including:

- the transition out of the pandemic;
- the inaccessibility of short breaks;
- increased flexibility on carers payments;
- the difficulty in finding personal assistants;
- earlier and inappropriate discharge from hospital;
- transport as a barrier to carers and services users taking up employment; and
- education opportunities and accessing self-help groups and services.

Contribution by volunteers

Volunteers are the lifeblood of most charities with their contribution making a real difference to the people the charities support. We are no different and are fortunate to have a dedicated and committed team of volunteers helping us in a wide variety of ways. During the year, we received support from **106** volunteers, **53%** of whom were carers or former carers.

To us it's very important that volunteering is not just one way, every opportunity should be mutually beneficial. That's why we invest time in matching volunteers carefully to relevant opportunities that not only meet the needs of the charity but also those of the volunteers themselves. These vary from one volunteer to another, but just some of the benefits volunteers tell us they reap include:

- new skills and experience;
- confidence building;
- preparation for getting into or returning to work;
- social contact; and
- making new friends.

Working in this way, volunteering becomes much more enjoyable, fulfilling and sustainable.

During the pandemic, many of our volunteering opportunities had to be put on hold due to lockdown and following that some reticence on the part of both some volunteers and carers to begin meeting up again. Our sitting service was particularly hit by the pandemic.

Volunteers continued to show their worth however by being very flexible about what they did, with many taking on making Wellbeing Check phone calls to vulnerable carers.

Ordinarily, CSC offers many volunteering opportunities, such as:

- Trustees;
- Carers Sitting Service;
- Carer Representatives;
- helping at events and with our carers training course/workshops;
- Carers Groups - supporting and facilitating activities;
- Breaks for Carers (Carers Time);
- Young Carer volunteers helping with activities and fundraising;
- GP Link Volunteers;
- running workshops for adult's carers and young carers;
- admin CSC office support;
- CarersLine, Social Media; and
- Theatre Group supporters.

The Carers Centre (Bristol & South Gloucestershire)

Report of the trustees

For the year ended 31 March 2022

A recent survey of our volunteers reported that 100% of them would recommend volunteering for CSC.

Fundraising

The key drivers for Carers Support Centre to improve our fundraising performance are:

- to build on non-statutory funded services and support, better reflecting our values as a charity supporting carers;
- to reduce the impact of the loss of one or more of our statutory contracts. However, we recognise that fundraising alone will not achieve levels sufficient to replace the current levels of statutory funding; and
- to allow Carers Support Centre to be more innovative and less constrained in how we support carers, now and into the future.

There will be a clear understanding from the Board and SMT about the priorities for fundraising every year. A prioritised list of 'projects' will be agreed which will inform the targeting of our fundraising activity. That said, we will also take advantage of ad hoc opportunities that may arise with the availability of new funding programmes.

During the year we have been successful with several funding bids. The most successful area of our fundraising is Charitable Trusts. This is not surprising as within the application process we have the opportunity to explain the need, what we do to meet that need and the impact of our support. This is harder to do when raising funds from the public at large who often respond to an emotive cause with a standout image.

We would like to thank the following for their support:

Alpkit Foundation;	Henry Nicholas Recruitment;
Bristol Brunel Lions Club;	In Memoriam of William Hancock Fund;
Bristol Breakfast Rotary Club;	Leonard Laity Stoate Charitable Trust;
Bristol Charities;	Royal Edward Lodge;
Bristol City Council Youth	No. 4140;
Sector Support Fund;	South Gloucestershire Council;
Bristol Community Health;	The Clifford Charity Oxford;
Bristol Masonic Benevolent Institution;	The Fulmer Charitable Trust;
Carers Trust;	The Thompson Charitable Trust
Clifton Down Probus Club;	Thornbury Rotary Club; and
Co-op Local Community Fund;	Warburton's Families Matter.
D'Oyly Carte Charitable Trust;	

We would also like to thank the many individuals who have donated individually, both one off and regular payments.

Financial Review

Reserves

The organisation produces its budgets using a full cost recovery model whereby the overheads and running costs are allocated across all the organisation's budget headings and income sources.

The Carers Centre (Bristol & South Gloucestershire)

Report of the trustees

For the year ended 31 March 2022

CSC has developed a 'winding up costs' calculator, which is reviewed annually. We are therefore able to assess more accurately the cost of closing the charity in the event of a significant reduction in funding, which would cause the organisation to cease operating.

Given that our main funders are required to give us 3 months' notice of Service Level Agreement termination, there is no need to hold additional running costs for a period in reserves. The revised reserves policy is therefore that only the amount needed to cease operating be held as a free reserve.

As at 31 March 22 the winding up costs were estimated at £224K. At the point the accounts were audited (September 22) the winding up costs were estimated at £235K, which is slightly more than our current free reserves balance of £219K.

During the year, Trustees authorised a transfer of funds to designated funds to offset the one-off costs for the ODR, tendering and staff recognition payments totalling £32K.

Free Reserves	Bfwd 1 April 2021	1 April – 31 March 2022	Cfwd 31 March 2022
	Surplus (Loss)	Surplus (Loss) Inclusive of Fund Transfer	Surplus (Loss)
General Reserves	444,673	(14,866)	429,807
Less FA Investment	204,308	6,229	210,537
Total Free Reserves	240,365	(21,095)	219,270

Principal funding sources

Local Authority (Bristol City and South Gloucestershire Councils) and Clinical Commissioning Group (Bristol, North Somerset and South Gloucestershire) funding continues to account for the majority of our total annual income of £1,446,032 to deliver support services to carers of all ages.

Expenditure has supported the achievement of the budget through the employment of staff and maintenance of premises and office functions, the provision and dissemination of information, and the provision of groups, events, breaks and young people's activities. There has been some expenditure through small budgets to meet the needs of individual carers.

Investment policy

Our aims are to:

- invest in deposit-based investments mainly with instant access but also up to 12 months tie-in;
- make all our funds earn the maximum amount of interest whilst maintaining a positive cash flow in our bank account; and
- earn more interest than the Retail Price Index (RPI) measured annually on 1 April.

Investments

The charity has £150,000 (cost) on investment which is managed by St James Place Wealth Management, the performance of which is detailed in the accounts. The board regularly reviews the performance of the fund through the Finance Subcommittee.

The Carers Centre (Bristol & South Gloucestershire)

Report of the trustees

For the year ended 31 March 2022

Funds

The Charity regularly reviews its funds and has transferred balances from inactive or redundant budgets to projects where the service has been continued. Where funds are restricted and there is no continuation, we have contacted the funder to discuss the possibility of alternate ways of using the underspend or whether it should be paid back.

Restricted, unrestricted and designated funds

We are reporting a surplus of £173,067 for the financial year ending 31 March 2022, £149,658 of that total was received just before the end of the financial year to cover for our new Walk & Talk service over the next 2 years.

Future financial position

Like most charities, it is difficult to predict the future financial position of the charity with any great certainty, we remain concerned about the current economic and political environment that we are working in. Whilst the impact of the pandemic is receding it has been replaced by the current global uncertainty and the cost-of-living crisis.

Having said this, we secured the following statutory funding of our core work in Bristol, funded by Bristol City Council:

- £1,122,000 over 3 years plus potential for 2 one-year extensions for our Adult Carer Support Services;
- £22,500 for one year with potential for 4 one-year extensions for our Parent Carer Support Services; and
- £178,000 over 16 months with potential for 2 one-year extensions for our Young Carers Services. (We have had verbal confirmation that the contract will be extended for one year to the end of June 2023 to enable a remodeling of the service to better manage the increasing referral rates with static funding, however, we have yet to receive written confirmation).

Our current contracts with South Gloucestershire County Council, have been extended to 30 June 2023 pending the outcome of the recent tender process. We submitted our bid in October 2022 and are awaiting the outcome.

The tenders were for:

- £725,724 over 3 years with potential for 2 one-year extensions for Adult Carers Support; and
- £162,474 over 3 years with potential for 2 one-year extensions for Health Support; and
- £303,300 over 3 years with potential for 2 one-year extensions for Young Carers Support.

We anticipate hearing the outcome of the tender process early in the new year.

The Trustees regularly consider the impact of these issues on the charity's current and future position and continue to monitor it closely.

The charity holds unrestricted, general reserves of £429,807 and designated reserves which can be drawn down if necessary. The Trustees consider that the charity has sufficient unrestricted reserves and cashflow to continue operating as a going concern for a period of at least 12 months from the date on which these financial statements are approved. For this reason, the accounts have been produced on the ongoing concern basis.

The Carers Centre (Bristol & South Gloucestershire)

Report of the trustees

For the year ended 31 March 2022

Plans for future periods

- mobilisation of the new South Gloucestershire carer support services, assuming we are successful with the tender;
- review of organisational administration support and overhead costs;
- remodelling of the Young Carers service;
- design and development of a new website;
- reaccréditation of our Trusted Charity Quality Mark;
- development and implementation of credible outcome and impact measurement tools;
- fundraising to continue the Wellbeing Service, currently funded by the Big Lottery Community Fund until 30 September 2022; and
- develop a premises strategy to take account of the impact of the new ways of working on the use of office space and proposed development of the Vassall Centre.

Statement of responsibilities of the trustees

The trustees (who are also directors of the charity for the purposes of company law) are responsible for preparing the trustees' report and the financial statements in accordance with 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).

Company law requires the trustees to prepare financial statements for each financial year, which give a true and fair view of the state of affairs of the charity and of the income and expenditure of the charity for that period. In preparing those financial statements the trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP;
- make judgements and accounting estimates that are reasonable and prudent;
- state whether applicable UK accounting standards and statements of recommended practice have been followed, subject to any material departures disclosed and explained in the financial statements; and
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in operation.

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

In so far as the trustees are aware:

- there is no relevant audit information of which the charitable company's auditors are 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 auditors are aware of that information.

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

The Carers Centre (Bristol & South Gloucestershire)

Report of the trustees

For the year ended 31 March 2022

Members of the charity guarantee to contribute an amount not exceeding £1 to the assets of the charity in the event of winding up. The trustees are members of the charity but this entitles them only to voting rights. The trustees have no beneficial interest in the charity.

Auditors

Godfrey Wilson Limited were re-appointed as auditors to the charitable company during the year and have expressed their willingness to continue in that capacity.

Approved by the trustees on 12 December 2022 and signed on their behalf by



Mary Whittington - Chair

Independent auditors' report

To the members of

The Carers Centre (Bristol & South Gloucestershire)

Opinion

We have audited the financial statements of The Carers Centre (Bristol & South Gloucestershire) (the 'charity') for the year ended 31 March 2022 which comprise the statement of financial activities, the balance sheet, statement of cash flows and the related notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102: The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

In our opinion, the financial statements:

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

Basis for opinion

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

Conclusions relating to going concern

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

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

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

Other information

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

Independent auditors' report

To the members of

The Carers Centre (Bristol & South Gloucestershire)

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

We have nothing to report in this regard.

Opinion 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 for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the trustees' report have 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 charity and its environment obtained in the course of the audit, we have not identified material misstatements in the trustees' report. We have nothing to report in respect of the following matters in relation to which the Companies Act 2006 requires us to report to you if, in our opinion:

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

Responsibilities of the trustees

As explained more fully in the trustees' responsibilities statement set out in the trustees' report, the trustees 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 they determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

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

Independent auditors' report

To the members of

The Carers Centre (Bristol & South Gloucestershire)

Our responsibilities for the audit of the financial statements

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

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

(1) We obtained an understanding of the legal and regulatory framework that the charity operates in, and assessed the risk of non-compliance with applicable laws and regulations. Throughout the audit, we remained alert to possible indications of non-compliance.

(2) We reviewed the charity's policies and procedures in relation to:

- Identifying, evaluating and complying with laws and regulations, and whether they were aware of any instances of non-compliance;
- Detecting and responding to the risk of fraud, and whether they were aware of any actual, suspected or alleged fraud; and
- Designing and implementing internal controls to mitigate the risk of non-compliance with laws and regulations, including fraud.

(3) We inspected the minutes of trustee meetings.

(4) We enquired about any non-routine communication with regulators and reviewed any reports made to them.

(5) We reviewed the financial statement disclosures and assessed their compliance with applicable laws and regulations.

(6) We performed analytical procedures to identify any unusual or unexpected transactions or balances that may indicate a risk of material fraud or error.

(7) We assessed the risk of fraud through management override of controls and carried out procedures to address this risk. Our procedures included:

- Testing the appropriateness of journal entries;
- Assessing judgements and accounting estimates for potential bias;
- Reviewing related party transactions; and
- Testing transactions that are unusual or outside the normal course of business.

Independent auditors' report

To the members of

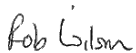
The Carers Centre (Bristol & South Gloucestershire)

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. Irregularities that arise due to fraud can be even harder to detect than those that arise from error as they may involve deliberate concealment or collusion.

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

Use of our report

This report is made solely to the charity'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 charity'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 charity's members as a body, for our audit work, for this report, or for the opinions we have formed.



Date: 12 December 2022

Rob Wilson FCA
(Senior Statutory Auditor)

For and on behalf of:

GODFREY WILSON LIMITED

Chartered accountants and statutory auditors

5th Floor Mariner House

62 Prince Street

Bristol

BS1 4QD

The Carers Centre (Bristol & South Gloucestershire)

Statement of financial activities (incorporating an income and expenditure account)

For the year ended 31 March 2022

	Note	Restricted £	Unrestricted £	2022 Total £	2021 Total £
Income from:					
Donations and legacies	4	19,294	7,628	26,922	53,316
Charitable activities:	5				
Adult carers		1,141,403	-	1,141,403	906,504
Young carers		260,612	-	260,612	286,981
Other trading activities	6	-	14,266	14,266	19,783
Investments		-	557	557	316
Other		2,159	113	2,272	3,737
Total income		1,423,468	22,564	1,446,032	1,270,637
Expenditure on:					
Raising funds		-	8,571	8,571	9,417
Charitable activities:					
Adult carers		919,061	30,975	950,036	902,906
Young carers		316,866	7,866	324,732	307,630
Total expenditure	7	1,235,927	47,412	1,283,339	1,219,953
Net gains on investments	12	-	10,374	10,374	25,657
Net income / (expenditure)		187,541	(14,474)	173,067	76,341
Transfers between funds		51,704	(51,704)	-	-
Net movement in funds	8	239,245	(66,178)	173,067	76,341
Reconciliation of funds:					
Total funds brought forward		228,836	583,813	812,649	736,308
Total funds carried forward		468,081	517,635	985,716	812,649

All of the above results are derived from continuing activities. There were no other recognised gains or losses other than those stated above. Movements in funds are disclosed in note 17 to the accounts.

The Carers Centre (Bristol & South Gloucestershire)

Balance sheet

As at 31 March 2022

	Note	2022 £	2021 £
Fixed assets			
Tangible assets	11	18,811	22,956
Investments	12	<u>191,726</u>	<u>181,352</u>
		210,537	204,308
Current assets			
Debtors	13	40,817	65,019
Cash at bank and in hand		<u>905,729</u>	<u>632,770</u>
		946,546	697,789
Liabilities			
Creditors: amounts falling due within 1 year	14	<u>171,367</u>	<u>89,448</u>
Net current assets		<u>775,179</u>	<u>608,341</u>
Net assets	16	<u>985,716</u>	<u>812,649</u>
Funds	17		
Restricted funds		468,081	228,836
Unrestricted funds:			
Designated funds		87,828	139,140
General funds		<u>429,807</u>	<u>444,673</u>
Total charity funds		<u>985,716</u>	<u>812,649</u>

These accounts have been prepared in accordance with the special provisions applicable to companies subject to the small companies' regime.

Approved by the trustees on 12 December 2022 and signed on their behalf by



Mary Whittington - Chair

The Carers Centre (Bristol & South Gloucestershire)

Statement of cash flows

For the year ended 31 March 2022

	2022	2021
	£	£
Cash used in operating activities:		
Net movement in funds	173,067	76,341
Adjustments for:		
Depreciation charge	12,343	8,563
Depreciation on disposals	(810)	-
(Gains) / losses on investments	(10,374)	(25,657)
Interest from investments	(557)	(316)
Decrease / (increase) in debtors	24,202	(41,435)
Increase / (decrease) in creditors	81,919	(96,333)
Net cash provided by / (used in) operating activities	<u>279,790</u>	<u>(78,837)</u>
Cash flows from investing activities:		
Interest from investments	557	316
Purchase of tangible fixed assets	(9,333)	(16,411)
Fixed asset disposals	1,945	-
Net cash provided by / (used in) investing activities	<u>(6,831)</u>	<u>(16,095)</u>
Increase / (decrease) in cash and cash equivalents in the year	272,959	(94,932)
Cash and cash equivalents at the beginning of the year	<u>632,770</u>	<u>727,702</u>
Cash and cash equivalents at the end of the year	<u><u>905,729</u></u>	<u><u>632,770</u></u>

The Carers Centre (Bristol & South Gloucestershire)

Notes to the financial statements

For the year ended 31 March 2022

1. Accounting policies

a) Basis of preparation

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities in preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019) - (Charities SORP (FRS 102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

The Carers Centre (Bristol & South Gloucestershire) meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy note.

b) Going concern basis of accounting

The accounts have been prepared on the assumption that the charity is able to continue as a going concern, which the trustees consider appropriate having regard to the current level of unrestricted reserves. The charity has unrestricted net current assets of £307.1k and a cash balance of £905.7k at the balance sheet date. The charity has also had substantial contract income extended for at least 12 months from the balance sheet date. The trustees therefore consider that the charity is a going concern for a period of at least 12 months from the date on which these financial statements are approved.

c) Income

Income is recognised when the charity has entitlement to the funds, any performance conditions attached to the item of income have been met, it is probable that the income will be received and the amount can be measured reliably.

When donors specify that donations given to the charity must be used in future accounting period, the income is deferred until those periods. When donors impose conditions which have to be fulfilled before the charity becomes entitled to use such income, the income is deferred until the pre-conditions are met.

Income from the government and other grants, whether 'capital' grants or 'revenue' grants, is recognised when the charity has entitlement to the funds, any performance conditions attached to the grants have been met, it is probable that the income will be received and the amount can be measured reliably and is not deferred.

Income received in advance of contract delivery is deferred until criteria for income recognition are met.

d) Interest receivable

Interest on funds held on deposit is included when receivable and the amount can be measured reliably by the charity: this is normally upon notification of the interest paid or payable by the bank.

The Carers Centre (Bristol & South Gloucestershire)

Notes to the financial statements

For the year ended 31 March 2022

1. Accounting policies (continued)

e) Funds accounting

Unrestricted funds are available to spend on activities that further any of the purposes of the charity. Designated funds are unrestricted of the charity which the trustees have decided at their discretion to set aside to use for a specific purpose. Restricted funds are donations which the donor has specified are to be solely used for particularly areas of the charity's work or for specific projects being undertaken by the charity.

f) Expenditure and irrecoverable VAT

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

Irrecoverable VAT is charged as a cost against the activity for which the expenditure was incurred.

g) Allocation of support and governance costs

Support costs are those functions that assist the work of the charity but do not directly undertake charitable activities. Governance costs are the costs associated with the governance arrangements of the charity, including the costs of complying with constitutional and statutory requirements and any costs associated with the strategic management of the charity's activities. These costs have been allocated between Young Carers and Adult Carers on the basis of staff time spent on each area, as follows:

	2022	2021
Raising funds	0.0%	2.1%
Adult carers	72.4%	69.4%
Young carers	27.6%	28.5%

h) Tangible fixed assets

Depreciation is provided at rates calculated to write down the cost of each asset to its estimated residual value over its expected useful life. The depreciation rates in use are as follows:

Computer and office equipment	3 years straight line
Fixtures and fittings	5 years straight line

Items are capitalised when their purchase price exceeds £1,000.

i) Listed investments

Investments in quoted shares, traded bonds and similar investments are measured initially at cost and subsequently at their market value. The statement of financial activities includes the net gains and losses arising on revaluations and disposals throughout the year.

j) Debtors

Trade and other debtors are recognised at the settlement amount due after any trade discount offered. Prepayments are valued at the amount prepaid net of any trade discounts due.

k) Cash at bank and in hand

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

The Carers Centre (Bristol & South Gloucestershire)

Notes to the financial statements

For the year ended 31 March 2022

1. Accounting policies (continued)

l) Creditors

Creditors are recognised where the charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors are normally recognised at their settlement amount after allowing for any trade discounts due.

m) Financial instruments

The charitable company only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value with the exception of bank loans which are subsequently recognised at amortised cost using the effective interest method.

n) Pension costs

The charitable company operates a defined contribution pension scheme. The assets of the scheme are held separately from those of the charitable company in an independently administered fund. Pension costs charged in the financial statements represent the contributions payable by the charity during the year. The charity has no liability under the scheme other than for the payment of those contributions.

o) Accounting estimates and key judgements

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

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

The key sources of estimation uncertainty that have a significant effect on the amounts recognised in the financial statements are depreciation (as described in note 1(h)) and listed investments (as described in note 1(i)).

The Carers Centre (Bristol & South Gloucestershire)

Notes to the financial statements

For the year ended 31 March 2022

2. Prior period comparatives: Statement of financial activities

	Restricted £	Unrestricted £	2021 Total £
Income from:			
Donations and legacies	19,245	34,071	53,316
Charitable activities			
Adult carers	881,504	25,000	906,504
Young carers	286,981	-	286,981
Other trading activities	-	19,783	19,783
Investments	-	316	316
Other	3,277	460	3,737
Total income	1,191,007	79,630	1,270,637
Expenditure on:			
Raising funds	-	9,417	9,417
Charitable activities:			
Adult carers	884,836	18,070	902,906
Young carers	306,817	813	307,630
Total expenditure	1,191,653	28,300	1,219,953
Net gains on investments	-	25,657	25,657
Net income / (expenditure)	(646)	76,987	76,341
Transfers between funds	45,259	(45,259)	-
Net movement in funds	44,613	31,728	76,341

The Carers Centre (Bristol & South Gloucestershire)

Notes to the financial statements

For the year ended 31 March 2022

3. Government grants

The charity receives the following funding from local authorities in respect of the delivery of support for young and adult carers. There were no unfulfilled conditions or contingencies attaching to these grants in the current or prior period.

	2022 Total £
Bristol City Council	589,305
South Gloucestershire Council	404,096
	<u>993,401</u>

Income from government grants was fully restricted in the current year.

Prior period comparatives

The charity receives the following funding from local authorities in respect of the delivery of support for young and adult carers. There were no unfulfilled conditions or contingencies attaching to these grants in the current or prior period.

	Restricted £	Unrestricted £	2021 Total £
Bristol City Council	510,740	22,000	532,740
South Gloucestershire Council	<u>392,108</u>	<u>-</u>	<u>392,108</u>
	<u>902,848</u>	<u>22,000</u>	<u>924,848</u>

Income from government grants was fully restricted in the current year.

4. Income from donations and legacies

	Restricted £	Unrestricted £	2022 Total £
Donations	17,390	6,407	23,797
Gift aid	<u>1,904</u>	<u>1,221</u>	<u>3,125</u>
Total income from donations and legacies	<u>19,294</u>	<u>7,628</u>	<u>26,922</u>

Prior period comparatives

	Restricted £	Unrestricted £	2021 Total £
Donations	18,800	33,819	52,619
Gift aid	<u>445</u>	<u>252</u>	<u>697</u>
Total income from donations and legacies	<u>19,245</u>	<u>34,071</u>	<u>53,316</u>

The Carers Centre (Bristol & South Gloucestershire)

Notes to the financial statements

For the year ended 31 March 2022

5. Income from charitable activities

	Restricted £	Unrestricted £	2022 Total £
Adult Carers:			
South Gloucestershire Council	250,570	-	250,570
Bristol City Council	267,110	-	267,110
BNSSG CCG (Bristol)	187,026	-	187,026
Building Better Opportunities	101,077	-	101,077
BNSSG CCG (South Glos)	49,100	-	49,100
Big Lottery Wellbeing Fund	105,817	-	105,817
NHS Southampton Walk & Talk	149,659	-	149,659
Southern Brooks Community Partnership	4,000	-	4,000
Quartet Community Foundation	18,807	-	18,807
Carers Trust	8,237	-	8,237
	<u>1,141,403</u>	<u>-</u>	<u>1,141,403</u>
Young Carers:			
South Gloucestershire Council	104,426	-	104,426
Bristol City Council	135,169	-	135,169
Bristol Charities	9,857	-	9,857
Quartet Community Foundation	4,030	-	4,030
Carers Trust	750	-	750
Alpkit Foundation	180	-	180
Brother Jonathon Trust	1,800	-	1,800
Doyly Carte Charitable Trust	4,000	-	4,000
Warburtons Community Fund	400	-	400
	<u>260,612</u>	<u>-</u>	<u>260,612</u>
Total income from charitable activities	<u><u>1,402,015</u></u>	<u><u>-</u></u>	<u><u>1,402,015</u></u>

The Carers Centre (Bristol & South Gloucestershire)

Notes to the financial statements

For the year ended 31 March 2022

5. Income from charitable activities (continued)

Prior period comparatives

	Restricted £	Unrestricted £	2021 Total £
Adult Carers:			
South Gloucestershire Council	241,908	-	241,908
Bristol City Council	189,317	-	189,317
BNSSG CCG (Bristol)	187,026	-	187,026
Building Better Opportunities	87,474	-	87,474
BNSSG CCG (South Glos)	49,100	-	49,100
Big Lottery Wellbeing Fund	102,008	-	102,008
Garfield Weston	-	25,000	25,000
Southern Brooks Community Partnership	4,000	-	4,000
Quartet Community Foundation	14,720	-	14,720
Bristol Charities	4,319	-	4,319
Carers Trust	1,500	-	1,500
Delivery of courses	132	-	132
	<u>881,504</u>	<u>25,000</u>	<u>906,504</u>
Young Carers:			
South Gloucestershire Council	101,100	-	101,100
Bristol City Council	134,397	-	134,397
The Nisbet Foundation	10,000	-	10,000
The Julia and Hans Rausing Trust	13,061	-	13,061
Sunrise Foundation	6,283	-	6,283
Bristol Charities	7,659	-	7,659
John James Bristol Foundation	7,500	-	7,500
Voscur	5,267	-	5,267
Quartet Community Foundation	1,214	-	1,214
Carers Trust	500	-	500
	<u>286,981</u>	<u>-</u>	<u>286,981</u>
Total income from charitable activities	<u><u>1,168,485</u></u>	<u><u>25,000</u></u>	<u><u>1,193,485</u></u>

6. Income from other trading activities

	2022 Total £	2021 Total £
Management fees and recharges	10,769	15,931
100+ club lottery	3,461	3,852
Book Sales	36	-
Total income from other trading activities	<u><u>14,266</u></u>	<u><u>19,783</u></u>

Income from other trading activities was fully unrestricted in the current and prior year.

The Carers Centre (Bristol & South Gloucestershire)

Notes to the financial statements

For the year ended 31 March 2022

7. Total expenditure

	Raising funds £	Adult carers £	Young carers £	Support and governance costs £	2022 Total £
Wages and salaries (note 9)	6,684	628,346	203,817	244,930	1,083,777
Carers activities	-	6,323	16,321	-	22,644
Premises costs	-	4,724	562	39,679	44,965
Office costs	-	10,854	2,625	22,473	35,952
Publicity and printing	-	22,188	-	3,538	25,726
Other staff costs	-	7,947	691	3,152	11,790
Travel and subsistence	-	3,656	1,891	40	5,587
Legal and professional fees	-	-	-	26,393	26,393
Fundraising expenses	1,783	792	-	-	2,575
Subscriptions and publications	-	422	182	5,607	6,211
Audit	-	-	-	4,200	4,200
Depreciation	-	9,080	1,435	1,828	12,343
Volunteer expenses	-	-	-	277	277
Trustees expenses	-	-	-	64	64
Sundries	-	-	-	561	561
Bank charges	-	-	-	274	274
Sub-total	8,467	694,332	227,524	353,016	1,283,339
Allocation of support and governance costs	104	255,704	97,208	(353,016)	-
Total expenditure	8,571	950,036	324,732	-	1,283,339

Total governance costs were £4,264 (2021: £4,657)

The Carers Centre (Bristol & South Gloucestershire)

Notes to the financial statements

For the year ended 31 March 2022

7. Total expenditure (continued)

Prior period comparatives

	Raising funds £	Adult carers £	Young carers £	Support and governance costs £	2021 Total £
Wages and salaries (note 9)	-	620,734	199,406	239,774	1,059,914
Carers activities	-	4,548	7,191	-	11,739
Premises costs	-	5,541	464	39,281	45,286
Office costs	4	12,974	2,711	18,229	33,918
Publicity and printing	-	19,301	-	2,584	21,885
Other staff costs	-	4,969	3,020	2,803	10,792
Travel and subsistence	-	1,515	869	1,687	4,071
Legal and professional fees	-	800	-	8,858	9,658
Fundraising expenses	2,546	-	-	-	2,546
Subscriptions and publications	-	1,009	31	4,709	5,749
Audit	-	-	-	3,690	3,690
Depreciation	-	5,650	1,167	1,746	8,563
Volunteer expenses	-	-	-	541	541
Trustees expenses	-	-	-	967	967
Sundries	-	-	-	326	326
Bank charges	-	-	-	308	308
Sub-total	2,550	677,041	214,859	325,503	1,219,953
Allocation of support and governance costs	6,867	225,865	92,771	(325,503)	-
Total expenditure	9,417	902,906	307,630	-	1,219,953

The Carers Centre (Bristol & South Gloucestershire)

Notes to the financial statements

For the year ended 31 March 2022

8. Net movement in funds

This is stated after charging:

	2022 £	2021 £
Depreciation	12,343	8,563
Operating lease rentals	41,906	37,394
Trustees' remuneration	Nil	Nil
Trustees' reimbursed expenses	64	Nil
Auditors' remuneration:		
▪ Audit	4,200	3,690
▪ Other services	Nil	Nil

During the year, four trustees were reimbursed for DBS checks and conference attendance costs (2021: no reimbursed trustee expenses in the year).

9. Staff costs and numbers

Staff costs were as follows:

	2022 £	2021 £
Salaries and wages	945,333	941,114
Social security costs	64,059	63,129
Pension costs	38,353	36,580
Agency and self employed staff	36,032	19,091
	<u>1,083,777</u>	<u>1,059,914</u>

No employee earned more than £60,000 during the year.

The key senior management staff of the group comprise the Chief Executive Officer, the Young Carer Service Manager, Finance Manager, Carers Support and Health Team Manager and the Marketing and Communications Manager. The total employee benefits of the key senior management personnel of the group were £182,011 (2021: £194,270).

	2022 No.	2021 No.
Average head count	<u>57</u>	<u>60</u>

10. Taxation

The charity is exempt from corporation tax as all its income is charitable and is applied for charitable purposes.

The Carers Centre (Bristol & South Gloucestershire)

Notes to the financial statements

For the year ended 31 March 2022

11. Tangible fixed assets

	Fixtures and fittings £	Computer and office equipment £	Total £
Cost			
At 1 April 2021	1,332	32,671	34,003
Additions in year	-	9,333	9,333
Disposals	-	(1,945)	(1,945)
At 31 March 2022	<u>1,332</u>	<u>40,059</u>	<u>41,391</u>
Depreciation			
At 1 April 2021	222	10,825	11,047
Charge for the year	266	12,077	12,343
Depreciation on disposals	-	(810)	(810)
At 31 March 2022	<u>488</u>	<u>22,092</u>	<u>22,580</u>
Net book value			
At 31 March 2022	<u>844</u>	<u>17,967</u>	<u>18,811</u>
At 31 March 2021	<u>1,110</u>	<u>21,846</u>	<u>22,956</u>

12. Investments

	Listed investments £	2022 £	2021 £
Market value at 1 April 2021	181,352	181,352	155,695
Unrealised gains	<u>10,374</u>	<u>10,374</u>	<u>25,657</u>
Market value at 31 March 2022	<u>191,726</u>	<u>191,726</u>	<u>181,352</u>
Historical cost at 31 March 2021	<u>142,500</u>	<u>142,500</u>	<u>142,500</u>

13. Debtors

	2022 £	2021 £
Trade debtors	5,145	38,519
Other debtors	491	2,076
Prepayments	10,018	23,095
Accrued income	<u>25,163</u>	<u>1,329</u>
	<u>40,817</u>	<u>65,019</u>

The Carers Centre (Bristol & South Gloucestershire)

Notes to the financial statements

For the year ended 31 March 2022

14. Creditors : amounts due within 1 year

	2022	2021
	£	£
Trade creditors	16,005	24,381
Other creditors	2,785	3,471
Social security and pension costs	14,821	15,124
Accruals	26,523	22,762
Deferred income (note 15)	111,233	23,710
	<u>171,367</u>	<u>89,448</u>

15. Deferred income

	2022	2021
	£	£
At 1 April 2021	23,710	114,702
Deferred during the year	111,233	23,710
Released during the year	(23,710)	(114,702)
At 31 March 2022	<u>111,233</u>	<u>23,710</u>

Deferred income relates to contract delivery invoiced in advance.

16. Analysis of net assets between funds

	Restricted funds £	Designated funds £	General funds £	Total funds £
Tangible fixed assets	-	-	18,811	18,811
Non-current investments	-	-	191,726	191,726
Current assets	579,314	87,828	279,404	946,546
Current liabilities	(111,233)	-	(60,134)	(171,367)
Net assets at 31 March 2022	<u>468,081</u>	<u>87,828</u>	<u>429,807</u>	<u>985,716</u>
Prior period comparatives	Restricted funds £	Designated funds £	General funds £	Total funds £
Tangible fixed assets	-	-	22,956	22,956
Non-current investments	-	-	181,352	181,352
Current assets	252,546	139,140	306,103	697,789
Current liabilities	(23,710)	-	(65,738)	(89,448)
Net assets at 31 March 2021	<u>228,836</u>	<u>139,140</u>	<u>444,673</u>	<u>812,649</u>

The Carers Centre (Bristol & South Gloucestershire)

Notes to the financial statements

For the year ended 31 March 2022

17. Movements in funds

	At 1 April 2021 £	Income £	Expenditure £	Transfers & gains / losses £	At 31 March 2022 £
Restricted funds					
Asset Fund	395	764	(377)	-	782
BCYPS Parent Carer	10,355	20,579	(23,121)	-	7,813
Bristol City Council Core	40,572	168,538	(157,539)	-	51,571
Bristol CCG	27,696	22,026	(21,958)	-	27,764
Bristol Tel. Counselling Service	1,522	-	(1,504)	1,500	1,518
Carers in Paid Employment	5,604	-	-	(1,500)	4,104
Carers Health Strategic work	14,764	214,100	(206,350)	-	22,514
Covid-19	4,622	8,662	(5,206)	-	8,078
Covid-19 Core	-	78,043	(32,483)	-	45,560
Covid R & S Quartet	9,800	-	(5,093)	-	4,707
CT Death Café Project	377	(377)	-	-	-
Digital Project BCH	-	18,807	-	-	18,807
GP Practice Film	4,319	-	(2,874)	-	1,445
NHS Southampton Walk and Talk	-	149,659	-	-	149,659
Rausing Charity Survival Fund	2,138	-	(1,427)	-	711
South Glos Core	-	243,484	(253,685)	10,201	-
South Glos Wellbeing Training	391	4,000	(4,099)	-	292
Training (Carers)	693	8,614	(5,520)	-	3,787
Transformation fund	4,900	-	(61)	-	4,839
Wellbeing Fund	18,567	105,817	(106,797)	-	17,587
West of England Works	5,751	101,077	(92,394)	-	14,434
YAC Walk & Talk	5,267	-	(2,751)	-	2,516
YC Activity Grants	20,042	26,015	(14,933)	(9)	31,115
YC Bristol	-	133,497	(156,439)	22,942	-
YC Donations	31,549	16,164	(15,971)	491	32,233
YC Donations (Bristol)	4,672	173	(101)	18	4,762
YC Donations (South Glos)	5,097	2,426	(3,247)	-	4,276
YC in Education	-	300	(5,220)	4,920	-
YC South Glos Council Core	-	101,100	(114,241)	13,141	-
YC Swimming	6,261	-	(565)	-	5,696
YC 13 Up Group	3,482	-	(1,971)	-	1,511
Total restricted funds	228,836	1,423,468	(1,235,927)	51,704	468,081

The Carers Centre (Bristol & South Gloucestershire)

Notes to the financial statements

For the year ended 31 March 2022

17. Movements in funds (continued)

	At 1 April 2021 £	Income £	Expenditure £	Transfers & gains / losses £	At 31 March 2022 £
Unrestricted funds					
<i>Designated funds:</i>					
100+ Club Lottery	15,268	3,461	(1,793)	-	16,936
Carers Contingency Reserve	1,476	-	(150)	-	1,326
Investment Reserve	44,805	-	(6,684)	-	38,121
Young Carers Zone	1,027	-	(562)	-	465
Trustee Designated Reserves	-	-	(26,526)	32,146	5,620
Carers Support and Development Reserve	76,564	-	-	(51,204)	25,360
<i>Total designated funds</i>	<u>139,140</u>	<u>3,461</u>	<u>(35,715)</u>	<u>(19,058)</u>	87,828
General funds	<u>444,673</u>	<u>19,103</u>	<u>(11,697)</u>	<u>(22,272)</u>	429,807
Total unrestricted funds	<u>583,813</u>	<u>22,564</u>	<u>(47,412)</u>	<u>(41,330)</u>	517,635
Total funds	<u>812,649</u>	<u>1,446,032</u>	<u>(1,283,339)</u>	<u>10,374</u>	985,716

Purposes of restricted funds

Asset Fund	Funding towards the purchase of 2 staff bikes (one electric) and associated equipment.
BCYPS Parent Carer	Providing information, advocacy and advice to Parent Carers in Bristol.
Bristol City Council Core	Statutory funding to provide practical and emotional support services to adult carers.
Bristol CCG	To provide one to one support and Carers Groups.
Bristol Telephone Counselling Service	Service developed from the BAB Telephone Counselling pilot project to provide a counselling service to carers over 50 in Bristol.
Carers in Paid Employment	To work with employers to identify and support carers in the workplace.
Carers Health Strategic work	To support NHS Bristol embed the carers agenda across primary and acute care.

The Carers Centre (Bristol & South Gloucestershire)

Notes to the financial statements

For the year ended 31 March 2022

17. Movements in funds (continued)

Purposes of restricted funds (continued) Covid R & S Quartet

Funding received for additional IT and communications resources over 12 months. This will help CSC offer flexible homeworking in the future, with appropriate IT support, streamline our working practices through increased digitalisation, provide and refine service alternatives for those carers who prefer to access services remotely and/or at a time that's convenient to them – because they cannot leave the person they care for and support staff with digital comms expertise to promote services, raise awareness of carers' needs and provide a voice for carers.

CT Death Café Project

Funding received to run 2 death cafes, specifically for older male carers in partnership with Marie Curie.

Digital Project BCH

Two year funding for the digital transformation of processes and internal infrastructure to achieve a step change in the organisation's sustainability and performance supporting the health and well-being of carers.

GP Practice Film

Funding received to produce a film to be used in GP Practices and a wider awareness campaign to reach out and identify carers, raise awareness of who a carer is and outline our support services.

NHS Southampton Walk and Talk

Two year funding to run 6 x weekly walk and talk sessions for adult carers in green spaces across Bristol and South Glos to help improve carers health and wellbeing and to reduce isolation. The funding also covers some community development work by the Project Manager to increase the number of carers from under represented communities who are identified and supported by us and primary care.

Rausing Charity Survival Fund

Funding received to contribute towards administration costs for Young Carers activities and Adult Carers training and activities. Also includes funding for five laptops to assist with home working.

South Glos Core

Statutory funding to provide practical and emotional support services to adult carers.

South Glos Wellbeing Training

Funding received to deliver training courses to SG Adult Carers.

The Carers Centre (Bristol & South Gloucestershire)

Notes to the financial statements

For the year ended 31 March 2022

17. Movements in funds (continued)

Purposes of restricted funds (continued)

Training (Carers)

Funding received to deliver various training courses and workshops for Adult Bristol Carers.

Transformation fund

Specific funding to transform the delivery of our one to one support to older carers in Bristol.

Travelwest Wellbeing

Funding received to deliver a workshop to employees to support and advise them on how to improve their mental health and reduce stress through physical activity.

Wellbeing Fund

A 5 year project to support carers to maintain their health and wellbeing and build resilience through telephone based counselling, befriending and mentoring.

West of England Works

A three year project to support carers back into employment, training or education.

YAC Walk & Talk

Funding to deliver Walk-and-talk sessions for young adult carers with the aim to help reduce the negative impact of COVID-19 and the widening of the inequalities in sport and physical activity.

YC Activity Grants

Grants from various sources specifically given to enable young carers to participate in a diverse range of activities and groups. This gives the young carers an opportunity to meet other young carers for a break from their caring responsibilities, have fun and gain new skills.

YC Bristol

Statutory funding to provide practical and emotional support services to young carers.

Young Carers Donations

Donations from various sources specifically given for the benefit of young carers. Transfers have been made to Young Carers South Gloucestershire to cover deficits on those projects.

Young Carers in Education

School membership programme to raise awareness and provide support to member schools.

YC South Glos Council Core

Statutory funding to provide practical and emotional support services to young carers.

Young Carers Swimming

To provide young carers with access to swimming lessons.

The Carers Centre (Bristol & South Gloucestershire)

Notes to the financial statements

For the year ended 31 March 2022

17. Movements in funds (continued)

Purposes of restricted funds (continued)

Young Carers 13 Up Club

Funding received to run groups for South Gloucester teenage young carers. The young carers meet monthly at a local youth centre/church and it gives them a chance to meet other young carers for a break from their caring responsibilities. The young carers have great fun and gain many new skills whilst taking part in a wide range of activities.

Purposes of designated funds

100+ Club Lottery

Income from the organisations lottery to provide support to carers.

Carers Contingency Reserve

Accumulated funds to support specific carer needs which cannot be funded in the short term from other available resources.

Covid-19

Funds set aside by the trustees to cover additional costs due to Covid-19.

Investment Reserve

Funds set aside by the trustees in anticipation of future, as yet unspecified, projects based approximately on the interest earned each year on bank balances held.

Young Carers Zone

Capital project to provide a dedicated space for young carers and young adult carers.

Carers Support and Development Reserve

Funds set aside by trustees to be allocated for specific new project development work and/or to provide interim support for existing work, which may be at risk, whilst awaiting the outcome of continuation funding decisions and to cover the costs of any subsequent employer statutory responsibilities.

The Carers Centre (Bristol & South Gloucestershire)

Notes to the financial statements

For the year ended 31 March 2022

17. Movements in funds (continued)

Prior period comparatives

	At 1 April 2020 £	Income £	Expenditure £	Transfers & gains / losses £	At 31 March 2021 £
Restricted funds					
Activity Groups	2,540	-	(4,101)	1,561	-
Asset Fund	1,043	-	(648)	-	395
BCYPS Parent Carer	12,699	20,578	(22,922)	-	10,355
BAB Community Champions	7,548	-	(13)	(7,535)	-
Bristol City Council Core	20,350	170,776	(150,554)	-	40,572
Bristol CCG	27,578	22,026	(21,908)	-	27,696
Bristol Tel. Counselling Service	1,524	-	(2)	-	1,522
Carers in Paid Employment	7,404	-	(1,800)	-	5,604
Carers Health Strategic work	19,009	214,232	(218,477)	-	14,764
Covid-19	-	8,303	(13,124)	9,443	4,622
Covid R & S Quartet	-	9,800	-	-	9,800
CT Death Café Project	-	1,500	(1,123)	-	377
GP Practice Film	-	4,319	-	-	4,319
Rausing Charity Survival Fund	-	13,061	(10,923)	-	2,138
South Glos Core	-	242,596	(247,542)	4,946	-
South Glos Wellbeing Training	91	4,000	(3,700)	-	391
Training (Carers)	4,297	-	(3,604)	-	693
Transformation fund	4,900	-	-	-	4,900
Travelwest Wellbeing	-	250	(250)	-	-
Wellbeing Fund	19,411	102,008	(102,852)	-	18,567
West of England Works	10,493	87,474	(92,216)	-	5,751
YAC Walk & Talk	-	5,267	-	-	5,267
YC Activity Grants	1,200	25,472	(9,133)	2,503	20,042
YC Bristol	(12,742)	133,747	(147,093)	26,088	-
YC Donations	33,346	9,516	(8,810)	(2,503)	31,549
YC Donations (Bristol)	4,445	1,000	(773)	-	4,672
YC Donations (South Glos)	6,558	20	(1,481)	-	5,097
YC in Education	5,096	10,000	(16,962)	1,866	-
YC South Glos Council Core	-	101,350	(110,240)	8,890	-
YC Swimming	6,261	-	-	-	6,261
YC 13 Up Group	1,172	3,712	(1,402)	-	3,482
Total restricted funds	184,223	1,191,007	(1,191,653)	45,259	228,836

The Carers Centre (Bristol & South Gloucestershire)

Notes to the financial statements

For the year ended 31 March 2022

17. Movements in funds (continued)

Prior period comparatives (continued)

	At 1 April 2020 £	Income £	Expenditure £	Transfers & gains / losses £	At 31 March 2021 £
Unrestricted funds					
<i>Designated funds:</i>					
100+ Club Lottery	13,197	3,852	(1,781)	-	15,268
Carers Contingency Reserve	1,426	299	(249)	-	1,476
CEO recruitment	2,977	-	(2,854)	(123)	-
Covid-19	9,443	-	-	(9,443)	-
Investment Reserve	51,531	-	(6,726)	-	44,805
Young Carers Zone	1,027	-	-	-	1,027
Carers Support and Development Reserve	<u>112,257</u>	<u>-</u>	<u>-</u>	<u>(35,693)</u>	<u>76,564</u>
<i>Total designated funds</i>	<u>191,858</u>	<u>4,151</u>	<u>(11,610)</u>	<u>(45,259)</u>	<u>139,140</u>
General funds	<u>360,227</u>	<u>75,479</u>	<u>(16,690)</u>	<u>25,657</u>	<u>444,673</u>
Total unrestricted funds	<u>552,085</u>	<u>79,630</u>	<u>(28,300)</u>	<u>(19,602)</u>	<u>583,813</u>
Total funds	<u><u>736,308</u></u>	<u><u>1,270,637</u></u>	<u><u>(1,219,953)</u></u>	<u><u>25,657</u></u>	<u><u>812,649</u></u>

18. Financial instruments at fair value

	2022 £	2021 £
Financial assets measured at fair value	<u>191,726</u>	<u>181,352</u>

Financial assets measured at fair value comprise listed investments.

19. Operating lease commitments

The charity had operating leases at the year end with total future minimum lease payments as follows:

	2022 £	2021 £
Amount falling due:		
Within 1 year	38,195	37,394
Within 1 - 5 years	<u>28,097</u>	<u>48,388</u>
	<u>66,292</u>	<u>85,782</u>

The Carers Centre (Bristol & South Gloucestershire)

Notes to the financial statements

For the year ended 31 March 2022

20. Related party transactions

Sian Jones, a trustee, is also a trustee of Voscur Ltd until 25 November 2021. In the year ending 31 March 2022, the charity paid Voscur Ltd £14,914 (2021: £2,195) for recruitment services and staff and trustee training. The Carers Centre owed nil at year end (2021: £1,831).

Andrew Bell, who became a trustee in the financial year, is also a trustee of Southern Brooks Community Partnerships. In the year ending 31 March 2021, the charity received £4,000 from Southern Brooks Community Partnerships (2020: £4,000) for delivery of the South Glos Wellbeing Training project.

The trustees are not aware of any other related party transactions in the current or prior year.

THE CARERS CENTRE (BRISTOL AND SOUTH GLOUCESTERSHIRE)

England & Wales - Charity number 1063226

Accounts



Carers Support Centre
Bristol & South Gloucestershire



Company no. 03377199
Charity no. 1063226

The Carers Centre (Bristol & South Gloucestershire) Report and Audited Financial Statements 31 March 2021



The Carers Centre (Bristol & South Gloucestershire)

Reference and administrative details

For the year ended 31 March 2021

Company number	03377199																								
Charity number	1063226																								
Registered office and operational address	The Vassall Centre Gill Avenue Bristol BS16 2QQ																								
Status	The Carers Centre (Bristol and South Gloucestershire) is known locally as Carers Support Centre (CSC).																								
Trustees	Trustees, who are also directors under company law, who served during the year and up to the date of this report were as follows: <table><tr><td>Mary Whittington</td><td>Chair (appointed Interim Chair 8 April 2020, appointed Chair 25 June)</td></tr><tr><td>Andy Bell</td><td>(appointed 15 February 2021)</td></tr><tr><td>Jennifer Cheshire</td><td>(appointed 22 April 2020)</td></tr><tr><td>Bryan Daly</td><td>(resigned 22 April 2020)</td></tr><tr><td>Julia Deacon</td><td>(appointed 25 August 2021)</td></tr><tr><td>Sian Jones</td><td></td></tr><tr><td>Diane Jenkins</td><td>(resigned 29 May 2020)</td></tr><tr><td>Jamie Lavis</td><td>(appointed 12 October 2020)</td></tr><tr><td>Deborah Means</td><td>(resigned 22 April 2020)</td></tr><tr><td>Heather Thomas</td><td>(resigned 22 April 2020)</td></tr><tr><td>Jennifer Tomkinson</td><td></td></tr><tr><td>Louise Winn</td><td></td></tr></table>	Mary Whittington	Chair (appointed Interim Chair 8 April 2020, appointed Chair 25 June)	Andy Bell	(appointed 15 February 2021)	Jennifer Cheshire	(appointed 22 April 2020)	Bryan Daly	(resigned 22 April 2020)	Julia Deacon	(appointed 25 August 2021)	Sian Jones		Diane Jenkins	(resigned 29 May 2020)	Jamie Lavis	(appointed 12 October 2020)	Deborah Means	(resigned 22 April 2020)	Heather Thomas	(resigned 22 April 2020)	Jennifer Tomkinson		Louise Winn	
Mary Whittington	Chair (appointed Interim Chair 8 April 2020, appointed Chair 25 June)																								
Andy Bell	(appointed 15 February 2021)																								
Jennifer Cheshire	(appointed 22 April 2020)																								
Bryan Daly	(resigned 22 April 2020)																								
Julia Deacon	(appointed 25 August 2021)																								
Sian Jones																									
Diane Jenkins	(resigned 29 May 2020)																								
Jamie Lavis	(appointed 12 October 2020)																								
Deborah Means	(resigned 22 April 2020)																								
Heather Thomas	(resigned 22 April 2020)																								
Jennifer Tomkinson																									
Louise Winn																									
Company secretary	<table><tr><td>Tim Poole</td><td>(appointed 21 June 2020)</td></tr><tr><td>Gavin Williams</td><td>(resigned 10 June 2020)</td></tr></table>	Tim Poole	(appointed 21 June 2020)	Gavin Williams	(resigned 10 June 2020)																				
Tim Poole	(appointed 21 June 2020)																								
Gavin Williams	(resigned 10 June 2020)																								
Chief Executive Officer	The Trustees delegate the day-to-day leadership and management of the organisation to the Chief Executive Officer, Mr Tim Poole.																								
Bankers	Yorkshire Bank Epsilon House The Square Gloucester Business Park Brockworth Gloucester GL3 4AD																								

The Carers Centre (Bristol & South Gloucestershire)

Reference and administrative details

For the year ended 31 March 2021

Auditors	Godfrey Wilson Limited Chartered accountants and statutory auditors 5th Floor Mariner House 62 Prince Street Bristol BS1 4QD
-----------------	---

The Carers Centre (Bristol & South Gloucestershire)

Report of the trustees

For the year ended 31 March 2021

The trustees present their report and the audited financial statements for the year ended 31 March 2021. Reference and administrative information set out on page 1 forms part of this report. The financial statements comply with current statutory requirements, the Memorandum and Articles of Association and the Statement of Recommended Practice - Accounting and Reporting by Charities (effective from January 2019).

Structure, Governance and Management

Governing Document

The Carers Centre (Bristol and South Gloucestershire) is a registered charity and a company limited by guarantee and is governed by its Articles and the Companies Act 2006 and the Charities Act 2011. It is known locally as Carers Support Centre (CSC), and is a network partner¹ of Carers Trust. Whilst benefiting from access to resources and support through this membership, it retains full autonomy over local policy, governance and procedures.

Risk Review

The Board of Trustees delegates the evaluation of current major risks to the Risk Management and Business Continuity subcommittee, which meets twice yearly to review and update its risk register. This sub-committee reports to the full Board of Trustees. Internal risks are minimised by the implementation of effective internal control procedures, which ensure both appropriate authorisation of all transactions and consistent quality of delivery for all operational aspects of the charity. These procedures are periodically reviewed for their continuing effectiveness. The risk register was updated during the year and is a standing item for discussion at quarterly Finance and General Purpose (F&GP) Subcommittee meetings. Risk management is also a standing agenda item at other subcommittees too, which are:

- Personnel Subcommittee (PSC)
- Fundraising Subcommittee (FSC)
- Remuneration Subcommittee (RSC)

All subcommittees have terms of reference which are reviewed annually and usually report back to the Board of Trustees before any decisions are taken.

We are still feeling the impact of the Covid-19 pandemic which has been prevalent throughout the last financial year. Actions we took in terms of revised methods of service provision and staff employment practices ensured we were able to continue to support carers with blended models of support whilst at the same time keeping our staff and the carers they support safe and well.

We have continued to take a cautious approach to lifting any restrictions and whilst we are now operating with a mixture of home and office working we are doing so carefully to minimise the risk to ourselves and others.

We continue to review the risks specifically relating to the implications of Covid-19 with the

1. A partnership between Carers Trust (National) and Network Partners (Carers Centres and Crossroads Schemes) based on a shared set of goals which are reflected in detailed criteria for membership, which CSC Trustees have signed up to.

The Carers Centre (Bristol & South Gloucestershire)

Report of the trustees

For the year ended 31 March 2021

Business Continuity plan being updated. These risks are reviewed quarterly within the relevant subcommittees and included in the overall organisational risk management programme.

We continue to benefit from Covid-19 mitigation advice and guidance from the usual local and national government sources as well as through our membership of the national charity organisations, Carers Trust and NCVO.

Throughout the pandemic we have been supported by both Bristol City and South Gloucestershire councils, both of whom continue to be happy with the service we are providing under their contracts.

Organisational Structure

The CEO is responsible for the day-to-day running of the organisation and line manages a senior management team, Engagement and Involvement Lead and Resources Officer. The CEO will take decisions on a day-to-day basis and refer to the chair of Trustees when appropriate.

A board of Trustees who are also the company directors are legally responsible for the organisation and governance of CSC.

A joint Trustee board and senior management team strategic plan is produced annually with quarterly update reports provided to Trustees.

During the financial year a new Chief Executive, Gavin Williams, was appointed, however after just three months he stepped down at which point the Trustees re-appointed Tim Poole as Interim CEO. Following a further 4 month period, Tim Poole was appointed as the substantive CEO for the Carers Support Centre effective 19 October 2020.

The Trustees have commissioned an independent Organisational Development Review to support its aims of being fit for purpose in the future. At the end of the financial year, Voscur Ltd were appointed to lead the review which was undertaken between May and August 2021. The review involved consultation with all stakeholders including: staff, trustees, volunteers, carers, commissioners and partner organisations.

A report has been produced and as at the time of signing off these accounts the Board and Senior Management Team are developing the action plan based on the findings of the review.

Appointment of Trustees

At each Annual General Meeting one-third of the Trustees who are subject to retirement by rotation shall retire. The Trustees to retire by rotation are those who have been longest in office since their last appointment or reappointment. A retiring member is eligible for re-election.

The Charitable Company can from time to time by ordinary resolution increase or reduce the number of Trustees and determine in what rotation such increased or reduced numbers shall go out of office. The board of Trustees shall have the power at any time to appoint any person to be a Trustee against determined criteria to provide a balanced board skill set and to ensure that we remain 'carer led.' The Charitable Company may, by ordinary resolution, of which

The Carers Centre (Bristol & South Gloucestershire)

Report of the trustees

For the year ended 31 March 2021

special notice has been given, remove any Trustee.

During the last twelve months two trustee appointments to the board have been made. In September 2020 Jamie Lavis joined as a trustee. Jamie joins us with a broad background including in estates and facilities management, strategy and governance. He also brings with him lived experience of having been a young carer.

In February 2021 Andy Bell, a former trustee, was re-appointed as a trustee and treasurer, bringing with him a wealth of experience and knowledge of Carers Support Centre as well as being a chartered accountant.

Since the end of the financial year, in August 2021, we have also appointed Julia Deacon as trustee. Julia joins us with a background in HR with a focus in employment law. Julia also brings lived experience of caring to the board.

During the year, trustees have been reviewing their trustee recruitment processes with a view to increasing diversity and attract interest from a wider demographic range of people with one or more protected characteristics. This is one strand of the organisation's broader Equalities, Diversity and Inclusion work.

Trustee Induction and Training

A skills audit and review of Trustee board meetings takes place annually. The outcomes of this are reviewed and used to inform future recruitment, training and development.

Trustees have an annual review meeting with the Chair of Trustees, where performance and individual training and development needs are discussed. All Trustees are also invited to attend 'snapshot' training sessions, as and when appropriate. Trustees are allocated a specific work area to take a lead on and liaise with the specific Senior Manager, provide feedback on activity to the board of Trustees and raise any issues and developments, as appropriate.

Networks and partnerships

CSC works in partnership both strategically and operationally with all sectors across Bristol and South Gloucestershire in order to raise carer awareness, increase identification and provision of support services.

CSC is a network partner of Carers Trust and can access the support from Carers Trust Network Support Manager for any governance support, advice and training. The Chair of Trustees usually attends quarterly regional meetings to keep abreast of developments within Carers Trust and to network with Trustees from other organisations across the South West. Carers Trust also holds an annual National Conference, which an allocated Trustee, along with the CEO, can attend, where there are specific workshops related to governance and networking opportunities.

Pay and Remuneration

The organisation has a Remuneration policy and held two Remuneration Subcommittee (RSC) meetings during the year. In summary, the formal, considerations of the RSC are to:

- determine and keep under review the salary banding of all staff, using such market

The Carers Centre (Bristol & South Gloucestershire)

Report of the trustees

For the year ended 31 March 2021

comparators as it deems suitable and taking account of the nature of the posts being considered;

- determine any annual percentage 'cost of living' change;
- consider recommendations from the Chief Executive (or Chair if in relation to the Chief Executive) following review of roles and responsibilities for individual team members;
- determine whether there should be any salary increases for staff members following review of applications submitted;
- determine and review the remuneration of the Chief Executive;
- ensure compliance with current pension law (auto enrolment) in accordance with legal requirements; and
- ensure that contractual terms on any termination of employment are fully met to protect both the individual and the charity.

Vision, Mission, Objectives and Activities

The long-term aim of the organisation is to ensure that all carers are identified, assessed and supported in their caring role. In the current climate of uncertainty, the only certainty we have is that demands on our services are increasing whilst resources are reducing.

We are now in contact with over 14,000 carers in Bristol and South Gloucestershire and we want to be able to reach out to more carers, not currently in contact with support services. Therefore, ensuring future sustainability and growth is of paramount importance. We are consistently exploring alternative funding streams through applications to charitable trusts and appeals.

Our Vision:

'Carers will be identified, recognised, valued, respected and supported in their caring role'

Our Mission Statement:

'To promote the rights and improve the quality of life of children and adult family carers in Bristol and South Gloucestershire.'

Charitable Objects

CSC's objects, as set out in the governing article are:

To support adult and young (children) carers residing in Bristol and South Gloucestershire who are, or were, carrying out a caring role for persons who are disabled, elderly or ill, by the provision of practical help, advice, assistance, service, advocacy and support.

The Carers Centre (Bristol & South Gloucestershire)

Report of the trustees

For the year ended 31 March 2021

By working to the objects as detailed above the Charity satisfies the public benefit requirement, as detailed in the Charities Act 2011 by providing practical and emotional support to carers and former carers in need, thereby improving their health, well-being and overall quality of life. Further evidence on public benefit can be found throughout this report and in the organisation's annual review.

We have referred to the guidance contained in the Charity Commission's general guidance on public benefit when reviewing our aim and objectives and in planning our future activities. The Trustees consider how planned activities will contribute to the aims and objectives they have set.

Strategic Aims

Carers Support Centre has four core strategic aims:

Carer Support

- Meeting carers needs
- Improving quality of life
- Improving health and wellbeing outcomes
- Service evaluation and development
- Choice and Control
- Accessible to all communities

Identification & Recognition

- Outreach
- Identifying new carers
- Increasing carer awareness
- Carers as 'expert partners in care'
- Community Engagement

Engagement & Influence

- Carers' voices are listened to (locally and nationally)
- Carers involved in policy making and service planning
- Improved outcomes for carers

Sustainability & Quality

- Income generation strategy
- Quality assurance systems
- Impact measurement
- Staff wellbeing
- Quality and value for money
- Embedding digital solutions

The Carers Centre (Bristol & South Gloucestershire)

Report of the trustees

For the year ended 31 March 2021

CSC aims to provide information and support for carers, raise awareness of carers' issues and involve carers in the planning and provision of services to meet their needs.

Our aim is to improve the emotional, social, financial and practical situation of the individual carers we support, and to work towards better support for, and understanding of, carers generally within the area of Bristol and South Gloucestershire.

Principles for achieving objectives

CSC seeks to achieve its aims and outcomes through the following principles:

a. Through adhering to key values which are:

- Being carer led in everything we do;
- Quality, Equality and Diversity;
- Positive Action;
- Acceptance;
- Carer friendly, worker friendly;
- Partnership working;
- A learning organisation; and
- Making a difference.

b. Through ensuring attention is given to quality and equality:

- having appropriately trained and supported paid and unpaid team members, to provide emotional, practical and information support services to carers in Bristol and South Gloucestershire;
- working to an outreach model and in local areas, recognising the different needs of rural and urban carers;
- ensuring that CSC services are open to all carers in the area, regardless of age or caring situation; and
- working to an equal opportunities and diversity policy, and from a disability equality perspective, which supports carers whilst recognising the rights and needs of the people they care for.

Significant Activities

The significant activities undertaken in furtherance of these objectives are:

- The CarersLine telephone and CarersOnline advice service;
- Telephone counselling;
- Production and distribution of a carers' magazine;
- Individual 1:1 support through carers' support workers;
- Locally based support in outreach settings;
- Provision of benefits advice, carers' assessments, emergency cards, emotional and practical support, advocacy, short breaks, carers' groups, activities and signposting;
- Volunteer led short break and befriending services;
- Support for and identification of young carers and young adult carers. Development of multi-agency strategies to recognise and support their needs, taking a whole family approach to providing support to young carers and their families;

The Carers Centre (Bristol & South Gloucestershire)

Report of the trustees

For the year ended 31 March 2021

- Provision of carer engagement and involvement mechanisms to support the carers' voice and work in partnership with health, social care and other providers to develop and improve services that meet carers' needs;
- Support for carers during hospital discharge and ensuring that they are recognised and valued as true partners in care thus avoiding the potential for the caring situation to break down and costly readmissions to hospital;
- GP and Hospital Liaison work to develop and sustain an information and advice service based in GP practices and hospitals; and
- Provision of advice, information and support specifically to parent carers of disabled children or with a life limiting condition.

Achievements and Performance

Following is a brief snapshot of some of our key achievements.

Continuity of support and services to carers throughout the pandemic

A lot has changed during this challenging year, but what hasn't changed is our commitment to supporting carers. Most of our services have traditionally been provided face-to-face and we acted very quickly to adapt to a digital world. We made big changes to move service delivery online, including activity and peer support groups, training, carers cafes, fun activities for young carers, open meetings, assessments and one-to-one support.

Some challenges remained consistent for carers, and have often been exacerbated by the pandemic, such as isolation, financial problems, lack of respite, and short breaks, and obtaining external care. Often carers need a listening ear and this year has demonstrated and emphasised more than ever that the value of listening and providing emotional support should not be underestimated, and how much it can support someone in their caring role. Carers repeatedly tell us how much they appreciate this.

In addition, we responded to Covid 19 by:

- helping carers put together personal emergency plans, in case they or the person they care for become ill;
- providing regular check in and welfare calls for the most vulnerable and at risk carers;
- working with GP practices to ensure carers' registers were up-to-date and carers were being recognised as a priority group for vaccines; and
- promoting the vaccine roll out to carers, working with statutory and other voluntary sector partners.

None of this would have been achievable without the incredible flexibility, creativity, commitment and sheer hard work of the staff team at Carers Support Centre and our thanks and appreciation goes out to each and every one of them.

Unsurprisingly, this year has reminded us that 'one size does not fit all'. Some carers have found online support helpful, as they cannot leave the person they look after; while others value the chance to speak to someone face-to-face.

The Carers Centre (Bristol & South Gloucestershire)

Report of the trustees

For the year ended 31 March 2021

Looking forward, we will take our online learning and develop a 'blended' model of support. With demand increasing, we hope this will help us meet the varied needs of carers appropriately and sustainably.

Adult Carers



The successes we have achieved in our outreach and development work have continued to bear fruit despite the challenging environment, leading to a significant number of carers being identified, turning to us for help for the very first time. We now have over 14,000 carers registered with us, over 20% of the known caring population across both authorities we support.

We realise that there are many more carers who are not in contact with support services and our aim is to ensure that anyone becoming a carer, or knowing of someone becoming a carer, is aware of Carers Support Centre and what we can offer, in the knowledge that they can turn to us for help and support if needed. Since the end of this financial year we have had our bid for funding to support the Hidden Carers campaign confirmed by Bristol City Council which will help achieve our aim.

Some interesting statistics, Adult Carers:



Over **14,000** carers registered with us



1,867 new carers turned to us for help for the first time



1,065 carers supported through the assessment process



278 new carers identified by GP volunteers in **65** practices



1,471 carers supported through our Hospital liaison team



5,353 carers supported through the Carers Emergency Card



670 hours of counselling provided for 113 carers

The Carers Centre (Bristol & South Gloucestershire)

Report of the trustees

For the year ended 31 March 2021



11,220 carers received Caring Matters, **40%** digitally



Over **5,300** Carersline queries, by telephone and email



714 carers provided with practical / emotional support

During the pandemic caring roles have become more complex, exacerbated by people being rapidly discharged from, or not admitted to, hospital due to the pressures on beds and staff caused by the pandemic. The care for these people fell, and continues to fall, on the shoulders of the carer.

This led to carers caring for loved ones who ordinarily would have been in hospital with high and often complex needs and, coupled with the lack of any credible respite due to lockdowns etc., has had a profound adverse effect on the health and wellbeing of carers.

Contribution by Volunteers

Volunteers are the lifeblood of most charities with their contribution making a real difference to the people the charities support. We are no different and are fortunate to have a dedicated and committed team of volunteers helping us in a wide variety of ways.

To us it's very important that volunteering is not just one way, every opportunity should be mutually beneficial. That's why we invest time in matching volunteers carefully to relevant opportunities that not only meet the needs of the charity but also those of the volunteers themselves. These vary from one volunteer to another, but just some of the benefits volunteers tell us they reap include:

- New skills and experience;
- Confidence building;
- Preparation for getting into or returning to work;
- Social contact; and
- Making new friends.

Working in this way, volunteering becomes much more enjoyable, fulfilling and sustainable.

During the pandemic, many of our volunteering opportunities had to be put on hold due to lockdown and following that some reticence on the part of both some volunteers and carers to begin meeting up again. Our sitting service was particularly hit by the pandemic.

Volunteers continued to show their worth however by being very flexible about what they did, with many taking on making Wellbeing Check phone calls to vulnerable carers.

Ordinarily, CSC offers many volunteering opportunities, such as:

- Trustees;

The Carers Centre (Bristol & South Gloucestershire)

Report of the trustees

For the year ended 31 March 2021

- Carers Sitting Service;
- Carer Representatives;
- Helping at events and with our carers training course/workshops;
- Carers Groups - supporting and facilitating activities;
- Breaks for Carers (Carers Time);
- Carer Rep for Community Champions Steering Group;
- Community Fundraising;
- Young Carer volunteers helping with activities and fundraising;
- GP Link Volunteers;
- Running workshops for adults' carers and young carers;
- Admin CSC office support;
- CarersLine Social Media;
- Theatre Group supporters.

On the back of the learning from the pandemic we will be continuing to develop the service taking account of the lessons learned and new ways of working that were trialled.

Young Carers

Currently we have over 450 young carers registered with us across both Bristol and South Gloucestershire.

Following a fall in referrals in the first half of the year, the number of referrals received increased by 116% in the second half of the year, resulting in an overall increase of around 10% for the year. What has been very evident, however, is the increased complexity of the caring situations and associated issues being dealt with by our support team.



This increased complexity has been reflected in the increasing number of referrals prioritised as 'Urgent' or 'High' need. These are young carers providing excessive, inappropriate, or high levels of care, and are highly impacted by their caring responsibilities.

Usually, they are primary carers or providing care for multiple family members. They often do not have any other services involved or are under a Child Protection Plan (CPP) or are a Child in Need (CIN).

At the beginning of the first Covid-19 "lockdown" staff reviewed the entire caseload to identify those young carers who would be priority for support (e.g. caring for a family member with respiratory conditions, struggling with their own mental health etc.) All families were communicated with to inform them of changes to our services as a result of the public health crisis. Our primary concern was to complete "well-being check-ins" with all families. Staff would ensure the family had:

- the correct guidance for their circumstances;

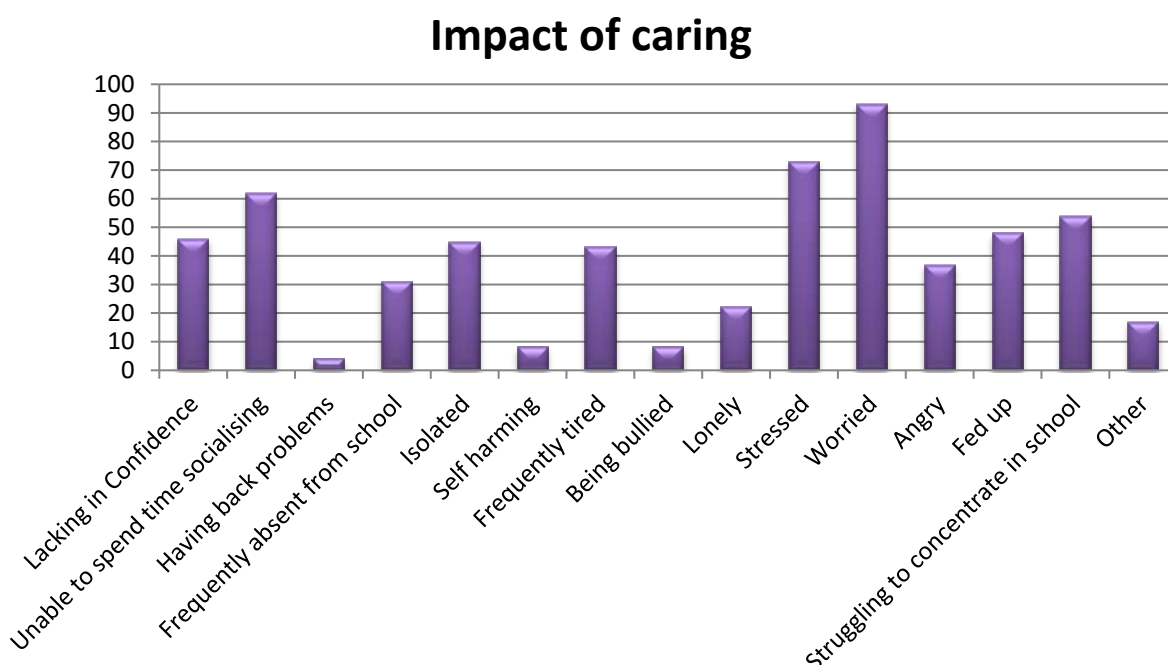
The Carers Centre (Bristol & South Gloucestershire)

Report of the trustees

For the year ended 31 March 2021

- establish whether or not the family had any short or long term concerns;
- establish whether the young carer was still able to continue with their education;
- assess whether the young carers' caring responsibilities had increased and if so, were they now inappropriate or excessive; and
- ensure young carers were communicated with directly as well as parents as much as possible.

The following graph highlights the impact caring is having on the lives of young carers. It demonstrates the wide ranging impact caring can have on a young person which not only affects their day to day life now but can have a significant impact on their future life chances.

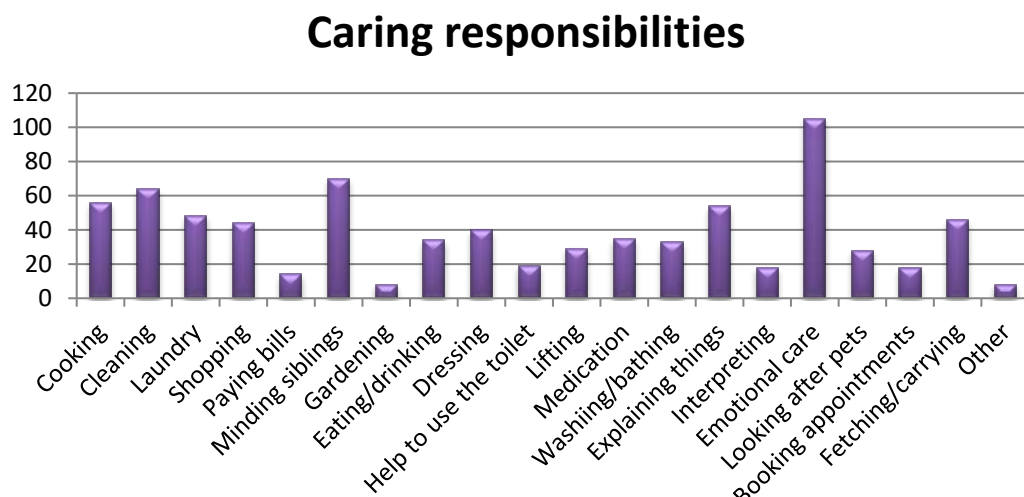


The Carers Centre (Bristol & South Gloucestershire)

Report of the trustees

For the year ended 31 March 2021

The following graph highlights the wide range of responsibilities that fall on the shoulders of young carers.



Fundraising

The key drivers for Carers Support Centre to improve our fundraising performance are:

- To build on non-statutory funded services and support, better reflecting our values as a charity supporting carers;
- To reduce the impact of the loss of one or more of our statutory contracts. However, we recognise that fundraising will not achieve levels sufficient to replace the current levels of statutory funding; and
- To allow Carers Support Centre to be more innovative and less constrained in how we support carers, now and into the future.

There will be a clear understanding from the Board and SMT about the priorities for fundraising every year. A prioritised list of 'projects' will be agreed which will inform the targeting of our fundraising activity. That said, we will also take advantage of ad hoc opportunities that may arise with the availability of new funding programmes.

During the year we have been successful with a number of funding bids. The most successful area of our fundraising is Charitable Trusts. This is not surprising as within the application process we have the opportunity to explain the need, what we do to meet that need and the impact of our support. This is harder to do when raising funds from the public at large who often respond to an emotive cause with a standout image.

Having said this we were successful with bids from and would like to recognise and thank the following trusts and foundations:

- | | |
|---------------------|----------------------------------|
| • Big Lottery Fund | • Nisbet Trust |
| • Bristol Charities | • Quartet Community Foundation |
| • Carers Trust | • Sunrise Foundation |
| • Garfield Weston | • The Julia & Hans Rausing Trust |

The Carers Centre (Bristol & South Gloucestershire)

Report of the trustees

For the year ended 31 March 2021

- John James Bristol Foundation
- Voscur
- Masonic Charitable Foundation

We have also benefitted from many personal donations, both one off and regular donors, too many to mention all of them here but our thanks go to all of those individuals.

Our overall fundraising income generation strategy can be summarised as below.



Financial review

Reserves

The organisation produces its budgets using a full cost recovery model whereby the overheads and running costs are allocated across all the organisation's budget headings and income sources.

CSC has developed a 'winding up costs' calculator, which is reviewed annually. We are therefore able to assess more accurately the cost of closing the charity in the event of a significant reduction in funding, which would cause the organisation to cease operating.

Given that our main funders are required to give us 3 months' notice of Service Level Agreement termination, there is no need to hold additional running costs for a period in reserves. The revised reserves policy is therefore that only the amount needed to cease operating be held as a free reserve.

As of 31st March 2021, the 'winding up costs' calculator estimated that the cost to cease operating in the current year was £220K. Current free reserves stand at £240K, which meets the requirements of the reserves policy.

At the point when the accounts were audited (July 21) the winding up costs were estimated at £225K. Our general reserves have increased this year due to receiving unrestricted grants from Garfield Weston £25K & the Covid-19 recovery fund from Bristol

The Carers Centre (Bristol & South Gloucestershire)

Report of the trustees

For the year ended 31 March 2021

City Council £22K. This increase in reserves will help mitigate some of the budgeted deficit for 21/22.

	Bfwd 1st April 2020	1st April – 31st March 2021	Cfwd 31st March 2021
Free Reserves	Surplus (Loss)	Surplus (Loss) Inclusive of Fund Transfer	Surplus (Loss)
General reserves	360,227	84,446	444,673
Less fixed assets	170,803	33,505	204,308
Total Free Reserves	189,424	50,941	240,365

Principal funding sources

Of an annual income of £1,270,637, Social Care and Health (Bristol, North Somerset and South Gloucestershire Clinical Commissioning Group) were the main contributors, for both adults and young carers services.

Expenditure has supported achievement of the budget through the employment of staff and maintenance of premises and office functions, the provision and dissemination of information, and the provision of groups, events, breaks and young people's activities. Some expenditure through small budgets has been to meet the needs of individual carers.

Investment policy

Our aims are to:

- invest in deposit-based investments mainly with instant access but also up to 12 months tie in;
- make all our funds earn the maximum amount of interest whilst maintaining a positive cash flow in our bank account; and
- earn more interest than the Retail Price Index (RPI) measured annually on April 1.

Investments

The charity has £150,000 on investment which is managed by St James Place Wealth Management, the performance of which is detailed in the accounts.

Funds

The Charity regularly reviews its funds and has transferred balances from inactive or redundant budgets to projects where the service has been continued. Where funds are restricted and there is no continuation we have contacted the funder to discuss the possibility of alternate ways of using the underspend or whether it should be paid back.

Trustees authorised two transfers from general reserves to designated funds this financial year totaling £25K to cover the costs of the Organisational Development Review and potential Tendering support costs.

The Carers Centre (Bristol & South Gloucestershire)

Report of the trustees

For the year ended 31 March 2021

Restricted, unrestricted and designated funds

We are reporting a £76K surplus for the period ending 31 March 2021.

The surplus is due mainly to the following:

- Funding was received in this financial year, whereas the associated costs will be incurred in the next financial year. Hence the surplus will offset potential deficits for 2021/22;
- Reduced costs of delivery of some of our services due to Covid restrictions;
- An unrealised gain on investment; and
- Unrestricted grants received for Covid-19 recovery work.

Future financial position

Like most charities, it is difficult to predict the future financial position of the charity with any great certainty, we remain concerned about the current economic and political environment that we are working in. This has been compounded by the profound impact of Covid-19 on the global, national and local economy.

The Bristol City Council Adult Carer Contract has been extended to 31 March 2022 with a possible further 3 months extension.

The Young Carer Support contract for Bristol will be tendered in October 2021 with the new contract commencing 1 February 2022. The value of this contract is £133,500. In the event of us not securing the contract, the vast majority of the costs associated with it, i.e. staff costs, will be transferred to the new provider via the TUPE arrangements.

Whilst there is no guarantee about the outcome of the tender, we are confident that our bid will be a compelling one.

Our contracts with South Gloucestershire County Council have been extended by 12 months to 31 March 2023.

The Trustees regularly consider the impact of these issues on the charity's current and future position and continue to monitor it closely.

The charity holds unrestricted, general reserves of £444,673 and designated reserves which can be drawn down if necessary. The Trustees consider that the charity has sufficient unrestricted reserves and cashflow to continue operating as a going concern for a period of at least 12 months from the date on which these financial statements are approved. For this reason, the accounts have been produced on the going concern basis.

The Carers Centre (Bristol & South Gloucestershire)

Report of the trustees

For the year ended 31 March 2021

Plans for Future Periods

- Develop and implement an action plan on the back of the Organisational Development Review recommendations;
- Development of flexible employment contracts to support a blended model of delivery;
- Secure funding for the development and implementation of a Digital Strategy to both improve efficiencies and extend our service offering;
- Development and implementation of credible outcome and impact measurement tools;
- Preparation and submission of bids for the Bristol Carers Services contracts; and
- Develop a premises strategy to take account of the ODR and proposed redevelopment of the Vassall Centre site.

Fundraising

In order to comply with The Charities Act (Protection and Social Investment) 2016, below is our annual statement detailing CSC's approach to fundraising.

The long-term goal of the organisation is to become more sustainable and reduce reliance on statutory funding, which in the current financial climate is at risk. In 2017 we embarked on a programme of 'test and learn' activities funded by the Local Sustainability Fund (LSF) which provided us with a better understanding of where we should invest our energies and resources, in order to achieve this sustainably.

As a result, we implemented a revised Income Generation Strategy (see page 15) with a focus on charitable trust and appeals fundraising, whilst also continuing to market and promote our Lottery, at every available opportunity.

We do not employ any external fundraisers and ensure that any expenditure incurred maximises returns on investment, whilst also maintaining excellent relationships with funders, partner organisations and carers.

Our Income Generation Strategy and fundraising activities are monitored by the Fundraising Subcommittee, made up of Trustees and staff, which reports to the Board of Trustees.

The organisation has a complaints procedure and can confirm that we did not receive any complaints relating to our fundraising activities during this reporting year.

In terms of our compliance with the General Data Protection Regulations (GDPR) and protecting our relationship with both carers and supporters, our fundraising activities have been reviewed and are fully compliant. We will only contact service users and supporters regarding fundraising, where we have consent to do so.

Statement of responsibilities of the trustees

The trustees (who are also directors of the charity for the purposes of company law) are responsible for preparing the trustees' report and the financial statements in accordance with 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).

The Carers Centre (Bristol & South Gloucestershire)

Report of the trustees

For the year ended 31 March 2021

Company law requires the trustees to prepare financial statements for each financial year, which give a true and fair view of the state of affairs of the charity and of the income and expenditure of the charity for that period. In preparing those financial statements the trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP;
- make judgements and accounting estimates that are reasonable and prudent;
- state whether applicable UK accounting standards and statements of recommended practice have been followed, subject to any material departures disclosed and explained in the financial statements; and
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in operation.

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

In so far as the trustees are aware:

- there is no relevant audit information of which the charitable company's auditors are 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 auditors are aware of that information.

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

Members of the charity guarantee to contribute an amount not exceeding £1 to the assets of the charity in the event of winding up. The trustees are members of the charity but this entitles them only to voting rights. The trustees have no beneficial interest in the charity.

Auditors

Godfrey Wilson Limited were re-appointed as auditors to the charitable company during the year and have expressed their willingness to continue in that capacity.

Approved by the trustees on 9 December 2021 and signed on their behalf by



Mary Whittington - Chair

Independent auditors' report

To the members of

The Carers Centre (Bristol & South Gloucestershire)

Opinion

We have audited the financial statements of The Carers Centre (Bristol & South Gloucestershire) (the 'charity') for the year ended 31 March 2021 which comprise the statement of financial activities, the balance sheet, statement of cash flows and the related notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102: The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

In our opinion, the financial statements:

- give a true and fair view of the state of the charity'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 charity in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

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

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

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

Other information

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

Independent auditors' report

To the members of

The Carers Centre (Bristol & South Gloucestershire)

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

We have nothing to report in this regard.

Opinion 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 for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the trustees' 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 charity and its environment obtained in the course of the audit, we have not identified material misstatements in the trustees' report. We have nothing to report in respect of the following matters in relation to which the Companies Act 2006 requires us to report to you if, in our opinion:

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

Responsibilities of the trustees

As explained more fully in the trustees' responsibilities statement set out in the trustees' report, the trustees 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 they determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

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

Independent auditors' report

To the members of

The Carers Centre (Bristol & South Gloucestershire)

Our responsibilities for the audit of the financial statements

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

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

- (1) We obtained an understanding of the legal and regulatory framework that the charity operates in, and assessed the risk of non-compliance with applicable laws and regulations. Throughout the audit, we remained alert to possible indications of non-compliance.
- (2) We reviewed the charity's policies and procedures in relation to:
 - Identifying, evaluating and complying with laws and regulations, and whether they were aware of any instances of non-compliance;
 - Detecting and responding to the risk of fraud, and whether they were aware of any actual, suspected or alleged fraud; and
 - Designing and implementing internal controls to mitigate the risk of non-compliance with laws and regulations, including fraud.
- (3) We inspected the minutes of trustee meetings.
- (4) We enquired about any non-routine communication with regulators and reviewed any reports made to them.
- (5) We reviewed the financial statement disclosures and assessed their compliance with applicable laws and regulations.
- (6) We performed analytical procedures to identify any unusual or unexpected transactions or balances that may indicate a risk of material fraud or error.
- (7) We assessed the risk of fraud through management override of controls and carried out procedures to address this risk. Our procedures included:
 - Testing the appropriateness of journal entries;
 - Assessing judgements and accounting estimates for potential bias;
 - Reviewing related party transactions; and
 - Testing transactions that are unusual or outside the normal course of business.

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. Irregularities that arise due to fraud can be even harder to detect than those that arise from error as they may involve deliberate concealment or collusion.

Independent auditors' report

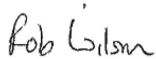
To the members of

The Carers Centre (Bristol & South Gloucestershire)

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

Use of our report

This report is made solely to the charity'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 charity'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 charity's members as a body, for our audit work, for this report, or for the opinions we have formed.



Date: 10 December 2021

Rob Wilson FCA
(Senior Statutory Auditor)

For and on behalf of:

GODFREY WILSON LIMITED

Chartered accountants and statutory auditors

5th Floor Mariner House

62 Prince Street

Bristol

BS1 4QD

The Carers Centre (Bristol & South Gloucestershire)

Statement of financial activities *(incorporating an income and expenditure account)*

For the year ended 31 March 2021

	Note	Restricted £	Unrestricted £	2021 Total £	2020 Total £
Income from:					
Donations and legacies	4	19,245	34,071	53,316	64,570
Charitable activities:	5				
Adult carers		881,504	25,000	906,504	875,529
Young carers		286,981	-	286,981	220,444
Other trading activities	6	-	19,783	19,783	20,261
Investments		-	316	316	2,384
Other		3,277	460	3,737	7,193
Total income		<u>1,191,007</u>	<u>79,630</u>	<u>1,270,637</u>	<u>1,190,381</u>
Expenditure on:					
Raising funds		-	9,417	9,417	15,109
Charitable activities:					
Adult carers		884,836	18,070	902,906	947,203
Young carers		306,817	813	307,630	297,280
Total expenditure	7	<u>1,191,653</u>	<u>28,300</u>	<u>1,219,953</u>	<u>1,259,592</u>
Net gains / (losses) on investments	12	<u>-</u>	<u>25,657</u>	<u>25,657</u>	<u>(9,545)</u>
Net income / (expenditure)		(646)	76,987	76,341	(78,756)
Transfers between funds		<u>45,259</u>	<u>(45,259)</u>	<u>-</u>	<u>-</u>
Net movement in funds	8	44,613	31,728	76,341	(78,756)
Reconciliation of funds:					
Total funds brought forward		<u>184,223</u>	<u>552,085</u>	<u>736,308</u>	<u>815,064</u>
Total funds carried forward		<u><u>228,836</u></u>	<u><u>583,813</u></u>	<u><u>812,649</u></u>	<u><u>736,308</u></u>

All of the above results are derived from continuing activities. There were no other recognised gains or losses other than those stated above. Movements in funds are disclosed in note 17 to the accounts.

The Carers Centre (Bristol & South Gloucestershire)

Balance sheet

As at 31 March 2021

	Note	2021 £	2020 £
Fixed assets			
Tangible assets	11	22,956	15,108
Investments	12	181,352	155,695
		204,308	170,803
Current assets			
Debtors	13	65,019	23,584
Cash at bank and in hand		632,770	727,702
		697,789	751,286
Liabilities			
Creditors: amounts falling due within 1 year	14	89,448	185,781
Net current assets		608,341	565,505
Net assets	16	812,649	736,308
Funds	17		
Restricted funds		228,836	184,223
Unrestricted funds:			
Designated funds		139,140	191,858
General funds		444,673	360,227
Total charity funds		812,649	736,308

These accounts have been prepared in accordance with the special provisions applicable to companies subject to the small companies' regime.

Approved by the trustees on 9 December 2021 and signed on their behalf by



Mary Whittington - Chair

The Carers Centre (Bristol & South Gloucestershire)

Statement of cash flows

For the year ended 31 March 2021

	2021	2020
	£	£
Cash used in operating activities:		
Net movement in funds	76,341	(78,756)
Adjustments for:		
Depreciation charge	8,563	2,484
(Gains) / losses on investments	(25,657)	9,545
Interest from investments	(316)	(2,384)
Decrease / (increase) in debtors	(41,435)	61,471
Increase / (decrease) in creditors	(96,333)	(7,261)
Net cash provided by / (used in) operating activities	<u>(78,837)</u>	<u>(14,901)</u>
Cash flows from investing activities:		
Interest from investments	316	2,384
Purchase of tangible fixed assets	<u>(16,411)</u>	<u>(17,592)</u>
Net cash provided by / (used in) investing activities	<u>(16,095)</u>	<u>(15,208)</u>
Increase / (decrease) in cash and cash equivalents in the year	(94,932)	(30,109)
Cash and cash equivalents at the beginning of the year	<u>727,702</u>	<u>757,811</u>
Cash and cash equivalents at the end of the year	<u><u>632,770</u></u>	<u><u>727,702</u></u>

The Carers Centre (Bristol & South Gloucestershire)

Notes to the financial statements

For the year ended 31 March 2021

1. Accounting policies

a) Basis of preparation

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities in preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019) - (Charities SORP (FRS 102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

The Carers Centre (Bristol & South Gloucestershire) meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy note.

b) Going concern basis of accounting

The accounts have been prepared on the assumption that the charity is able to continue as a going concern. However, the COVID-19 pandemic has had a profound impact on the global economy, and has in turn affected the charity. The trustees have considered the impact of this issue on the charity's current and future financial position. The charity has unrestricted net current assets of £379.5k and a cash balance of £632.8k at the balance sheet date. The charity have also had substantial contract income extended for at least 12 months from the balance sheet date. The trustees therefore consider that the charity is a going concern for a period of at least 12 months from the date on which these financial statements are approved.

c) Income

Income is recognised when the charity has entitlement to the funds, any performance conditions attached to the item of income have been met, it is probable that the income will be received and the amount can be measured reliably.

When donors specify that donations given to the charity must be used in future accounting period, the income is deferred until those periods. When donors impose conditions which have to be fulfilled before the charity becomes entitled to use such income, the income is deferred until the pre-conditions are met.

Income from the government and other grants, whether 'capital' grants or 'revenue' grants, is recognised when the charity has entitlement to the funds, any performance conditions attached to the grants have been met, it is probable that the income will be received and the amount can be measured reliably and is not deferred.

Income received in advance of contract delivery is deferred until criteria for income recognition are met.

d) Interest receivable

Interest on funds held on deposit is included when receivable and the amount can be measured reliably by the charity: this is normally upon notification of the interest paid or payable by the bank.

The Carers Centre (Bristol & South Gloucestershire)

Notes to the financial statements

For the year ended 31 March 2021

1. Accounting policies (continued)

e) Funds accounting

Unrestricted funds are available to spend on activities that further any of the purposes of the charity. Designated funds are unrestricted of the charity which the trustees have decided at their discretion to set aside to use for a specific purpose. Restricted funds are donations which the donor has specified are to be solely used for particularly areas of the charity's work or for specific projects being undertaken by the charity.

f) Expenditure and irrecoverable VAT

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

Irrecoverable VAT is charged as a cost against the activity for which the expenditure was incurred.

g) Allocation of support and governance costs

Support costs are those functions that assist the work of the charity but do not directly undertake charitable activities. Governance costs are the costs associated with the governance arrangements of the charity, including the costs of complying with constitutional and statutory requirements and any costs associated with the strategic management of the charity's activities. These costs have been allocated between Young Carers and Adult Carers on the basis of staff time spent on each area, as follows:

	2021	2020
Raising funds	2.1%	2.2%
Adult carers	69.4%	75.0%
Young carers	28.5%	22.8%

h) Tangible fixed assets

Depreciation is provided at rates calculated to write down the cost of each asset to its estimated residual value over its expected useful life. The depreciation rates in use are as follows:

Computer and office equipment	3 years straight line
Fixtures and fittings	5 years straight line

Items are capitalised when their purchase price exceeds £1,000.

i) Listed investments

Investments in quoted shares, traded bonds and similar investments are measured initially at cost and subsequently at their market value. The statement of financial activities includes the net gains and losses arising on revaluations and disposals throughout the year.

j) Debtors

Trade and other debtors are recognised at the settlement amount due after any trade discount offered. Prepayments are valued at the amount prepaid net of any trade discounts due.

k) Cash at bank and in hand

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

The Carers Centre (Bristol & South Gloucestershire)

Notes to the financial statements

For the year ended 31 March 2021

1. Accounting policies (continued)

l) Creditors

Creditors are recognised where the charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors are normally recognised at their settlement amount after allowing for any trade discounts due.

m) Financial instruments

The charitable company only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value with the exception of bank loans which are subsequently recognised at amortised cost using the effective interest method.

n) Pension costs

The charitable company operates a defined contribution pension scheme. The assets of the scheme are held separately from those of the charitable company in an independently administered fund. Pension costs charged in the financial statements represent the contributions payable by the charity during the year. The charity has no liability under the scheme other than for the payment of those contributions.

o) Accounting estimates and key judgements

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

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

The key sources of estimation uncertainty that have a significant effect on the amounts recognised in the financial statements are depreciation (as described in note 1(h)) and listed investments (as described in note 1(i)).

The Carers Centre (Bristol & South Gloucestershire)

Notes to the financial statements

For the year ended 31 March 2021

2. Prior period comparatives: Statement of financial activities

	Restricted £	Unrestricted £	2020 Total £
Income from:			
Donations and legacies	45,154	19,416	64,570
Charitable activities			
Adult carers	874,829	700	875,529
Young carers	220,444	-	220,444
Other trading activities	-	20,261	20,261
Investments	-	2,384	2,384
Other	7,168	25	7,193
Total income	1,147,595	42,786	1,190,381
Expenditure on:			
Raising funds	386	14,723	15,109
Charitable activities:			
Adult carers	918,680	28,523	947,203
Young carers	293,277	4,003	297,280
Total expenditure	1,212,343	47,249	1,259,592
Net gains / (losses) on investments	-	(9,545)	(9,545)
Net income / (expenditure)	(64,748)	(14,008)	(78,756)
Transfers between funds	10,083	(10,083)	-
Net movement in funds	(54,665)	(24,091)	(78,756)

3. Government grants

The charity receives the following funding from local authorities in respect of the delivery of support for young and adult carers. There were no unfulfilled conditions or contingencies attaching to these grants in the current or prior period.

	Restricted £	Unrestricted £	2021 Total £	2020 Total £
Bristol City Council	510,740	22,000	532,740	472,505
South Gloucestershire Council	392,108	-	392,108	394,108
	902,848	22,000	924,848	866,613

Income from government grants was fully restricted in the prior year.

The Carers Centre (Bristol & South Gloucestershire)

Notes to the financial statements

For the year ended 31 March 2021

4. Income from donations and legacies

	Restricted £	Unrestricted £	2021 Total £
Donations	18,800	33,819	52,619
Gift aid	445	252	697
Total income from donations and legacies	19,245	34,071	53,316

Prior period comparatives

	Restricted £	Unrestricted £	2020 Total £
Donations	42,863	9,036	51,899
Gift aid	551	168	719
Fundraising income	1,740	10,212	11,952
Total income from donations and legacies	45,154	19,416	64,570

5. Income from charitable activities

	Restricted £	Unrestricted £	2021 Total £
Adult Carers:			
South Gloucestershire Council	241,908	-	241,908
Bristol City Council	189,317	-	189,317
Bristol CCGs	187,026	-	187,026
Building Better Opportunities	87,474	-	87,474
South Gloucestershire CCG	49,100	-	49,100
Big Lottery Wellbeing Fund	102,008	-	102,008
Garfield Weston	-	25,000	25,000
Southern Brooks Community Partnership	4,000	-	4,000
Quartet Community Foundation	14,720	-	14,720
Bristol Charities	4,319	-	4,319
Carers Trust	1,500	-	1,500
Delivery of courses	132	-	132
	881,504	25,000	906,504

The Carers Centre (Bristol & South Gloucestershire)

Notes to the financial statements

For the year ended 31 March 2021

5. Income from charitable activities (continued)

	Restricted £	Unrestricted £	2021 Total £
Total Adult Carers income from previous page:	<u>881,504</u>	<u>25,000</u>	<u>906,504</u>
Young Carers:			
South Gloucestershire Council	101,100	-	101,100
Bristol City Council	134,397	-	134,397
The Nisbet Foundation	10,000	-	10,000
The Julia and Hans Rausing Trust	13,061	-	13,061
Sunrise Foundation	6,283	-	6,283
Bristol Charities	7,659	-	7,659
John James Bristol Foundation	7,500	-	7,500
Voscur	5,267	-	5,267
Quartet Community Foundation	1,214	-	1,214
Carers Trust	<u>500</u>	<u>-</u>	<u>500</u>
	<u>286,981</u>	<u>-</u>	<u>286,981</u>
Total income from charitable activities	<u><u>1,168,485</u></u>	<u><u>25,000</u></u>	<u><u>1,193,485</u></u>

Prior period comparatives

	Restricted £	Unrestricted £	2020 Total £
Adult Carers:			
South Gloucestershire Council	241,908	-	241,908
Bristol City Council	189,067	-	189,067
Bristol CCGs	187,026	-	187,026
Building Better Opportunities	86,434	-	86,434
South Gloucestershire CCG	49,100	-	49,100
Big Lottery Wellbeing Fund	93,772	-	93,772
Oasis Talk	10,491	-	10,491
The Care Forum	5,000	-	5,000
St Monica Trust	4,900	-	4,900
Southern Brooks Community Partnership	4,000	-	4,000
Other grants	1,131	700	1,831
Delivery of courses	<u>2,000</u>	<u>-</u>	<u>2,000</u>
	<u>874,829</u>	<u>700</u>	<u>875,529</u>

The Carers Centre (Bristol & South Gloucestershire)

Notes to the financial statements

For the year ended 31 March 2021

5. Income from charitable activities (continued)

	Restricted £	Unrestricted £	2020 Total £
Total Adult Carers income from previous page:	<u>874,829</u>	<u>700</u>	<u>875,529</u>
Young Carers:			
South Gloucestershire Council	103,100	-	103,100
Bristol City Council	96,412	-	96,412
The Nisbet Foundation	10,000	-	10,000
Carers Trust	8,750	-	8,750
Other grants	<u>2,182</u>	<u>-</u>	<u>2,182</u>
	<u>220,444</u>	<u>-</u>	<u>220,444</u>
Total income from charitable activities	<u><u>1,095,273</u></u>	<u><u>700</u></u>	<u><u>1,095,973</u></u>

6. Income from other trading activities

	Restricted £	Unrestricted £	2021 Total £	2020 Total £
Management fees and recharges	-	15,931	15,931	15,689
100+ club lottery	-	3,852	3,852	4,428
Book Sales	<u>-</u>	<u>-</u>	<u>-</u>	<u>144</u>
Total income from other trading activities	<u><u>-</u></u>	<u><u>19,783</u></u>	<u><u>19,783</u></u>	<u><u>20,261</u></u>

Income from other trading activities was fully unrestricted in the prior year.

The Carers Centre (Bristol & South Gloucestershire)

Notes to the financial statements

For the year ended 31 March 2021

7. Total expenditure

	Raising funds £	Adult carers £	Young carers £	Support and governance costs £	2021 Total £
Wages and salaries (note 9)	-	620,734	199,406	239,774	1,059,914
Carers activities	-	4,548	7,191	-	11,739
Premises costs	-	5,541	464	39,281	45,286
Office costs	4	12,974	2,711	18,229	33,918
Publicity and printing	-	19,301	-	2,584	21,885
Other staff costs	-	4,969	3,020	2,803	10,792
Travel and subsistence	-	1,515	869	1,687	4,071
Legal and professional fees	-	800	-	8,858	9,658
Fundraising expenses	2,546	-	-	-	2,546
Subscriptions and publications	-	1,009	31	4,709	5,749
Audit	-	-	-	3,690	3,690
Depreciation	-	5,650	1,167	1,746	8,563
Volunteer expenses	-	-	-	541	541
Trustees expenses	-	-	-	967	967
Sundries	-	-	-	326	326
Bank charges	-	-	-	308	308
Sub-total	2,550	677,041	214,859	325,503	1,219,953
Allocation of support and governance costs	6,867	225,865	92,771	(325,503)	-
Total expenditure	9,417	902,906	307,630	-	1,219,953

Total governance costs were £4,657 (2020: £4,736)

The Carers Centre (Bristol & South Gloucestershire)

Notes to the financial statements

For the year ended 31 March 2021

7. Total expenditure (continued)

Prior period comparatives

	Raising funds £	Adult carers £	Young carers £	Support and governance costs £	2020 Total £
Wages and salaries (note 9)	-	613,481	173,158	234,293	1,020,932
Carers activities	700	19,020	31,761	-	51,481
Premises costs	-	6,536	451	39,984	46,971
Office costs	7	9,210	3,751	24,474	37,442
Publicity and printing	6	20,960	7,178	4,192	32,336
Other staff costs	-	6,048	1,423	14,428	21,899
Travel and subsistence	13	13,724	2,248	2,062	18,047
Legal and professional fees	-	3,200	-	5,769	8,969
Fundraising expenses	7,039	-	-	-	7,039
Subscriptions and publications	-	-	-	4,135	4,135
Audit	-	-	-	3,540	3,540
Depreciation	-	1,198	439	847	2,484
Volunteer expenses	-	-	-	1,244	1,244
Trustees expenses	-	-	-	1,196	1,196
Sundries	-	30	-	1,061	1,091
Bank charges	-	-	-	328	328
Meetings and conferences	-	237	-	-	237
Events and workshops	-	221	-	-	221
Sub-total	7,765	693,865	220,409	337,553	1,259,592
Allocation of support and governance costs	7,344	253,338	76,871	(337,553)	-
Total expenditure	15,109	947,203	297,280	-	1,259,592

The Carers Centre (Bristol & South Gloucestershire)

Notes to the financial statements

For the year ended 31 March 2021

8. Net movement in funds

This is stated after charging:

	2021 £	2020 £
Depreciation	8,563	2,484
Operating lease rentals	37,394	36,620
Trustees' remuneration	Nil	Nil
Trustees' reimbursed expenses	Nil	595
Auditors' remuneration:		
▪ Audit	3,690	3,540
▪ Other services	Nil	Nil

There were no reimbursed trustee expenses in the year (2020: 3 trustees for travel expenses, training and conference attendance costs).

9. Staff costs and numbers

Staff costs were as follows:

	2021 £	2020 £
Salaries and wages	941,114	905,082
Social security costs	63,129	61,616
Pension costs	36,580	37,333
Agency and self employed staff	19,091	16,901
	<u>1,059,914</u>	<u>1,020,932</u>

No employee earned more than £60,000 during the year.

The key senior management staff of the group comprise the Chief Executive Officer, the Young Carer Service Manager, Finance Manager, Carers Support and Health Team Manager and the Marketing and Communications Manager. The total employee benefits of the key senior management personnel of the group were £194,270 (2020: £187,352).

	2021 No.	2020 No.
Average head count	<u>60</u>	<u>58</u>

10. Taxation

The charity is exempt from corporation tax as all its income is charitable and is applied for charitable purposes.

The Carers Centre (Bristol & South Gloucestershire)

Notes to the financial statements

For the year ended 31 March 2021

11. Tangible fixed assets

	Fixtures and fittings £	Computer and office equipment £	Total £
Cost			
At 1 April 2020	-	17,592	17,592
Additions in year	<u>1,332</u>	<u>15,079</u>	<u>16,411</u>
At 31 March 2021	<u>1,332</u>	<u>32,671</u>	<u>34,003</u>
Depreciation			
At 1 April 2020	-	2,484	2,484
Charge for the year	<u>222</u>	<u>8,341</u>	<u>8,563</u>
At 31 March 2021	<u>222</u>	<u>10,825</u>	<u>11,047</u>
Net book value			
At 31 March 2021	<u>1,110</u>	<u>21,846</u>	<u>22,956</u>
At 31 March 2020	<u>-</u>	<u>15,108</u>	<u>15,108</u>

12. Investments

	Listed investments £	2021 £	2020 £
Market value at 1 April 2020	155,695	155,695	165,240
Disposals	-	-	-
Unrealised gains / (losses)	<u>25,657</u>	<u>25,657</u>	<u>(9,545)</u>
Market value at 31 March 2021	<u>181,352</u>	<u>181,352</u>	<u>155,695</u>
Historical cost at 31 March 2020	<u>142,500</u>	<u>142,500</u>	<u>142,500</u>

13. Debtors

	2021 £	2020 £
Trade debtors	38,519	1,000
Other debtors	2,076	2,394
Prepayments	23,095	19,481
Accrued income	<u>1,329</u>	<u>709</u>
	<u>65,019</u>	<u>23,584</u>

The Carers Centre (Bristol & South Gloucestershire)

Notes to the financial statements

For the year ended 31 March 2021

14. Creditors : amounts due within 1 year

	2021	2020
	£	£
Trade creditors	24,381	20,198
Other creditors	3,471	3,241
Social security and pension costs	15,124	16,558
Accruals	22,762	31,082
Deferred income (note 15)	23,710	114,702
	<u>89,448</u>	<u>185,781</u>

15. Deferred income

	2021	2020
	£	£
At 1 April 2020	114,702	114,609
Deferred during the year	23,710	114,702
Released during the year	(114,702)	(114,609)
At 31 March 2021	<u>23,710</u>	<u>114,702</u>

Deferred income relates to contract delivery invoiced in advance.

16. Analysis of net assets between funds

	Restricted funds £	Designated funds £	General funds £	Total funds £
Tangible fixed assets	-	-	22,956	22,956
Non-current investments	-	-	181,352	181,352
Current assets	318,284	139,140	240,365	697,789
Current liabilities	(89,448)	-	-	(89,448)
Net assets at 31 March 2021	<u>228,836</u>	<u>139,140</u>	<u>444,673</u>	<u>812,649</u>

Prior period comparatives

	Restricted funds £	Designated funds £	General funds £	Total funds £
Tangible fixed assets	-	-	15,108	15,108
Non-current investments	-	-	155,695	155,695
Current assets	366,315	191,858	193,113	751,286
Current liabilities	(182,092)	-	(3,689)	(185,781)
Net assets at 31 March 2020	<u>184,223</u>	<u>191,858</u>	<u>360,227</u>	<u>736,308</u>

The Carers Centre (Bristol & South Gloucestershire)

Notes to the financial statements

For the year ended 31 March 2021

17. Movements in funds

	At 1 April 2020 £	Income £	Expenditure £	Transfers & gains / losses £	At 31 March 2021 £
Restricted funds					
Activity Groups	2,540	-	(4,101)	1,561	-
Asset Fund	1,043	-	(648)	-	395
BCYPS Parent Carer	12,699	20,578	(22,922)	-	10,355
BAB Community Champions	7,548	-	(13)	(7,535)	-
Bristol City Council Core	20,350	170,776	(150,554)	-	40,572
Bristol CCG	27,578	22,026	(21,908)	-	27,696
Bristol Tel. Counselling Service	1,524	-	(2)	-	1,522
Carers in Paid Employment	7,404	-	(1,800)	-	5,604
Carers Health Strategic work	19,009	214,232	(218,477)	-	14,764
Covid-19	-	8,303	(13,124)	9,443	4,622
Covid R & S Quartet	-	9,800	-	-	9,800
CT Death Café Project	-	1,500	(1,123)	-	377
GP Practice Film	-	4,319	-	-	4,319
Rausing Charity Survival Fund	-	13,061	(10,923)	-	2,138
South Glos Core	-	242,596	(247,542)	4,946	-
South Glos Wellbeing Training	91	4,000	(3,700)	-	391
Training (Carers)	4,297	-	(3,604)	-	693
Transformation fund	4,900	-	-	-	4,900
Travelwest Wellbeing	-	250	(250)	-	-
Wellbeing Fund	19,411	102,008	(102,852)	-	18,567
West of England Works	10,493	87,474	(92,216)	-	5,751
YAC Walk & Talk	-	5,267	-	-	5,267
YC Activity Grants	1,200	25,472	(9,133)	2,503	20,042
YC Bristol	(12,742)	133,747	(147,093)	26,088	-
YC Donations	33,346	9,516	(8,810)	(2,503)	31,549
YC Donations (Bristol)	4,445	1,000	(773)	-	4,672
YC Donations (South Glos)	6,558	20	(1,481)	-	5,097
YC in Education	5,096	10,000	(16,962)	1,866	-
YC South Glos Council Core	-	101,350	(110,240)	8,890	-
YC Swimming	6,261	-	-	-	6,261
YC 13 Up Group	1,172	3,712	(1,402)	-	3,482
Total restricted funds	184,223	1,191,007	(1,191,653)	45,259	228,836

The Carers Centre (Bristol & South Gloucestershire)

Notes to the financial statements

For the year ended 31 March 2021

17. Movements in funds (continued)

	At 1 April 2020 £	Income £	Expenditure £	Transfers & gains / losses £	At 31 March 2021 £
Unrestricted funds					
<i>Designated funds:</i>					
100+ Club Lottery	13,197	3,852	(1,781)	-	15,268
Carers Contingency Reserve	1,426	299	(249)	-	1,476
CEO recruitment	2,977	-	(2,854)	(123)	-
Covid-19	9,443	-	-	(9,443)	-
Investment Reserve	51,531	-	(6,726)	-	44,805
Young Carers Zone	1,027	-	-	-	1,027
Carers Support and Development Reserve	112,257	-	-	(35,693)	76,564
<i>Total designated funds</i>	<u>191,858</u>	<u>4,151</u>	<u>(11,610)</u>	<u>(45,259)</u>	139,140
General funds	<u>360,227</u>	<u>75,479</u>	<u>(16,690)</u>	<u>25,657</u>	444,673
Total unrestricted funds	<u>552,085</u>	<u>79,630</u>	<u>(28,300)</u>	<u>(19,602)</u>	583,813
Total funds	<u><u>736,308</u></u>	<u><u>1,270,637</u></u>	<u><u>(1,219,953)</u></u>	<u><u>25,657</u></u>	<u>812,649</u>

Purposes of restricted funds

Activity Groups

Funding for the provision of a diverse range of activity groups for carers in Bristol and South Gloucestershire.

Asset Fund

Funding towards the purchase of 2 staff bikes (one electric) and associated equipment.

BCYPS Parent Carer

Providing information, advocacy and advice to Parent Carers in Bristol.

BAB Community Champions

To support carers in Bristol aged over 50 to become better connected. The remaining balance has been transferred to the Carers Support & development fund.

Bristol City Council Core

Statutory funding to provide practical and emotional support services to adult carers.

Bristol CCG

To provide one to one support and Carers Groups.

The Carers Centre (Bristol & South Gloucestershire)

Notes to the financial statements

For the year ended 31 March 2021

17. Movements in funds (continued)

Purposes of restricted funds (continued) Bristol Telephone Counselling Service

Service developed from the BAB Telephone Counselling pilot project to provide a counselling service to carers over 50 in Bristol.

Carers in Paid Employment

To work with employers to identify and support carers in the workplace.

Carers Health Strategic work

To support NHS Bristol embed the carers agenda across primary and acute care.

Covid-19

Funding to cover additional costs due to Covid-19.

Covid R & S Quartet

Funding received for additional IT and communications resources over 12 months. This will help CSC offer flexible homeworking in the future, with appropriate IT support, streamline our working practices through increased digitalisation, provide and refine service alternatives for those carers who prefer to access services remotely and/or at a time that's convenient to them – because they cannot leave the person they care for and support staff with digital comms expertise to promote services, raise awareness of carers' needs and provide a voice for carers.

CT Death Café Project

Funding received to run 2 death cafes, specifically for older male carers in partnership with Marie Curie.

GP Practice Film

Funding received to produce a film to be used in GP Practices and a wider awareness campaign to reach out and identify carers, raise awareness of who a carer is and outline our support services.

Rausing Charity Survival Fund

Funding received to contribute towards administration costs for Young Carers activities and adult carers training and activities. Also includes funding for five laptops to assist with home working.

South Glos Core

Statutory funding to provide practical and emotional support services to adult carers.

South Glos Wellbeing Training

Funding received to deliver training courses to SG Adult Carers.

The Carers Centre (Bristol & South Gloucestershire)

Notes to the financial statements

For the year ended 31 March 2021

17. Movements in funds (continued)

Purposes of restricted funds (continued)

Training (Carers)

Funding received to deliver various training courses and workshops for Adult Bristol Carers.

Transformation fund

Specific funding to transform the delivery of our one to one support to older carers in Bristol.

Travelwest Wellbeing

Funding received to deliver a workshop to employees to support and advise them on how to improve their mental health and reduce stress through physical activity.

Wellbeing Fund

A 5 year project to support carers to maintain their health and wellbeing and build resilience through telephone based counselling, befriending and mentoring.

West of England Works

A three year project to support carers back into employment, training or education.

YAC Walk & Talk

Funding to deliver Walk-and-talk sessions for young adult carers with the aim to help reduce the negative impact of COVID-19 and the widening of the inequalities in sport and physical activity.

YC Activity Grants

Grants from various sources specifically given to enable young carers to participate in a diverse range of activities and groups. This gives the young carers an opportunity to meet other young carers for a break from their caring responsibilities, have fun and gain new skills.

YC Bristol

Statutory funding to provide practical and emotional support services to young carers.

Young Carers Donations

Donations from various sources specifically given for the benefit of young carers. Transfers have been made to Young Carers South Gloucestershire to cover deficits on those projects.

Young Carers in Education

School membership programme to raise awareness and provide support to member schools.

YC South Glos Council Core

Statutory funding to provide practical and emotional support services to young carers.

Young Carers Swimming

To provide young carers with access to swimming lessons.

The Carers Centre (Bristol & South Gloucestershire)

Notes to the financial statements

For the year ended 31 March 2021

17. Movements in funds (continued)

Purposes of restricted funds (continued)

Young Carers 13 Up Club

Funding received to run groups for South Gloucester teenage young carers. The young carers meet monthly at a local youth centre/church and it gives them a chance to meet other young carers for a break from their caring responsibilities. The young carers have great fun and gain many new skills whilst taking part in a wide range of activities.

Purposes of designated funds

100+ Club Lottery

Income from the organisations lottery to provide support to carers.

Carers Contingency Reserve

Accumulated funds to support specific carer needs which cannot be funded in the short term from other available resources.

CEO recruitment

Funds set aside by the trustees to cover costs incurred during the process of recruiting a replacement CEO.

Covid-19

Funds set aside by the trustees to cover additional costs due to Covid-19.

Investment Reserve

Funds set aside by the trustees in anticipation of future, as yet unspecified, projects based approximately on the interest earned each year on bank balances held.

Young Carers Zone

Capital project to provide a dedicated space for young carers and young adult carers.

Carers Support and Development Reserve

Funds set aside by trustees to be allocated for specific new project development work and/or to provide interim support for existing work, which may be at risk, whilst awaiting the outcome of continuation funding decisions and to cover the costs of any subsequent employer statutory responsibilities.

The Carers Centre (Bristol & South Gloucestershire)

Notes to the financial statements

For the year ended 31 March 2021

17. Movements in funds (continued)

Prior period comparatives

	At 1 April 2019 £	Income £	Expenditure £	Transfers & gains / losses £	At 31 March 2020 £
Restricted funds					
Activity Groups	3,707	5,539	(6,706)	-	2,540
Asset Fund	2,043	(1,000)	-	-	1,043
BCYPS Parent Carer	16,018	20,579	(23,898)	-	12,699
BAB Community Champions	5,014	5,000	(2,466)	-	7,548
Bristol City Council Core	10,065	172,457	(168,079)	5,907	20,350
Bristol CCG	25,086	22,026	(19,534)	-	27,578
Bristol Tel. Counselling Service	8,208	10,491	(13,368)	(3,807)	1,524
Carers in Paid Employment	23,544	-	(16,140)	-	7,404
Carers Health Strategic work	24,560	214,717	(220,268)	-	19,009
Learning Difficulties (Bristol)	10,481	-	(4,574)	(5,907)	-
South Glos Core	(34)	244,155	(250,157)	6,036	-
South Glos Wellbeing Training	-	4,000	(3,909)	-	91
Training (Carers)	-	6,940	(4,139)	1,496	4,297
Transformation fund	-	4,900	-	-	4,900
Wellbeing Fund	23,805	95,182	(99,576)	-	19,411
West of England Works	9,924	86,434	(85,865)	-	10,493
Young Adult Carers 18-25	4,016	-	(567)	(3,449)	-
YC Awareness day	-	500	(488)	(12)	-
YC Bristol	-	94,084	(106,826)	-	(12,742)
YC Boys Christmas Cookery	-	500	(594)	94	-
YC Boys Cookery	-	1,200	-	-	1,200
YC Donations	47,624	21,399	(30,048)	(5,629)	33,346
YC Donations (Bristol)	5,429	-	(984)	-	4,445
YC Donations (South Glos)	2,761	4,000	(1,574)	1,371	6,558
YC Grants	1,854	-	(74)	(1,780)	-
YC Healthwatch	2,081	-	(710)	(1,371)	-
YC in Education	1,869	19,228	(16,001)	-	5,096
YC My Mental Health	2,250	7,750	(8,830)	(1,170)	-
YC South Glos Council Core	-	101,350	(119,048)	17,698	-
YC Sunrise Foundation	-	3,182	(3,788)	606	-
YC Swimming	7,293	-	(1,032)	-	6,261
YC 13 Up Group	1,290	2,982	(3,100)	-	1,172
Total restricted funds	238,888	1,147,595	(1,212,343)	10,083	184,223

The Carers Centre (Bristol & South Gloucestershire)

Notes to the financial statements

For the year ended 31 March 2021

17. Movements in funds (continued)

Prior period comparatives (continued)

	At 1 April 2019 £	Income £	Expenditure £	Transfers & gains / losses £	At 31 March 2020 £
Unrestricted funds					
<i>Designated funds:</i>					
100+ Club Lottery	10,814	4,428	(2,045)	-	13,197
Carers Contingency Reserve	1,639	-	(213)	-	1,426
CEO recruitment	-	-	(17,023)	20,000	2,977
Covid-19	-	-	(557)	10,000	9,443
Investment Reserve	58,397	-	(6,866)	-	51,531
Young Carers Zone	1,027	-	-	-	1,027
Training (Carers)	1,496	-	-	(1,496)	-
Carers Support and Development Reserve	114,485	-	-	(2,228)	112,257
<i>Total designated funds</i>	<u>187,858</u>	<u>4,428</u>	<u>(26,704)</u>	<u>26,276</u>	<u>191,858</u>
General funds	<u>388,318</u>	<u>38,358</u>	<u>(20,545)</u>	<u>(45,904)</u>	<u>360,227</u>
Total unrestricted funds	<u>576,176</u>	<u>42,786</u>	<u>(47,249)</u>	<u>(19,628)</u>	<u>552,085</u>
Total funds	<u>815,064</u>	<u>1,190,381</u>	<u>(1,259,592)</u>	<u>(9,545)</u>	<u>736,308</u>

18. Financial instruments at fair value

	2021 £	2020 £
Financial assets measured at fair value	<u>181,352</u>	<u>155,695</u>

Financial assets measured at fair value comprise listed investments.

19. Operating lease commitments

The charity had operating leases at the year end with total future minimum lease payments as follows:

	2021 £	2020 £
Amount falling due:		
Within 1 year	37,394	36,620
Within 1 - 5 years	48,388	75,025
Over 5 years	-	782
	<u>85,782</u>	<u>112,427</u>

The Carers Centre (Bristol & South Gloucestershire)

Notes to the financial statements

For the year ended 31 March 2021

20. Related party transactions

Sian Jones, a trustee, is also a trustee of Voscur Ltd. In the year ending 31 March 2021, the charity paid Voscur Ltd £2,195 (2020: £1,189) for recruitment services and staff and trustee training. The Carers Centre owed £1,831 at year end (2020: nil).

Andrew Bell, who became a trustee in the financial year, is also a trustee of Southern Brooks Community Partnerships. In the year ending 31 March 2021, the charity received £4,000 from Southern Brooks Community Partnerships (2020: £4,000) for delivery of the South Glos Wellbeing Training project.

The trustees are not aware of any other related party transactions in the current or prior year.