

SUFFOLK FAMILY CARERS

England & Wales · Charity number 1069937

Details

Other names	SUFFOLK CARERS LIMITED, SUFFOLK FAMILY CARERS
Status	Registered
Legal form	Charitable company
Company number	03507600
Registered	1998-06-05
Register	View on the Charity Commission register

Contact

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Phone	01473835477
Email	enquiries@suffolkfamilycarers.org
Website	www.suffolkfamilycarers.org

Activities

Objects: THE CHARITY'S OBJECTS SHALL BE THE PROMOTION AND PROTECTION OF HEALTH AND THE RELIEF OF POVERTY, SICKNESS AND DISTRESS WITHIN THE COUNTY OF SUFFOLK AND SURROUNDING COUNTIES IN PARTICULAR BY THE PROVISION OF PRACTICAL HELP, SUPPORT SERVICES, ADVOCACY AND EDUCATION TO PERSONS WHO ARE ACTING AS CARERS OF PEOPLE WITH PHYSICAL OR SENSORY DISABILITY, MENTAL HEALTH DIFFICULTY, LEARNING DISABILITY, ILL HEALTH OR WHO ARE AGED, AND THEIR FAMILIES AND BY PROVIDING INFORMATION AND MEDIATION AND BY BRINGING TOGETHER THE REPRESENTATIVES OF VOLUNTARY ORGANISATIONS AND STATUTORY AUTHORITIES.

Activities: The promotion of benefits to persons involved in caring for others

Classification

- **How:** Makes Grants To Individuals, Provides Advocacy/advice/information, Other Charitable Activities
- **What:** Education/training, The Advancement Of Health Or Saving Of Lives, Disability, Other Charitable Purposes
- **Who:** Children/young People, Elderly/old People, People With Disabilities, People Of A Particular Ethnic Or Racial Origin, The General Public/mankind

Geography

- **Area of benefit:** SUFFOLK AND SURROUNDING COUNTIES
- Suffolk

Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£2,151,168	£2,360,564	£1,338,894	73
2024-03-31	£2,329,952	£2,471,660	£1,548,290	79
2023-03-31	£2,339,572	£2,592,894	£1,689,998	84
2022-03-31	£2,605,972	£2,453,658	£1,943,320	87
2021-03-31	£2,689,815	£2,405,597	£1,791,006	88

Trustees

Name	Role	Appointed
Susan Brooks	Chair	2015-04-15
Carole Burman		2017-10-30
Gerard Artindale		2023-11-29
Hannah Jane Kossowska-Peck		2023-02-01
Holly Bracey		2025-11-26
June Mary Lancaster		2024-08-29
STEPHEN JOHN PITT		2025-08-29

Accounts

COMPANY REGISTRATION NUMBER: 03507600
CHARITY REGISTRATION NUMBER: 1069937

Suffolk Family Carers Limited
Company Limited by Guarantee
Financial statements
31 March 2025

Suffolk Family Carers Limited

Company Limited by Guarantee

Financial statements

Year ended 31 March 2025

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Suffolk Family Carers Limited

Company Limited by Guarantee

Trustees' annual report (incorporating the directors' report)

Year ended 31 March 2025

The trustees, who are also the directors for the purposes of company law, present their report and the financial statements of the charity for the year ended 31 March 2025.

The financial statements have been prepared in accordance with the accounting policies set out in notes to the accounts and comply with the charity's governing document, the Charities Act 2011 and Companies Act 2006 and Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland published in October 2019.

Introduction

Suffolk Family Carers has had another successful year, supporting family carers of all ages in a myriad of ways, which has resulted in many positive outcomes for carers, both for their own wellbeing and in their caring roles. This achievement is all the more impressive, against a backdrop of considerable financial uncertainty, including a reduction in funding from our main commissioner and the pause in grant funding instigated by many funding bodies. Despite the current pressures being felt by many voluntary sector organisations, Suffolk Family Carers continues to deliver expert support, whilst maintaining our role as influencers and key stakeholders within the Suffolk health and care system.

Support for family carers in numbers – Information, advice, guidance, carers assessments

- **9733** interactions managed by our Hub this past year, which included **5142** telephone calls, **2593** emails, **876** online chat and **1122** enquiries via the website.
- **2470** family carers registered on our database supported by Adults Services teams.
- **2288** adult carer registrations via our online referral process.
- **733** registrations of young carers and young adult carers.
- **941** family carers supported by our Communities and Hospital teams who were pre-registration.
- **1005** statutory adult carers assessments and reviews undertaken, exceeding this year's target.
- **186** requests and subsequent episodes of support provided by our SAGES (mental health) project.
- **400** interactions with our Mental Health and Wellbeing Service (MHWBS) on behalf of the organisation, across 2 days at the Suffolk Show raising awareness and offering some 'on the spot' information, guidance, signposting and support.
- **1576** individual young carers (YC) and young adult carers (YAC) engaged our Children and Young People's Service (CYPFS) via 1:1, workshops and group activities both in education and the community.
- **625** young carer/young adult carer assessments (including statutory and non-statutory assessments).
- **540** parent carers and their families supported via 1:1, drop-ins, workshops and respite activities.

Respite and other support

Respite opportunities are important to carers of all ages as they serve to give the carer a break from the caring role, allow the carer to maintain hobbies or community connections and help the carer to develop new peer support relationships.

Neurological Care Breaks Scheme - provides respite funding for family carers with a significant caring role where the person they care for is aged over 18 and has a neurological condition as their primary care need. In the year to March 2025, 45 family carers were allocated funding through the scheme this year.

Respite on Prescription – is for replacement care to help a family carer to have an elective medical procedure or visits to the hospital for treatment i.e. chemotherapy, where the person being cared for cannot be left at home alone or they do not have family support. Referrals come from GP practices. This fund supported 22 family carers this year.

Started with a generous legacy we received some years ago and added to by small grants, we have set up a Carers Needs Fund, which supports family carers of all ages whose support needs can only be met by some financial assistance at that time. In 2024-25, £16,951 supported 113 family carers.

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'We don't know what I would have done if your grant had not come through for us so I'm so very grateful for all your help words are not enough' [Family carer]

We purchased passes to local attractions, so that family carers could take their families on a short break. This year 138 family carers accessed our respite passes. This has been a great success and we have an aim to increase this offer next year.

77 families were able to enjoy activities including parents' yoga and mindfulness sessions, workshops and opportunities to establish peer support. We have also offered a number of whole family activities and special interest groups which offer skill development opportunities for neurodivergent young people. Additionally, we offered a number of family swim sessions which were very popular.

We improved wellbeing of 208 young carers and 143 parent carers through activities and respite.

We offered 314 respite groups and activities to young carers and young adult carers. Activities included swimming lessons, water sports activity sessions, Warhammer, science workshops, climbing, beach days, farm trips, pizza nights, residential trips, a women's football match and camping trip.

During the year, a team of 17 volunteers supported 70 isolated family carers, with regular phone contact, providing emotional support and relevant information. The service is known as Talk and Support. We were delighted to receive funding via Suffolk Community Foundation from the Simpson Fund, the Pargiter Fund, and a private fund to continue this valued service.

Suffolk Family Carers Limited

Company Limited by Guarantee

Trustees' annual report (incorporating the directors' report) *(continued)*

Year ended 31 March 2025

Reference and administrative details

Registered charity name	Suffolk Family Carers Limited
Charity registration number	1069937
Company registration number	03507600
Principal office and registered office	Unit 9 Hill View Business Park Old Ipswich Road Claydon Suffolk IP6 0AJ

The trustees

The trustees who served during the year and at the date of approval were as follows:

S Brooks - Chair
J Tucker - Treasurer
J Millar
C Burman
S Goddard
G Artindale
M Roberts (resigned 27 August 2025)
H Kossowska-Peck
B Buckley (resigned 24 September 2024)
J Lancaster (appointed 27 November 2024)
S Pitt (co-opted 27 August 2025)

Chief Executive K Alderson

Patron Onjali Q.Rauf

Auditor Lovewell Blake LLP
Chartered accountants & statutory auditor
Bankside 300
Peachman Way
Broadland Business Park
Norwich
NR7 0LB

Bankers Bank of Scotland
PO Box 17235
Edinburgh
EH11 1YH

Suffolk Family Carers Limited

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Trustees' annual report (incorporating the directors' report) *(continued)*

Year ended 31 March 2025

Objectives, activities, achievements and performance

In previous years we have reported against a set of organisational objectives based on delivery of general services – information advice and guidance, emotional support and respite.

We continue to deliver these services but, following feedback from our Improving Quality assessment, this year we have set our objectives to improve on our priority areas for delivery and improvement. These new objectives are made up of our service objectives and our enabling actions.

Public benefit

We have referred to the Charity Commission's guidance on public benefit when reviewing our aims and objectives in planning our activities. In particular, we continue to ensure our planned activities contribute to the aims and objectives set out in the charity's Memorandum and Articles of Association; The promotion and protection of health and the relief of poverty, sickness, and distress within the county of Suffolk, and surrounding counties in particular by the provision of practical help, support services, and advocacy. Education to persons who are acting as carers of people with physical or sensory disability, mental health difficulty, learning disability, ill health or who are aged, and their families by providing information and mediation, and by bringing together the representatives of voluntary organisations and statutory authorities.

Service Objectives – achievements and performance

1.) Supporting more carers from underserved groups and backgrounds

MHWBS has worked with HMP Hollesley Bay and Ormiston Families to identify those resident in the Suffolk prison, who have a caring role or are likely to have a caring role upon release. The aim of this project is to work with them discussing how their caring roles might impact their ability to comply with their licensing requirements. This pilot has supported 40 residents to date.

'Excellent, friendly and clear approach, good advice and a clear action plan for future assistance'
[Resident who will have a caring role upon release].

CYPFS has worked with The Network for East Anglian Collaborative Outreach (NEACO) project which supports students who are from groups that are underrepresented in higher education, including adult learners, to make informed choices about their options in relation to higher education.

Our Parent Carer Project & Neurodevelopmental Differences (ND) Team won an Ipswich & East Suffolk Alliance Wellbeing Award for their excellent work supporting parent carers and families which include a young person who is neurodivergent.

Our Adult Services Communities Team has worked with PHOEBE (Promotion of Health, Opportunity, Equality, Benevolence and Empowerment) and BSC Multicultural Services (BSCMS) to provide support to organisations to help them identify and support carers. We have also worked with the Gypsy Roma Traveller community and with the LGBTQ+ community through our early links with The Outhouse.

We continue to improve accessibility to our services, for example by providing translation services.

2.) Raising awareness of family carers across the system in a variety of ways

Strategically, Suffolk Family Carers raises awareness across the local health and care system through various means, including membership of the Ipswich and East Suffolk Alliance and the West Suffolk Age Well and Die Well Steering Groups.

In terms of support for carers, MHWBS was successful in securing funds to deliver *Armed Forces Family Carers Connected* across the county. This programme, funded by The Armed Forces Covenant Fund Trust, provides information and support to family carers and raises awareness of family carers and their needs. The outcomes achieved by this programme for family carers included: feeling recognised, informed, connected and better able to plan and cope with their caring role.

Suffolk Family Carers Limited

Company Limited by Guarantee

Trustees' annual report (incorporating the directors' report) *(continued)*

Year ended 31 March 2025

Service Objectives – achievements and performance (continued)

'It's been really uplifting and helpful. So much useful information from our trainer (well presented) and to be in like company with carers' [Family Carer course delegate]

CYPFS has raised awareness of young carer issues with professionals in education and wider sectors. 179 professionals have completed Young Carers online training via SFC website.

'I completed the e-learning module today and really enjoyed knowing that the young people had an input in creating it. It was lovely to see an introduction to the New YC/YAC Committee... I have shared this with the wider team inviting them to complete the module as I feel everyone would benefit from this reminder to keep YC/YAC at the forefront of our minds in our day-to-day contact with families' [Professional working with children and young people]

CYPFS hosted 4 network meetings for Young Carer Leads in Education attended by 42 professionals/schools. These meetings bring Young Carer Leads together to share best practice, provide national updates and inspire schools to innovate and develop new support systems.

'Lovely to chat with other YC leads and reassuring that I am heading in the right direction in supporting our YCs' [Young Carer Lead]

We now have 512 subscribers to our Young Carers professionals' newsletter.

Our Adult Service Communities Team holds drop ins for family carers, attend events, engage with employers, pharmacies, care homes, care agencies and seldom heard communities and the wider community to raise awareness of family carers, highlight our services and help organisations support carers themselves. The team also provides professional training sessions. In total the team has engaged over 1800 professionals this year.

Our Hospital Advisers based in James Paget Hospital, Ipswich, and West Suffolk, continued to develop links with medical professionals and raise awareness. They managed 1747 interactions with professionals through bite size training, meetings, events and individual interactions.

3.) Working with a diverse range of partners to support family carers

We work in partnership with over 200 schools, 90 GP practices, 3 acute hospitals and many other statutory and voluntary sector partners and health and care individuals. We also partner at a strategic level within the health and care sector, chairing the Age Well Domain for Ipswich and East Suffolk and attending the Frailty Steering Group and Suffolk Strategic Dementia Forum.

Our partnership work between MHWBS and Wellbeing Suffolk has continued, enabling us to employ two peer mentors who work within the Wellbeing Service.

The service also worked with Public Health Suffolk to increase their understanding of suicide and approaches to prevention and the relevance to family carers who may be caring for someone who expresses suicidal ideation or who themselves express. Funding was received to deliver wellbeing workshops for family carers, allowing them to understand and plan to meet their own wellbeing needs.

In our CYPFS service, 2 young carers were awarded a music scholarship to attend Rock School, following group sessions funded by The National Foundation for Youth Music.

'I am really excited and honoured to be given this opportunity. Music is important to me because it helps me express my feelings... it's a great escape' [Young Carer]

6 Neurodivergent teenagers who are not attending school placement attended a Sailing School with EAST Anglian Sailing Trust.

Suffolk Family Carers Limited

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Trustees' annual report (incorporating the directors' report) *(continued)*

Year ended 31 March 2025

Service Objectives – achievements and performance (continued)

'When they came back I was expecting some tears or emotion but they showed only joy and a sense of pride at their accomplishment' [Parent of neurodivergent young person]

The CYPFS has also worked with early years providers to identify young carers at the earliest possible opportunity. In 2024/25 we identified 13 young carers aged 3-4 years old.

In our Adult Services Team, we have worked with the Early Intervention Team West (EIT) and Reactive Emergency Assessment Community Team Ipswich and East (REACT) teams, the Suffolk Stroke Early Supported Discharge (SSED) team and many other professionals across sectors. We also worked with our partners under the Suffolk Advocacy Service contract and with the Alzheimer's Society to deliver Dementia Connect, a service which finished in March 2025.

Stroke - Family carers very much value Suffolk Family Carers being part of the SSED service, and we are delighted to have received a further year's funding until March 2026. 143 Family carers have been supported during the year.

'It was really helpful to be able to talk openly about how I feel' [Family carer]

REACT – and EIT - Our family carer advisers work alongside other professionals to enable people to stay in their homes rather than have an unnecessary hospital admission. We supported 298 family carers this year.

'I find it difficult to talk to others but you understood me and my personality which is down to your experience and professionalism' [Family Carer]

We are pleased to have received funding to work within the REACT team until September 2027. However, sadly due to funding cuts, our work with EIT ceased in March 2025.

Advocacy - partnership with PohWer, Suffolk User Forum and Ace Anglia. SFC advocacy team delivers a variety of statutory and community advocacy, specialising in family carer advocacy and providing paid Relevant Person Representative (RPR) service for people deprived of their liberty. This enables the family carer to have a choice if they want to become an RPR or not. This year we provided over 5100 hours of advocacy work.

'We wanted to take a moment to express our deepest gratitude for the unwavering support you've provided us during these challenging times' [Family carer]

The Dementia Connect Service is our partnership with Alzheimer's and Suffolk County Council - we processed more carers assessments and reviews than previous years. This particular contract ended in March 2025.

We have worked with a trained Occupational Therapist/moving and handling trainer to provide a service to support family carers to move the person they are caring for without putting themselves or the individual at risk of injury. We offer on-line support, group sessions or the trainer visits individuals at home to advise and find solutions. This year **64** family carers have been supported.

4.) Supporting more carers in and into employment and education

Our Adult Services Communities Team has contacted many employers this year and worked extensively with 8 businesses. We have delivered sessions on identifying and supporting family carers in the workplace; sessions to their employees about 'knowing their rights and services available to them' linked them to our courses, other local support and national resources and added them to SFC professional and carers newsletter distribution lists. We have also raised awareness with care agencies and care homes as providers as well as employers.

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Trustees' annual report (incorporating the directors' report) *(continued)*

Year ended 31 March 2025

Service Objectives – achievements and performance *(continued)*

Our MHWBS programmes and workshops team have offered 252 family carers access to our range of information and support workshops. Out of the 34 workshops delivered, 18 were online, ensuring that we offer choice in accessing our growing offer of workshops.

Last year we highlighted the forthcoming delivery of an exciting new development, our What's Next For Me programme funded by Apollo through Suffolk Community Foundation. The programme supported 40 family carers to consider their own social, leisure, education and employment needs. Outcomes were individual to attendees but included taking up volunteer roles and securing employment.

Such a fab morning. I feel really empowered and in control of what's to come next for me [Family carer]

CYPFS advisers worked alongside education establishments to build sustainable support mechanisms for young people with a caring role. This comprised setting up Young Carer groups, drop-ins, delivering workshops, CPD training and providing 1-1 interventions primarily to support young carer wellbeing. Over the course of the year our advisers have spent more than 1579 hours in schools with 768 visits to 218 different education providers, including specialist provision.

'We can't thank you enough for all you have done with our school and... we wouldn't be where we are with young carers without you' [School staff member]

'Just wanted to say thank you for taking the time to meet with C in school. He has talked to me about your meeting and said he feels very supported' [Parent of young carer]

'It can take your mind off worrying things' [Young carer supported in school group]

Early in 2025 we started a new initiative working with Suffolk County Council, with the Caring Companies programme. We are hopeful in 2025 to reach more employers.

5.) Delivering services and support that have been coproduced with family carers

Our MHWBS peer support group for mental health family carers has gone from strength to strength and has a regular attendance of around 9-10 family carers. Our SAGES team reviewed the current offer with the group and together developed a format that meets the needs of providing a safe and supportive space to offload whilst keeping up to date with new initiatives.

'I just wanted to thank you all for organising such a lovely lunchtime session. I really appreciate it and felt you'd made such allot of effort and it was just great. The group has made such a difference to me, thank you' [Family carer]

CYPFS established an art group for neurodivergent 13-18yr olds, facilitated by a local neurodivergent artist who volunteers for SFC. This group was set up to provide a supportive environment in which to nurture and explore creativity whilst building social knowledge, friendships and self-confidence.

'Usually J shies away from any social activities but has been extremely positive happy, excited to attend.... Tapping into J's interest in art and meeting familiar like-minded people has definitely helped J's emotional wellbeing, while attending he has joined into conversations of a shared interest' [Parent of young person attending group]

6.) Influencing the improvement of services on offer for family carers

At a strategic level Suffolk Family Carers has been a key member of the Family Carer Partnership Board and instrumental in designing and delivering the All Age Carers Strategy. We are a member of the Suffolk Strategic Dementia Forum and a participant of the Suffolk Safeguarding Board, where we presented on the safeguarding issues for family carers this year.

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Trustees' annual report (incorporating the directors' report) *(continued)*

Year ended 31 March 2025

Service Objectives – achievements and performance (continued)

MHWBS worked with Norfolk & Suffolk Foundation Trust Carers Leads to have input into their Carers Charter. Advisers in the team were key to collating feedback from family carers who care for someone with a mental health condition for inclusion in the charter.

Our CYPFS YC & YAC Committee presented to the Suffolk Health & Wellbeing Board in January 2025. Attendance has enabled ongoing conversations with Health regarding recognising young carers in primary care.

The YC & YAC Committee shared their views of support in education with Ofsted as part of the 'Big Listen' in July 2024, calling on Ofsted to monitor the support available to young carers in education. The Big Listen is the largest consultation in Ofsted's history and has resulted in an increased focus on support for disadvantaged and vulnerable children and learners.

Each month Adult Services teams come together to share what family carers have been telling us on what is working well for them and what is not working well. This information is then shared with our statutory partners. We all use this information to learn and improve services for family carers. A few of the successes from this year have been working with Suffolk County Council to improve the new Carers Self-assessment form; working with Customer First to change a process to improve family carers experience; development of new Suffolk Family Carers website pages.

We have increased the number of GP practices we work with from 72 last year to 93 this year. We encourage and support GP staff to engage with the GP Framework which aims to support carers – helping staff to better identify and support carers of all ages. Improvements include flexibility in GP appointment times to fit in with the caring role, location of appointment, and joint appointment for the family carer and the person they care for.

Our work with GP surgeries, businesses, care agencies, care homes and the wider community has identified 51 carers champions, all contributing to raising awareness and improving services for family carers.

Enabling Actions – Achievements and performance

1.) Diversified income streams

This year we have developed a funding strategy. One of the key areas for action was to recruit a Business Development Manager, who is now researching a key area of potential future income – namely working with employers to support carers. This research will culminate in recommendations to Board in January 2026.

2.) A skilled and diverse workforce

Our People team has strengthened our training offer and developed a new suite of leadership training modules. We provide regular bitesize training across the organisation on different topics. We have varied training via an e-learning platform, and we source excellent training on mandatory topics such as Safeguarding from local expert provision.

This year we have benefited from funded courses from both the Kings Fund and Carers Trust, accessed by 18 employees and 3 employees undertaking funded Level 5 Leadership apprenticeships.

Our Volunteer Development Manager has been developing meaningful roles, collaborating with others and improving our volunteer processes to help increase opportunities. We now have 41 volunteers at Suffolk Family Carers. Volunteers provided 1785 hours of support for many services, including our Talk and Support Service, Neurodevelopmental Differences Project, general administration, young peoples respite, craft sessions, HR provision, duty log and peer to peer support.

Suffolk Family Carers Limited

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Trustees' annual report (incorporating the directors' report) *(continued)*

Year ended 31 March 2025

Enabling Actions – Achievements and performance (continued)

Our volunteers are recruited from a variety of backgrounds and skills bringing significant relevant experience. We have a robust induction programme centred on our culture and values which includes information on available services for family carers across Suffolk. This enables volunteers to not only provide support for family carers enhancing our service provision but to also raise awareness within their own networks and communities.

Three volunteers have been recruited to support our 'What's next for me' workshops that helps family carers 'plan for the future' by exploring routes into employment.

Our volunteering service collaborated with SFC's Children, Young People and Families Service and HR to provide a face-to-face session for young people on 'employment skills.'

3.) Improved processes to be more efficient

We have implemented efficiencies across the organisation, including digitising systems, reducing bureaucracy and streamlining policies. We will continue to review all our current systems to see if they can be refined and made simpler, quicker and less onerous.

We streamlined our accommodation to reduce costs whilst improving environmental sustainability by replacing outdated fuel sources with air source heat pumps and solar panels.

4.) Robust financial expertise to tackle future funding challenges

During the period, the Head of Finance attended Full Cost Recovery (FCR) training. This was followed up by a review of how we plan and achieve FCR. The knowledge was shared with senior managers. It included understanding our organisational overheads and the importance of realistic funding bids and funding applications.

Three-year budget templates were produced to aid future bid writing and manage existing projects. Project managers were able to provide funders with transparent reporting and confident to answer questions relating to FCR.

The finance team has attended fraud and cyber awareness training and has strong internal financial controls. We were proud to have feedback from our auditors that the accounts in 2023/4 were excellent in quality and accuracy.

5.) Ensure our people demonstrate our values, with particular emphasis on family carer focus

Our organisation maintains its focus on our values. In February 2025 we held an employee event to formally introduce our new strategy and to reaffirm our commitment to our values. Many of our employees have been family carers or are currently family carers and so we are fully cognisant of the needs of family carers. Our commitment to delivering our mission is unwavering.

6.) Continue to improve our digital offer

We have developed a series of online self-paced workshops and continued to enhance our website. Our internal systems have all migrated to the cloud to provide the foundations for future service enhancements, including the use of AI.

Suffolk Family Carers Limited

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Trustees' annual report (incorporating the directors' report) *(continued)*

Year ended 31 March 2025

Financial review

We are very appreciative to all of our supporters for their generous funding across our services despite these challenging economic times. We are committed to ensuring our income is used responsibly and effectively to achieve our mission to ensure family carers are visible, valued, supported and connected.

Headlines

	2024 £	2025 £	Comparison £	Comparison %
Income	2,329,952	2,151,168	(178,784)	(7.67)
Expenditure	(2,471,660)	(2,360,564)	(111,096)	(4.49)
Surplus / (Deficit)	(141,708)	(209,396)	67,688	47.77
Total charity funds	1,548,290	1,338,894	(209,396)	(13.52)

Our income has decreased on last year, whilst expenditure has also decreased it is not as much therefore we are reporting a deficit year. The good news is that the deficit is lower than allowed for when budgeting. This is due to various small grants secured during the period, a contract extension and better than forecast interest rates on our savings. We had allowed for a deficit of around £400k, the year ended with a deficit £208,126.

The unpredictable and challenging times for the charity sector look set to continue for the next 12 months. We are faced with increased running costs; increased staff costs due to NI changes and pressure on public sector funding making continued support from local authorities an uncertain source.

To help reduce our running costs we have decreased our accommodation space and at the same time invested in modernising our main building to be more energy efficient. We are exploring other ideas to reduce costs with minimum impact on services. We have invested in a new Business Development post researching ideas to help SFC become less reliant on the public sector.

Whilst we remain confident in our ability to continue to provide current services to our beneficiaries we have committed to a budget for the year ahead which allows an overspend of up to £485,000, including £214,000 in designated funds and £64,000 in unrestricted funds.

With resources diminishing we will continue to monitor closely our reserves and use of designated funds in line with policy.

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Trustees' annual report (incorporating the directors' report) *(continued)*

Year ended 31 March 2025

Restricted funds

Our restricted funds represent funds that have been given for a specific purpose and can only be used on those particular services.

Unrestricted funds

Our unrestricted funds are those which are not restricted or designated to a specific purpose.

Unrestricted funds arise from donations and legacies, bank interest, apportioned management costs from current projects and resultant surpluses from ended projects.

Unsurprisingly income from donations and legacies is hard to forecast, when budgeting for future periods SFC believes in taking a prudent approach and bases income on those grants and contracts which have been confirmed as receivable, or highly likely.

To maintain an expected level of service for our beneficiaries we budget to use unrestricted funds whilst seeking continued funding when agreements are coming to an end, or whilst seeking new funding to support areas of identified unmet need.

Designated funds

Our designated funds have been allocated by the trustees for specific purposes, as set out below.

The Caravan Fund

We own a fully accessible static caravan on the coast of Suffolk which is used by family carers and their families to access small breaks. The caravan provides much needed respite to carers who haven't been able to have a break for many reasons, including those who may not be able to afford to pay for a short break themselves. We ask for donations, if affordable, but hire it out free of charge.

We do receive a small amount of donations to support the caravan, but not enough to cover actual costs. Without external support for the caravan the length of time we remain able to offer this facility to family carers is uncertain.

The Respite Fund

The Respite Fund is used to provide help to family carers who are possibly facing carer breakdown or experiencing significant impact to their wellbeing. Typical funding might be used to help with unexpected costs, gaps when other funds are not available or the wait is too long, preventative support - including a small wellbeing treat, funding towards local school trips or respite.

Community Development fund

This fund provides community development work as outlined in our strategy, our volunteer development work and projects not funded by specific grants.

Children, Young People and Families Development Fund And Mental Health Development Fund

We have invested in training and developing specialised employees and evolving our services to support particular beneficiaries. We value and wish to retain experienced employees and maintain services for family carers for as long as possible. The nature of charity funding often means projects end and whilst we aim to secure further support by seeking appropriate funders and writing applications, when we do not have firm confirmation, we use these funds to plug the gaps.

Suffolk Family Carers Limited

Company Limited by Guarantee

Trustees' annual report (incorporating the directors' report) *(continued)*

Year ended 31 March 2025

Financial review *(continued)*

Principal funding sources

These are set out in notes 5 and 6 to the accounts. The majority of funding continues to be from Suffolk-based local authorities and NHS bodies. The charity also benefits from donations from charitable trusts and individuals.

Investments

Our main bank is Bank of Scotland, however cash is also held in other banks to obtain best possible interest rates and Financial Services Compensation Scheme cover. There are no funds "invested". The cash position is consistent with the composition of funds balances which is shown in the Statement of Financial Activities.

Reserves Policy

It is essential that sufficient reserves are held to minimise the impact of significant loss of income. In the event of reduced income the main concerns of the trustees are:

- That the services provided can be wound down in a controlled manner with minimum impact on family carers, possibly allowing time for transfer of support given to family carers to other services.
- Suffolk Family Carers liabilities can be met.
- Staff commitments can be met and staff can continue working whilst new funding is secured.

The trustees have agreed to keep a level of reserves that would allow the organisation to operate for a period of between 6 to 12 months in a worst-case scenario. Based on the above policy target reserves for 2024/25 were between £235,571 and £471,141. Unrestricted reserves at £450,390, being the total unrestricted balance, not including designated funds, are within that parameter. Total free unrestricted reserves are £372,806 being the balance minus the unrestricted assets value. In addition to the unrestricted reserves the charity held designated funds amounting to £512,035 and restricted reserves of £376,469.

The level of reserves will be monitored monthly by the Senior Management Team and reported to the trustee Finance and Audit committee. If the forecast balance is outside the target totals then the trustees will consider what action, if any, may be appropriate taking into account any special circumstances. The policy will be reviewed annually.

Grants

Individual grants

SFC provides two types of grant funding to family carers:

1. The charity applies for small grant funding on behalf of beneficiaries. The criteria for making grants depends on the conditions attached by the funder to each activity/project. This year we have also been able to support family carers via the Household Fund and the Omicron Fund. Examples of grant usage are, a new washing machine, purchasing pill dispensers and supplying supermarket vouchers.
2. The charity also provides individual grants to family carers for respite and grants to overcome short term hardship.

During the year the charity provided 116 grants to individuals totalling £22,615 (2024: 169 grants totalling £31,777).

Suffolk Family Carers Limited

Company Limited by Guarantee

Trustees' annual report (incorporating the directors' report) *(continued)*

Year ended 31 March 2025

Plans for future periods

Charities across the UK are experiencing financial challenges. Demand for services is growing at the same time income is less reliable and running costs are increasing. Suffolk Family Carers is not immune to these pressures. We would like to continue to invest in employee development and improved systems as we believe they provide efficient service delivery as well as support wellbeing. However, our reserves are depleting and future income is uncertain. We need to adapt to the changing circumstances.

We will review our organisational structure to ensure we maintain a robust charity with the right people to adapt and lead services for the future.

We will continue to make efficiency improvements including digitising routine administration operations and improving our website and online services, thereby enabling family carers to 'self-serve' if they wish to. This will free our advisers' time to support family carers who need individualised support.

Our new Business Development Manager role has commenced research into the viability of marketing a service offer to businesses. This work will also increase awareness of Suffolk Family Carers within the business community and generate other opportunities going forward.

We will continue to work with under-served groups, with actions to forge links with groups and communities in Suffolk, following local Public Health definitions of local communities at risk of health inequalities who need support.

Our Talk and Support project will develop further, to include some additional services.

We will continue to develop our on-line offer of the Moving and Handling service.

CYPFS will develop a YC Champions network.

MHWBS will work with the Veterans Voice network to deliver our veteran related carers groups and our 1:1 work funded by Armed Forces Covenant Fund Trust and Veterans Foundation.

MHWBS will also further develop our relationship with Wellbeing Suffolk to ensure that family carers and their needs remain at the forefront of service delivery.

MHWBS programmes and workshops' focus next year will be the ongoing development of self-access videos, enabling family carers to access key information at a time that is suitable to them.

We have received funding from the Integrated Care Academy to raise awareness of the NHS app and how this can be used by family carers. In the coming year we will be using a variety of approaches to raise awareness of and support training needs of the app using in person and digital methods supported by volunteers.

Looking forward to year end March 2026, our Volunteer Development Manager expects to:

- Recruit to volunteer support in schools.
- Increase volunteering opportunities in the community and within our single point of access (Hub).
- Provide 'follow-up' calls conducted by volunteers.
- Provide marketing support.
- Offer a Children, Young People and Families mentoring placement to help develop volunteer role.
- Develop online peer to peer support for family carers (Care to Chat).
- Explore digitally enabled micro volunteering opportunities.

Suffolk Family Carers Limited

Company Limited by Guarantee

Trustees' annual report (incorporating the directors' report) *(continued)*

Year ended 31 March 2025

Structure, governance and management

Governing Document

Suffolk Family Carers is a registered company in England and Wales limited by guarantee (No: 3507600) governed by its Memorandum and Articles of Association dated 10 February 1998. It is registered as a charity with the Charity Commission (No: 1069937). The registered office is: Unit 9, Hill View Business Park, Old Ipswich Road, Claydon, IP6 0AJ.

Trustee recruitment and appointment

Trustees are recruited through a mixture of local and national advertisements and via personal recommendation. They take part in an interview process and a key requirement is to have an affinity with the work we do.

Trustee board members give their time to the charity on a purely voluntary basis except where the organisation employs them in a professional capacity. Any expenses reclaimed from the charity and related party transactions, are set out in note 13 and note 24 to the accounts.

Trustee induction and training

New trustees are given an overview of the organisation at an induction meeting with a senior manager. They are given copies of various organisation documents including "The Good Trustee Guide" by NCVO and our Memorandum and Articles of Association. Experience of day to day work on the frontline is obtained by shadowing various members of staff as they perform their daily duties. Trustees are then invited to contribute to specialist working groups where appropriate. Trustees also attend training courses as appropriate.

Organisation

The charity is managed by the Board of Trustees as set out on page 3. The Board meets six times a year and there are sub-committees who report to the Board covering development, governance, HR and finance and audit. A Chief Executive Officer is appointed by the trustees to manage the day to day operations of the charity.

Pay policy for senior staff

Pay at all levels is set in line with the organisational pay structure and is scrutinised by the HR Committee. Pay for the Chief Executive Officer is considered and agreed outside of this process by the Chair of Trustees and the Chair of HR Committee

Risk Management

The senior management team at the charity maintains a risk register which is actively reviewed at each governance sub-committee and at the Board of Trustees annually, or when necessity arises. The risk register is maintained using a simple scoring system to enable major risks to be identified and action plans created. The trustees review and agree policies, systems, and procedures to mitigate those risks identified.

The main risks arising from the charity's operations are reduction in funding, liquidity risk, cash flow risk, and interest rate risk.

Suffolk Family Carers Limited

Company Limited by Guarantee

Trustees' annual report (incorporating the directors' report) *(continued)*

Year ended 31 March 2025

Funding Risk

The charity seeks to manage funding risk by continuing to identify and apply for grant funding for new services rather than rely on statutory funding. The charity is developing tender documents, in preparation for future tenders, by consulting with family carers and funding commissioners and ensuring service levels remain high and meet family carers' needs.

Liquidity risk

The charity seeks to manage financial risk by ensuring sufficient liquidity is available to meet foreseeable needs and to invest cash in assets safely and profitably. Short-term flexibility is achieved by having sufficient unrestricted reserves. The charity finances its investment in tangible fixed assets through operating lease contracts. The future obligations arising from these contracts are set out in note 23 of the financial statements.

Cash flow risk

The charity needs to manage cash-flow in order to meet its debts as they fall due. Management and the trustees therefore consistently monitor this and produce cash-flow forecasts to ensure there are sufficient cash reserves available in the charity.

Interest rate risk

The charity maintains sufficient funds in its current account to meet short term demand. Surplus short term funds are held on deposit to obtain interest. The charity manages its exposure to interest rate fluctuations on its longer term cash investments by entering into fixed rate agreements.

Fundraising

The charity does not actively fundraise from members of the public or engage third parties to fundraise on its behalf, the main fund raising approach is to apply for funding from grant awarding bodies.

Project workers within service areas identify need and apply for specific grant funding.

The charity receives many unsolicited donations from members of the public and local organisations, often from people who have benefited from the services provided or others who have heard of the impact of the services in their communities and want to support the cause. The charity is very grateful for the continued support of such donations.

The charity continues to believe its fund raising approach does not warrant signing up to a fundraising standard, and we are pleased to report we have not received any complaints about fundraising.

Trustees' responsibilities statement

The trustees (who are also directors for the purposes of company law) are responsible for preparing the trustees' annual report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Suffolk Family Carers Limited

Company Limited by Guarantee

Trustees' annual report (incorporating the directors' report) *(continued)*

Year ended 31 March 2025

Company law requires the trustees to prepare financial statements for each financial year. Under company law the trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the charitable company for that period.

In preparing these financial statements, the trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP 2019 (FRS102);
- make judgements and estimates that are reasonable and prudent;
- state whether applicable UK accounting standards have been followed, subject to any material departures disclosed and explained in the financial statements;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in operation.

The trustees are responsible for keeping proper accounting records that disclose with reasonable accuracy at any time the financial position of the charity and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the 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 charity auditor is unaware; and
- the trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditor is aware of that information.

Auditor

Each of the persons who is a trustee at the date of approval of this report confirms that:

- so far as they are aware, there is no relevant audit information of which the charity's auditor is unaware; and
- they have taken all steps that they ought to have taken as a trustee to make themselves aware of any relevant audit information and to establish that the charity's auditor is aware of that information.

Small company provisions

This report has been prepared taking advantage of the small companies' exemption of section 415A of the Companies Act 2006.

The trustees' annual report was approved and signed on 3 November 2025 on behalf of the board of trustees by:

S Brooks - Chair
Trustee

Suffolk Family Carers Limited

Company Limited by Guarantee

Independent auditor's report to the members of Suffolk Family Carers Limited

Year ended 31 March 2025

Opinion

We have audited the financial statements of Suffolk Family Carers Limited (the 'charity') for the year ended 31 March 2025 which comprise the statement of financial activities (including income and expenditure account), balance sheet, statement of cash flows and the related notes, including significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including FRS 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 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.

Suffolk Family Carers Limited

Company Limited by Guarantee

Independent auditor's report to the members of Suffolk Family Carers Limited (continued)

Year ended 31 March 2025

Other information

The other information comprises the information included in the trustees' annual report, other than the financial statements and our auditor's report thereon. The trustees are responsible for the other information. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon. Our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the course of the audit, or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006

In our opinion, based on the work undertaken in the course of the audit:

- the information given in the trustees' report which includes the directors' report prepared for the purposes of company law, for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the directors report included within 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 directors' report included within 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; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit; or
- the trustees were not entitled to prepare the financial statements in accordance with the small companies regime and take advantage of the small companies' exemptions in preparing the directors' report and from the requirement to prepare a strategic report.

Suffolk Family Carers Limited

Company Limited by Guarantee

Independent auditor's report to the members of Suffolk Family Carers Limited

(continued)

Year ended 31 March 2025

Responsibilities of trustees

As explained more fully in the trustees' responsibilities statement, the trustees (who are also the directors of the charity for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the trustees are responsible for assessing the 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.

Auditor's responsibilities for the audit of the financial statements

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

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

In addition to discussions with the client regarding the potential areas for irregularities and non compliance the following tests were also performed;

- Enquiry of management and those charged with governance;
- Enquiry of entity staff compliance functions to identify any instances of non-compliance with laws and regulations;
- Reviewing financial statement disclosures and testing to supporting documentation to assess compliance with applicable laws and regulations;
- Performing audit work over the risk of management override of controls, testing of journal entries and other adjustments for appropriateness, evaluation the rational of significant transactions outside the normal course of activities and reviewing accounting estimates for bias.

In common with all audits under ISAs (UK), we are also required to perform specific procedures to respond to the risk of management override. We also obtained an understanding of the legal and regulatory framework that the company operates in, focusing on provisions of those laws and regulations that had a direct effect on the determination of material amounts and disclosures in the financial statements. The key laws and regulations we considered in this context included the UK Companies Act and Employment law.

As a result of performing the above, we did not identify any key audit matters related to the potential risk of fraud or non-compliance with laws and regulations.

Suffolk Family Carers Limited

Company Limited by Guarantee

Independent auditor's report to the members of Suffolk Family Carers Limited

(continued)

Year ended 31 March 2025

Because of the inherent limitations of an audit, there is a risk that we will not detect all irregularities, including those leading to a material misstatement in the financial statements or non-compliance with regulation. This risk increases the more that compliance with a law or regulation is removed from the events and transactions reflected in the financial statements, as we will be less likely to become aware of instances of non-compliance. The risk is also greater regarding irregularities occurring due to fraud rather than error, as fraud involves intentional concealment, forgery, collusion, omission or misrepresentation.

A further description of our responsibilities is available on the FRC'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 and the charity's members as a body, for our audit work, for this report, or for the opinions we have formed.

Mark Proctor FCA DChA (Senior Statutory Auditor)

For and on behalf of
Lovewell Blake LLP
Chartered accountants & statutory auditor
Bankside 300
Peachman Way
Broadland Business Park
Norwich
NR7 0LB

16 December 2025

Suffolk Family Carers Limited

Company Limited by Guarantee

Statement of financial activities (including income and expenditure account)

Year ended 31 March 2025

				2025		2024
	Note	Unrestricted funds £	Designated Funds £	Restricted funds £	Total funds £	Total funds £
Income and endowments						
Donations and legacies	5	11,654	5,039	144,165	160,858	140,491
Charitable activities	6	118,933	-	1,786,735	1,905,668	2,130,056
Investment income	7	64,248	-	-	64,248	58,945
Other income	8	975	17,906	1,513	20,394	460
Total income		<u>195,810</u>	<u>22,945</u>	<u>1,932,413</u>	<u>2,151,168</u>	<u>2,329,952</u>
Expenditure						
Charitable activities	9	376,592	159,017	1,824,955	2,360,564	2,471,660
Total expenditure		<u>376,592</u>	<u>159,017</u>	<u>1,824,955</u>	<u>2,360,564</u>	<u>2,471,660</u>
Net expenditure before transfer of funds		(180,782)	(136,072)	107,458	(209,396)	(141,708)
Transfers between funds		155,279	58,915	(214,194)	-	-
Net movement in funds		<u>(25,503)</u>	<u>(77,157)</u>	<u>(106,736)</u>	<u>(209,396)</u>	<u>(141,708)</u>
Reconciliation of funds						
Total funds brought forward		475,893	589,192	483,205	1,548,290	1,689,998
Total funds carried forward		<u>450,390</u>	<u>512,035</u>	<u>376,469</u>	<u>1,338,894</u>	<u>1,548,290</u>

The statement of financial activities includes all gains and losses recognised in the year.
All income and expenditure derive from continuing activities.

The notes on pages 24 to 37 form part of these financial statements.

Suffolk Family Carers Limited

Company Limited by Guarantee

Balance sheet

31 March 2025

		2025	2024
	Note	£	£
Fixed assets			
Tangible fixed assets	15	120,389	71,147
Current assets			
Debtors	16	143,761	156,536
Cash at bank and in hand		1,208,682	1,431,902
		<u>1,352,443</u>	<u>1,588,438</u>
Creditors: Amounts falling due within one year	17	<u>(133,938)</u>	<u>(111,295)</u>
Net current assets		1,218,505	1,477,143
Total assets less current liabilities		<u>1,338,894</u>	<u>1,548,290</u>
Net assets		<u>1,338,894</u>	<u>1,548,290</u>
Funds of the charity			
Restricted funds		376,469	483,205
Unrestricted funds		450,390	475,893
Designated funds		512,035	589,192
Total charity funds	20	<u>1,338,894</u>	<u>1,548,290</u>

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

These financial statements were approved by the board of trustees and authorised for issue and are signed on 3 November 2025 on behalf of the board by:

S Brooks - Chair
Trustee

Company registration number: 03507600

The notes on pages 24 to 37 form part of these financial statements.

Suffolk Family Carers Limited

Company Limited by Guarantee

Statement of cash flows

Year ended 31 March 2025

	2025 £	2024 £
Cash flows from operating activities		
Net expenditure	(209,396)	(141,708)
<i>Adjustments for:</i>		
Depreciation of tangible fixed assets	13,207	17,500
(Profit)/loss on disposal of tangible fixed assets	(17,906)	-
Other interest receivable and similar income	(64,248)	(58,945)
<i>Changes in:</i>		
Trade and other debtors	12,775	(30,614)
Trade and other creditors	22,643	(9,704)
Cash generated from operations	(242,925)	(223,471)
Interest received	64,248	58,945
Net cash used in operating activities	<u>(178,677)</u>	<u>(164,526)</u>
Cash flows from investing activities		
Purchase of tangible assets	(76,043)	-
Proceeds from sale of tangible assets	31,500	-
Net cash used in investing activities	<u>(44,543)</u>	<u>-</u>
Net decrease in cash and cash equivalents	(223,220)	(164,526)
Cash and cash equivalents at beginning of year	1,431,902	1,596,428
Cash and cash equivalents at end of year	<u>1,208,682</u>	<u>1,431,902</u>

The notes on pages 24 to 37 form part of these financial statements.

Suffolk Family Carers Limited

Company Limited by Guarantee

Notes to the financial statements

Year ended 31 March 2025

1. General information

The charity is a public benefit entity and a private company limited by guarantee, registered in England and Wales and a registered charity in England and Wales. The address of the registered office is Unit 9, Hill View Business Park, Old Ipswich Road, Claydon, Suffolk, IP6 0AJ.

2. Statement of compliance

The charity constitutes a public benefit entity as defined by FRS 102. The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland issued in October 2019, the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS 102), the Charities Act 2011, the Companies Act 2006 and UK Generally Accepted Accounting Practice.

3. Accounting policies

Basis of preparation

The financial statements have been prepared on the historical cost basis.

The financial statements are prepared in sterling, which is the functional currency of the entity.

Going concern

The charity has made a deficit this year of £208,126 (2024: £141,710). The unrestricted reserves are within the target level and so the Trustees consider that the charity has adequate reserves to continue in operational existence for the foreseeable future. Thus, the trustees continue to adopt the going concern basis of accounting in preparing the financial statements.

Fund accounting

Unrestricted funds are available for use at the discretion of the trustees to further any of the charity's purposes.

Designated funds are unrestricted funds earmarked by the trustees for particular future project or commitment.

Restricted funds are subjected to restrictions on their expenditure declared by the donor or through the terms of an appeal.

Income

All income is included in the statement of financial activities when entitlement has passed to the charity, it is probable that the economic benefits associated with the transaction will flow to the charity and the amount can be reliably measured. The following specific policies are applied to particular categories of income:

- income from donations or grants is recognised when there is evidence of entitlement to the gift, receipt is probable and its amount can be measured reliably.
- legacy income is recognised when receipt is probable and entitlement is established.

Suffolk Family Carers Limited

Company Limited by Guarantee

Notes to the financial statements *(continued)*

Year ended 31 March 2025

3. Accounting policies *(continued)*

Income *(continued)*

- income from donated goods is measured at the fair value of the goods unless this is impractical to measure reliably, in which case the value is derived from the cost to the donor or the estimated resale value. Donated facilities and services are recognised in the accounts when received if the value can be reliably measured. No amounts are included for the contribution of general volunteers.
- income from contracts for the supply of services is recognised with the delivery of the contracted service. This is classified as unrestricted funds unless there is a contractual requirement for it to be spent on a particular purpose and returned if unspent, in which case it may be regarded as restricted.
- interest on funds held on deposit or invested is included upon notification of the interest paid or payable by the bank.

Expenditure

Expenditure is recognised on an accruals basis as a liability is incurred. Expenditure includes any VAT which cannot be fully recovered, and is classified under headings of the statement of financial activities to which it relates:

- expenditure on charitable activities includes all costs incurred by a charity in undertaking activities that further its charitable aims for the benefit of its beneficiaries, including those support costs and costs relating to the governance of the charity apportioned to charitable activities.
- other expenditure includes all expenditure that is neither related to raising funds for the charity nor part of its expenditure on charitable activities.

All costs are allocated to expenditure categories reflecting the use of the resource. Direct costs attributable to a single activity are allocated directly to that activity. Shared costs are apportioned between the activities they contribute to on a reasonable, justifiable and consistent basis.

Operating leases

Lease payments are recognised as an expense over the lease term on a straight-line basis.

Intangible assets

Intangible assets are initially recorded at cost, and are subsequently stated at cost less any accumulated amortisation and impairment losses.

Amortisation

Amortisation is calculated so as to write off the cost of an asset, less its estimated residual value, over the useful life of that asset as follows:

Website - 20% straight line

If there is an indication that there has been a significant change in amortisation rate, useful life or residual value of an intangible asset, the amortisation is revised prospectively to reflect the new estimates.

Suffolk Family Carers Limited

Company Limited by Guarantee

Notes to the financial statements *(continued)*

Year ended 31 March 2025

3. Accounting policies *(continued)*

Tangible assets

Tangible assets are initially recorded at cost, and subsequently stated at cost less any accumulated depreciation.

Tangible assets costing more than £1,000 are capitalised and included at cost, including any incidental expenses of acquisition.

Depreciation

Depreciation is calculated so as to write off the cost or valuation of an asset, less its residual value, over the useful economic life of that asset as follows:

Plant and equipment	-	10% straight line
Office equipment	-	10% straight line
Motor vehicles	-	33% straight line
Computer equipment	-	33% straight line
Improvement to leasehold property	-	Over the remaining period of the lease

Grants payable

Grants payable are accounted for when approved by the Trustees.

Redundancy

Redundancy and termination costs are recognised as an expense in the Statements of Financial Activities and a liability on the Balance Sheet immediately at the point the charity is demonstrably committed to either:

- Terminate the employment of an employee or group of employees before normal retirement date; or
- Provide termination benefits as a result of an offer made in order to encourage voluntary redundancy.

The charity is considered to be demonstrably committed only when it has a detailed formal plan for the termination and is without realistic possibility of withdrawal from the plan.

Financial instruments

A financial asset or a financial liability is recognised only when the entity becomes a party to the contractual provisions of the instrument.

Basic financial instruments are initially recognised at the amount receivable or payable including any related transaction costs, unless the arrangement constitutes a financing transaction, where it is recognised at the present value of the future payments discounted at a market rate of interest for a similar debt instrument.

Current assets and current liabilities are subsequently measured at the cash or other consideration expected to be paid or received and not discounted.

Suffolk Family Carers Limited

Company Limited by Guarantee

Notes to the financial statements *(continued)*

Year ended 31 March 2025

Defined contribution plans

Contributions to defined contribution plans are recognised as an expense in the period in which the related service is provided.

4. Limited by guarantee

The charity is a company limited by guarantee and does not have share capital. Every member of the charity undertakes to contribute such amounts (not exceeding £10) as may be required in the event.

5. Donations and legacies

	Unrestricted Funds £	Designated Funds £	Restricted Funds £	Total Funds 2025 £
Donations				
Donations and Legacies	11,654	5,039	7,915	24,608
Grants				
Grants receivable	-	-	136,250	136,250
	<u>11,654</u>	<u>5,039</u>	<u>144,165</u>	<u>160,858</u>

	Unrestricted Funds £	Designated Funds £	Restricted Funds £	Total Funds 2024 £
Donations				
Donations and Legacies	18,004	12,331	13,640	43,975
Grants				
Grants receivable	-	800	95,716	96,516
	<u>18,004</u>	<u>13,131</u>	<u>109,356</u>	<u>140,491</u>

Suffolk Family Carers Limited

Company Limited by Guarantee

Notes to the financial statements *(continued)*

Year ended 31 March 2025

5. Donations and legacies *(continued)*

Donations, legacies and grants received consist of;

	2025	2024
	£	£
Armed Forces Covenant Fund Trust	14,419	-
Babergh & Mid Suffolk District Council	-	14,625
Carers Trust	2,039	2,900
East Suffolk Council	-	3,579
Integrated Care Academy	5,000	-
Mid Suffolk Axis	-	6,322
Mid Suffolk District Council	-	8,418
Membership fees	825	945
Morrisons Foundation	1,018	-
Sport England	4,500	-
Stowmarket Town Council	875	-
Suffolk Community Foundation		
- Apollo Fund	10,992	-
- High Sheriff's Fund	1,962	-
- Fonnereau Road Health Foundation Fund	2,600	-
- David and Jill Simpson Fund	4,940	-
- Scarecrow Fund	-	2,000
- Suffolk Giving Grantmaking Fund	3,000	-
- Pargiter Trust Grantmaking Programme	4,940	-
- Port Community Fund	-	1,992
- Private Fund JA	2,000	1,934
- Suffolk Household Support Grantmaking Programme	14,000	10,000
- Suffolk Serious Violence Prevention Fund	2,903	-
Suffolk County Council	33,619	3,008
Sundry Grants & Donations	22,908	30,720
The Crane Fund	-	5,988
The Mrs L D Rope Third Charitable Settlement	338	14,298
The Veteran's Foundation	25,480	23,439
West Suffolk Council	2,500	10,000
Youth Music	-	323
	<u>160,858</u>	<u>140,491</u>

6. Charitable activities

	Unrestricted Funds £	Restricted Funds £	Total Funds 2025 £
Income from charitable activities	<u>118,933</u>	<u>1,786,735</u>	<u>1,905,668</u>
	Unrestricted Funds £	Restricted Funds £	Total Funds 2024 £
Income from charitable activities	<u>143,933</u>	<u>1,986,123</u>	<u>2,130,056</u>

Suffolk Family Carers Limited

Company Limited by Guarantee

Notes to the financial statements *(continued)*

Year ended 31 March 2025

6. Charitable activities *(continued)*

Charitable activities received consist of;

	2025	2024
	£	£
Alzheimer's Society	61,500	61,500
Armed Forces Covenant Fund	40,528	45,147
East Suffolk Council	2,090	-
East Suffolk and North Essex NHS Foundation Trust	50,000	50,000
NHS	590,534	600,135
PohWER	165,085	165,085
Suffolk County Council	786,928	960,155
Suffolk Libraries	79,941	77,350
Sundry income	-	2,804
The National Lottery Community Fund	116,609	109,880
Turning Point	-	58,000
West Suffolk Council	10,000	-
Whitton Youth Partnership	2,453	-
	<u>1,905,668</u>	<u>2,130,056</u>

7. Investment income

	Unrestricted Funds £	Total Funds 2025 £	Unrestricted Funds £	Total Funds 2024 £
Bank interest receivable	<u>64,248</u>	<u>64,248</u>	<u>58,945</u>	<u>58,945</u>

8. Other income

	Unrestricted Funds £	Designated Funds £	Restricted Funds £	Total Funds 2025 £
Other income	<u>975</u>	<u>17,906</u>	<u>1,513</u>	<u>20,394</u>

	Unrestricted Funds £	Restricted Funds £	Total Funds 2024 £
Other income	<u>360</u>	<u>100</u>	<u>460</u>

Suffolk Family Carers Limited

Company Limited by Guarantee

Notes to the financial statements *(continued)*

Year ended 31 March 2025

9. Expenditure on charitable activities

	Activities undertaken directly £	Grant funding of activities £	Support costs £	Total funds 2025 £	Total fund 2024 £
Core services	30,356	–	392,283	422,639	407,020
Children, Young People and Families Service	437,327	8,218	44,214	489,759	501,111
Mental Health and Wellbeing	239,691	–	24,511	264,202	330,668
Adult Carers Services	1,055,891	14,397	113,676	1,183,964	1,232,861
	<u>1,763,265</u>	<u>22,615</u>	<u>574,684</u>	<u>2,360,564</u>	<u>2,471,660</u>

Of the above costs, £376,592 were unrestricted (2024: £349,577), £159,017 were designated (2024: £170,558) and £1,824,589 restricted (2024: £1,951,525).

Included within operational costs are grants paid totalling £22,615 (2024: £32,737) paid to individuals and community groups. Details of the purposes of the grants are included within the Trustees' report.

Support costs include governance costs of £18,783 (2024: £16,697) which have been apportioned directly to activities undertaken in 2025.

10. Analysis of support costs

	2025 £	2024 £
Wages and salaries	355,000	324,357
Rent and utilities	103,543	110,208
Governance costs	18,783	16,697
Insurance	17,302	17,220
Staff Training	4,263	4,406
IT Support and Licences	75,390	79,315
Fundraising	403	347
	<u>574,684</u>	<u>552,550</u>

11. Net expenditure

Net expenditure is stated after charging/(crediting):

	2025 £	2024 £
Depreciation of tangible fixed assets	13,207	17,500
Operating lease payments	68,294	70,076
Fees payable for the audit of the financial statements	<u>16,770</u>	<u>15,198</u>

Suffolk Family Carers Limited

Company Limited by Guarantee

Notes to the financial statements *(continued)*

Year ended 31 March 2025

12. Staff costs

The total staff costs and employee benefits for the reporting period are analysed as follows:

	2025	2024
	£	£
Wages and salaries	1,665,694	1,731,893
Social Security costs	131,294	133,078
Employer contributions to pension plans	114,790	115,796
	<u>1,911,778</u>	<u>1,980,767</u>

The average head count of employees during the year was 73 (2024:79).

No employee received employee benefits of more than £60,000 during the year (2024: Nil).

One redundancy payments was made in the year £4,172 (2024: £Nil). These payments were made inline with contractual agreements and have been accounted for inline with the accounting policy noted.

Key Management Personnel

Key management personnel include all persons that have authority and responsibility for planning, directing and controlling the activities of the charity. The total compensation paid to key management personnel for services provided to the charity was £366,965 (2024: £354,330).

13. Trustee remuneration and expenses

No remuneration or other benefits were received from the charity or a related entity by the trustees during the year (2024: £Nil).

During the year, no trustee (2024: none) received reimbursement of expenses (2024: £Nil).

14. Intangible assets

	Website £
Cost	
At 1 April 2024 and 31 March 2025	<u>20,400</u>
Amortisation	
At 1 April 2024 and 31 March 2025	<u>20,400</u>
Carrying amount	
At 31 March 2025	<u>—</u>
At 31 March 2024	<u>—</u>

Suffolk Family Carers Limited

Company Limited by Guarantee

Notes to the financial statements *(continued)*

Year ended 31 March 2025

15. Tangible fixed assets

	Improvement to Leasehold Property £	Plant and equipment £	Office equipment £	Motor vehicles £	Computer equipment £	Total £
Cost						
At 1 April 2024	-	68,581	6,010	89,232	37,051	200,874
Additions	76,043	-	-	-	-	76,043
Disposal	-	-	-	(51,617)	-	(51,617)
At 31 March 2025	<u>76,043</u>	<u>68,581</u>	<u>6,010</u>	<u>37,615</u>	<u>37,051</u>	<u>225,300</u>
Depreciation						
At 1 April 2024	-	19,187	3,303	71,546	35,691	129,727
Charge for the year	-	6,586	1,596	4,092	933	13,207
Disposals	-	-	-	(38,023)	-	(38,023)
At 31 March 2025	<u>-</u>	<u>25,773</u>	<u>4,899</u>	<u>37,615</u>	<u>36,624</u>	<u>104,911</u>
Carrying amount						
At 31 March 2025	<u>76,043</u>	<u>42,808</u>	<u>1,111</u>	<u>-</u>	<u>427</u>	<u>120,389</u>
At 31 March 2024	<u>-</u>	<u>49,394</u>	<u>2,707</u>	<u>17,686</u>	<u>1,360</u>	<u>71,147</u>

16. Debtors

	2025 £	2024 £
Trade debtors	46,471	71,861
Prepayments and accrued income	85,565	76,725
Other debtors	11,725	7,950
	<u>143,761</u>	<u>156,536</u>

17. Creditors: Amounts falling due within one year

	2025 £	2024 £
Trade creditors	68,755	24,657
Accruals and deferred income	36,433	56,270
Social security and other taxes	28,286	29,173
Other creditors	464	1,195
	<u>133,938</u>	<u>111,295</u>

18. Deferred income

	2025 £	2024 £
At 1 April 2024	38,548	33,659
Amount released to income	(38,548)	(33,659)
Amount deferred in year	16,135	38,548
At 31 March 2025	<u>16,135</u>	<u>38,548</u>

Deferred income relates to income received by the charity relating to a future period that is paid in advance.

Suffolk Family Carers Limited

Company Limited by Guarantee

Notes to the financial statements *(continued)*

Year ended 31 March 2025

19. Pensions and other post retirement benefits

The Charity operates a group personal pension scheme, the assets of which are held in an independently administered fund. Employers' contributions paid during the period amounted to £114,790 (2024: £115,796).

Suffolk Family Carers Limited

Company Limited by Guarantee

Notes to the financial statements *(continued)*

Year ended 31 March 2025

20. Analysis of charitable funds

2025

Designated funds

	Balance at 1 April 2024	Income	Expenditure	Transfer	Balance at 31 March 2025
	£	£	£	£	£
Respite	32,315	-	(6,219)	-	26,096
Caravan fund	58,033	725	(15,996)	10,000	52,762
Community Development	367,834	18,041	(117,613)	54,181	322,443
Mental Health Development	75,661	-	(14,970)	(5,266)	55,425
Children, Young People and Families Development	55,349	4,179	(4,219)	-	55,309
	<u>589,192</u>	<u>22,945</u>	<u>(159,017)</u>	<u>58,915</u>	<u>512,035</u>

General funds

	Balance at 1 April 2024	Income	Expenditure	Transfer	Balance at 31 March 2025
	£	£	£	£	£
Core Services	<u>475,893</u>	<u>195,810</u>	<u>(376,592)</u>	<u>155,279</u>	<u>450,390</u>

Restricted funds

	Balance at 1 April 2024	Income	Expenditure	Transfer	Balance at 31 March 2025
	£	£	£	£	£
Core Services	6,379	43,250	(46,044)	6,567	10,152
Children Young People Families Service	72,039	533,159	(485,540)	(68,490)	51,168
Mental Health and Wellbeing	95,932	297,823	(249,232)	(39,046)	105,477
Adult Carers Services	308,855	1,058,181	(1,044,139)	(113,225)	209,672
	<u>483,205</u>	<u>1,932,413</u>	<u>(1,824,955)</u>	<u>(214,194)</u>	<u>376,469</u>
Total funds 2025	<u>1,548,290</u>	<u>2,151,168</u>	<u>(2,360,564)</u>	<u>-</u>	<u>1,338,894</u>

Suffolk Family Carers Limited

Company Limited by Guarantee

Notes to the financial statements *(continued)*

Year ended 31 March 2025

2024

Designated funds

	Balance at 1 April 2023 £	Income £	Expenditure £	Transfer £	Balance at 31 March 2024 £
Respite	45,486	2,870	(16,041)	–	32,315
Caravan fund	58,606	715	(14,728)	13,440	58,033
Community Development	464,018	3,509	(79,863)	(19,830)	367,834
Mental Health Development	87,680	–	(11,821)	(198)	75,661
Children, Young People and Families Development	97,777	6,037	(48,105)	(360)	55,349
	<u>753,567</u>	<u>13,131</u>	<u>(170,558)</u>	<u>(6,948)</u>	<u>589,192</u>

General funds

	Balance at 1 April 2023 £	Income £	Expenditure £	Transfer £	Balance at 31 March 2024 £
Core Services	<u>467,903</u>	<u>221,242</u>	<u>(349,577)</u>	<u>136,325</u>	<u>475,893</u>

Restricted funds

	Balance at 1 April 2023 £	Income £	Expenditure £	Transfer £	Balance at 31 March 2024 £
Core Services	5,466	43,293	(42,379)	(1)	6,379
Children Young People Families Service	40,354	537,682	(453,006)	(52,991)	72,039
Mental Health and Wellbeing	117,966	340,011	(318,845)	(43,200)	95,932
Adult Carers Services	304,742	1,174,593	(1,137,295)	(33,185)	308,855
	<u>468,528</u>	<u>2,095,579</u>	<u>(1,951,525)</u>	<u>(129,377)</u>	<u>483,205</u>
Total funds 2024	<u>1,689,998</u>	<u>2,329,952</u>	<u>(2,471,660)</u>	<u>–</u>	<u>1,548,290</u>

Core Services

This service supports the activities provided to family carers. It includes the CEO office functions, human resources, finance, contracts management, communications and the volunteering project.

Children, Young People and Families Service

We support young people from age 5 years up to 24 years of age, who care for a parent, grandparent or sibling. The aim of the service is to support young people to reduce inappropriate or excessive caring and to ensure that young carers have a chance to be children, first and foremost, by receiving opportunities to have a break from their caring roles, relax and make new friends and make successful transitions into adulthood.

Support has included information, advice, one to one support, drop-ins at schools and colleges, peer support, monthly clubs, activities, life skill workshops and residential trips.

Suffolk Family Carers Limited

Company Limited by Guarantee

Notes to the financial statements *(continued)*

Year ended 31 March 2025

Mental Health and Wellbeing Service

We provide a range of services and support to family carers who are looking after someone with dementia or mental health and/or substance misuse issues. We offer a range of information and support programmes to help family carers maintain and improve their own emotional wellbeing and bring resilience to their caring role.

Adult Carers Services

We provide information, advice, guidance and advocacy to adult family carers in Suffolk. We ensure family carers access appropriate services and support from us and we put them in touch with other organisations which can help them.

We provide support to family carers in GP surgeries across East and West Suffolk and hospital based carer support in the Ipswich, West Suffolk, and James Paget hospitals. We also provide a variety of services which help family carers stay well.

Designated funds

The purpose of the designated funds is described in the Trustee' Report on page 11.

Transfers

Transfers from restricted to unrestricted funds represent a proportion of support and development services which include strategic planning and management, contract management, finance and personnel, and are chargeable to restricted funds.

21. Analysis of net assets between funds

Year ended 31 March 2025

	Unrestricted funds £	Designated funds £	Restricted funds £	Total £
Tangible fixed assets	77,584	42,805	–	120,389
Net current assets	372,806	469,230	376,469	1,218,505
	<u>450,390</u>	<u>512,035</u>	<u>376,469</u>	<u>1,338,894</u>

Year ended 31 March 2024

	Unrestricted funds £	Designated funds £	Restricted funds £	Total £
Tangible fixed assets	4,069	49,392	17,686	71,147
Net current assets	471,824	539,800	465,519	1,477,143
	<u>475,893</u>	<u>589,192</u>	<u>483,205</u>	<u>1,548,290</u>

22. Analysis of changes in net debt

	At 1 Apr 2024 £	Cash flows £	At 31 Mar 2025 £
Cash at bank and in hand	<u>1,431,902</u>	<u>(223,220)</u>	<u>1,208,682</u>

Suffolk Family Carers Limited

Company Limited by Guarantee

Notes to the financial statements *(continued)*

Year ended 31 March 2025

23. Operating lease commitments

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

	2025	2024
	£	£
Not later than 1 year	47,523	63,185
Later than 1 year and not later than 5 years	19,730	22,692
Later than 5 years	44,022	48,024
	<u>111,275</u>	<u>133,901</u>

24. Related parties

During the year, the charity received advice and software support amounting to £1,682 (2024: £1,253) from Scrutton Bland LLP, an entity in which J Tucker (Trustee and Treasurer) is a partner. At 31 March 2025, the charity owed Scrutton Bland LLP £145 (2024: £300).

During the year, the charity received income totalling £406,838 from NHS Suffolk and North Essex Integrated Care Board, an entity in which K Alderson (CEO) is ICS VCSE Assembly chair (2024: £391,870). No balance was outstanding at the year end.

During the year, the charity received income totalling £47,337 (2024: £15,926) from Suffolk Community Foundation, an entity in which Jane Millar (Trustee) is a Trustee. No balance was outstanding at the year end.

Trustees made donations to the charity totalling £235 (2024: £210) during the year, of which £40 was in accrued income at the year end.

Accounts

COMPANY REGISTRATION NUMBER: 03507600
CHARITY REGISTRATION NUMBER: 1069937

Suffolk Family Carers Limited
Company Limited by Guarantee
Financial statements
31 March 2024

Suffolk Family Carers Limited

Company Limited by Guarantee

Financial statements

Year ended 31 March 2024

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Suffolk Family Carers Limited

Company Limited by Guarantee

Trustees' annual report (incorporating the directors' report)

Year ended 31 March 2024

The trustees, who are also the directors for the purposes of company law, present their report and the financial statements of the charity for the year ended 31 March 2024.

The financial statements have been prepared in accordance with the accounting policies set out in notes to the accounts and comply with the charity's governing document, the Charities Act 2011 and Companies Act 2006 and Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland published in October 2019.

Introduction & context

Suffolk Family Carers (SFC) provides support to relatives, neighbours and friends of people who are living with a long term illness or disability thus enabling the person being cared for to live their lives.

Family Carers can be any age - from under 5 to 95.

In 2021, the Office for National Statistics estimated that there were 5 million carers in England & Wales with approximately 65,000 family carers living in Suffolk.

In 2023/4 alone, new registrations with SFC for carers of all ages rose to 3,830. An increase of 7% on the previous year, the highest annual increase for over 5 years.

Over the last couple of years, the number of carers providing more than 20 hours caring support per week and the complexities of the caring role has also increased.

Suffolk Family Carers recognise the emotional and financial value of family carers. Without this informal support statutory services would be overwhelmed. Carers UK estimate that Family Carers in England & Wales save the health and care system £162bn a year, which is the equivalent of funding another NHS service.

It is vitally important that we support Family Carers and ensure that they are:

Visible, Valued, Supported and Connected.

Suffolk Family Carers Limited

Company Limited by Guarantee

Trustees' annual report (incorporating the directors' report) *(continued)*

Year ended 31 March 2024

Reference and administrative details

Registered charity name	Suffolk Family Carers Limited
Charity registration number	1069937
Company registration number	03507600
Principal office and registered office	Unit 9 Hill View Business Park Old Ipswich Road Claydon Suffolk IP6 0AJ

The trustees

The trustees who served during the year and at the date of approval were as follows:

S Brooks - Chair
J Tucker - Treasurer
J Millar
C Burman
S Goddard
G Artindale (appointed 29 November 2023)
M Roberts
H Kossowska-Peck
B Buckley (resigned September 2024)
J Lancaster (co-opted August 2024)

Chief Executive K Alderson

Auditor Lovewell Blake LLP
Chartered accountants & statutory auditor
Bankside 300
Peachman Way
Broadland Business Park
Norwich
NR7 0LB

Bankers Bank of Scotland
3 Queen Street
Norwich
Norfolk
NR2 4SG

Suffolk Family Carers Limited

Company Limited by Guarantee

Trustees' annual report (incorporating the directors' report) *(continued)*

Year ended 31 March 2024

Objectives and activities

We are funded by many different organisations, to deliver projects to support family carers in different contexts, with differing needs. Our projects can be grouped under the following five objectives:

1. Identification of family carers and working in partnership.

Our Communities Team supports different communities in recognising and supporting family carers. We have linked with 72 Suffolk GP practices to explore and expand on the standards they can achieve. This is part of the GP Framework to support carers - to help general practices better identify and support carers of all ages. Through this activity we have also been able to support family carers themselves via GP referrals.

The Communities Team holds drop ins for carers, attends events, engages with employers, pharmacies, care homes, care agencies and seldom heard communities to raise awareness of family carers, to highlight our service and help organisations support carers themselves. This year we have built strong relationships with a number of community based organisations, including PHOEBE and BSC Multicultural Services, who both run carers projects for under-served communities. Advisers have directly supported 492 family carers registered with SFC and 533 unregistered family carers while in the community.

We have just completed the second year of our partnership with Alzheimer's Society and Suffolk County Council to run the Carers Dementia Connect Service. Our role is to undertake carers' assessments that the Dementia Connect service refers, where the family carer supports someone with dementia. We initially experienced some challenges, however a solution was put in place and we were able to complete 264 assessments, 153 more than last year. Family carers have commented that they appreciate not needing to tell their story twice, enabling them to focus on what is important to them, as a family carer.

Suffolk Family Carers is part of the REACT (Reactive Emergency Assessment Community Team) Ipswich and East; and EIT (Early Intervention Team West) partnerships - we have a family carer adviser in each team. They are part of the prevention teams in Ipswich and West Suffolk hospitals. Our family carer advisers work alongside other professionals to enable people to stay in their homes rather than have an unnecessary hospital admission. Their support to family carers is valued by other professionals in the team and the family carers they support.

"Following your visit I feel I have all the support I need and talking to you really did make me feel better".

We are delighted to be working in partnership with the Suffolk Stroke Early Supported Discharge (SSESD) Team via an NHS foundation grant. The initial pilot was successful and the grant has been extended to the end of March 2025.

We are also working in partnership with PohWer (lead partner), Suffolk User Forum and Ace Anglia to form the Suffolk Advocacy Service. We deliver a variety of statutory and community advocacy with our specialities focused on family carers and providing the Relevant Person Representative service for people deprived of their liberty. During the second year of the contract, our relationship with our partners has deepened, sharing training, best practice, and regular partnership meetings.

The project with the UK Armed Forces community has gone from strength to strength. We are focussing efforts on helping to identify family carers or those they care for who have a 'veteran' status earned through UK national service, ensuring that they are aware of their rights and entitlements including that of the Armed Forces Covenant.

"It can only help us to identify those who may have a caring role, not just within the Armed Forces Community - it could be friends, a neighbour, family member, even one of us sitting here in this room right now. This could be the first step towards us signposting a family carer to get the help and support they deserve and need".

Suffolk Family Carers Limited

Company Limited by Guarantee

Trustees' annual report (incorporating the directors' report) *(continued)*

Year ended 31 March 2024

Our work supporting adults caring for an adult with a mental health challenge was re-funded for another year via the SAGES partnership. We have seen increased complexity of the families and circumstances requiring support and our two part time advisers help build resilience to caring roles whilst the cared for person awaits statutory services or assessment. There is currently one peer support group in place, with plans for a second. Increased resources in this area would enable us to offer a third in the north of the county.

The Turning Point partnership for the provision of support for family carers/affected others of those with problematic use of substances or alcohol concluded on 31st March 2024. Our focus going forward will be to ensure that awareness of this group remains on the agenda and that new and existing individuals registered with us are made aware of the new service provision.

Our work with HMP Hollesley Bay has continued. We have delivered 'prepare to care' - our group awareness raising session in Lightfoot House Approved Premises to approximately 30 residents. The aim of this work is to identify individuals and work with them about how their caring roles might impact their ability to comply with their licensing requirements. As this is a relatively new concept however, there are challenges in attracting funding to resource this area of work and its developments.

We continued to utilise our education and respite opportunities with children and young people to gain feedback during the development of the All Age Carers Strategy for Suffolk.

We also co-produced our new marketing resources with young people which saw the development of the 'Is This You?' leaflet which depicted messages on a smartphone. We also created information slides to go into school reception areas and GP practices to raise awareness and help identify young carers (YC) and young adult carers (YAC).

The year saw us launch a new YC/YAC Committee which is co-chaired by a young carer. As part of Young Carers Action Day in April 2023, the committee wrote an open letter to residents of Suffolk highlighting the importance of identifying and supporting young carers and how they can 'take action'. Next year the YC/YAC Committee will be writing a questionnaire about what support young adult carers want and need.

We started a new early years National Lottery funded project to further improve the early identification of young carers from the age of 3 years. Running parents of young carer workshops encouraged support from within the family environment.

2. To provide information, advice, guidance and emotional support.

The first point of contact into the organisation is the Hub. The Hub is a source of considerable knowledge and manages initial interactions with family carers and other callers, undertaking 10,981 interactions over the year. This is our second year of family carers having the option of using our on-line referral process via our website and we saw this increase by 1,011 to 2,910 this year. Family carers are informed that they can contact us whenever they need to and the Hub will resolve their request or triage to the most appropriate team.

Suffolk Family Carers Limited

Company Limited by Guarantee

Trustees' annual report (incorporating the directors' report) *(continued)*

Year ended 31 March 2024

Objectives and activities *(continued)*

"It is good to know there is someone there I can call when things like this crop up".

Calls for in-depth support are often triaged to the Duty Team. They also support family carers popping in to our carers centre, and can book in family carers to have a conversation about their caring role outside 9am-5pm which often better suits working carers. We continued to experience more family carers, new and returning, requiring focused emotional and practical support and have seen our wait list increase. However, priorities are always responded to within 2 days. We expanded the team near the end of this year and implemented a new information welcome response to on-line referrals. We have recently recruited two volunteers. The team uses active listening, health coaching skills and their in-depth knowledge of services to make referrals, explore options and together help family carers to find the next steps. 593 family carers received support this year.

The Carers Assessment Team receives referrals from Suffolk County Council and undertakes statutory carers' assessments for family carers supporting another adult/adults with any illness or condition. We experienced significant changes nearer the end of the year with the introduction of the new Self-Assessment Carers Assessment form, which we helped the County Council to pilot. We increased the amount of carers assessments processed to 1,476 per annum. We maintained the excellent quality of our carers' assessments and the service given to family carers, also supporting their emotional and physical health.

"I felt listened to and felt empathy. Acknowledgement goes a long way and I thank you for that. I know there are difficult times ahead, and in order to cope I need to put time aside for me. It's easy to forget that when one is so caught up in it all, so thank you for reminding me".

The Hospital Team covers all three main hospitals in Suffolk. The team provides emotional support, information, advice and guidance (IAG) and assists family carers to navigate the complexities of hospital discharge processes, either when the person they care for is in hospital or they themselves are. The team has directly supported 267 family carers who are registered with SFC and 363 family carers who chose not to register at that time. They have continued to develop links with medical professionals raising awareness to 1,106 professionals through bite size training, team meetings and individual interactions.

"The Hospital worker from SFC has been incredibly supportive and has given me many useful contacts and information, which I have contacted. She has been in checking in with me and I'm so grateful for all the support as life has been so traumatic and will only get worse. Just knowing I can contact SFC, who are able to listen to me and help makes such a difference at this very challenging time".

The Mental Health and Wellbeing Service continues to deliver services in a flexible way, offering a variety of options for those looking for information, advice, guidance and emotional support, specifically telephone, email, online or in person 1:1 time with an adviser. Peer support is available via our in-person groups and workshops and there are online workshops for those who prefer this option or are limited by their caring roles.

"Just having someone to talk to is so helpful, you've been a life saver."

Ensuring that family carers feel informed in their role remains key to the work of the Information and Education Team who has continued to work on a range of self-access videos and resources. Feedback from family carers continues to highlight the importance of offering a variety of information topics via a range of mediums.

"I find attending the courses provided by yourselves help me cope with my caring role. They help to validate the difficulties I have with the role and my feelings about it and provide helpful useful tools to help cope".

Suffolk Family Carers Limited

Company Limited by Guarantee

Trustees' annual report (incorporating the directors' report) *(continued)*

Year ended 31 March 2024

Objectives and activities *(continued)*

Our Talk and Support project is led by our co-ordinator and consists of a team of volunteers who supported 60 family carers who are isolated. Volunteers deliver regular telephone support to listen, provide emotional support and provide relevant information. This year we have also developed and undertaken a new Dementia Talk and Support (via external donations) which allowed people supporting someone living with dementia to receive a listening ear as well as focusing on the future goals, exploring what is around them in their communities and introducing them to a new peer support element. The pilot has helped us see the positives of some focused community support with family carers and we will be developing this for the entire Talk and Support service.

We have experienced some challenges this year with the reduction of our volunteers as some retired from volunteering, and we had a slower uptake of family carers for the peer support element. However, we are seeing a gradual change where more volunteers are joining and we will continue to develop peer support.

"The volunteer is non-judgemental, easy to talk to and the first person that has made me 'not feel on my own'. Some weeks, just knowing she would be ringing helped me through the week. She has helped plan time for me. Thank you".

Our Children, Young People and Families Service (CYPF) saw 879 new registrations within the year and we continue to see a rise in registrations. Last year we successfully completed 822 assessments of which 509 were statutory, 296 were non-statutory (not registered with SCC) and 17 were transition assessments (assessments during times of change and looking ahead). We now have a regular volunteer who is helping us explore reasons behind an increased level of work within education settings.

We offer a high number of young carer review assessments and interventions to give emotional support to the young people we support, working alongside the individual to identify what is important to them and develop actions to help them move forward.

We have been continually developing our website pages and our on-line support via social media to give young people many ways to access support and information.

The Neurodevelopmental (ND) Service saw the development of a parent carer emotional support telephone line which will enable peer to peer support. There was growing attendance at the parent carer workshops and drop-in sessions. The ND service also introduced new friendship groups for neurodivergent children and young people.

The CYPF continues to work to a 'whole family approach' and had a number of whole family activities to build on family relationships and provide young people with dedicated time with one parent.

We did 3 on-line sessions (solely for females) with a one night residential setting; the sessions focused on personal hygiene, relationships and positive body image.

Last year we experienced an unusually high number young people whose person they cared for has passed away which led to a 'bereavement residential' in response to their needs.

3. To provide training and education for family carers and professionals.

The Mental Health and Wellbeing Service has developed a range of bespoke resource packs that accompany each of our workshops, and although these are a recent introduction they have been warmly received by attendees at workshops, valuing the consolidation of relevant materials and resources for their information. The workshops we continue to provide include:

Suffolk Family Carers Limited

Company Limited by Guarantee

Trustees' annual report (incorporating the directors' report) *(continued)*

Year ended 31 March 2024

Objectives and activities *(continued)*

Caring and Coping

Carers Rights and Carers Safety

Caring and Communicating

Caring and Trauma

Wellbeing for Me

Feeling Stronger to Care and Connect

Caring and Resilience

Caring and Boundaries

Caring for People on the Autism Spectrum

Who's in Charge?

Our Moving and Handling Service supports family carers to move the person they are caring for without putting themselves or the individual at risk of injury - for example to prevent falls of the person they support. A trained Occupational Therapist or moving and handling trainer visits the home to advise, find solutions and assist the family carer and the person they support. We experienced a slow start to the year after our provider resigned, however developed excellent working relationships with two new providers, enabling us to support all family carers on our waiting list. During this year we developed and undertook on-line moving and handling and group face to face sessions. The on-line course was extremely successful and we continue to develop this service. 86 family carers have benefited from this service this year.

The Communities Team undertakes professional training sessions and has raised awareness this year to 1,010 professionals.

We have been building on our new working relationship with the University of Suffolk to support the university to build a young adult carer community within their campus. We delivered many training sessions to professionals, both on-line and in person.

The Neurodevelopmental (ND) Service has delivered Teen Life, Time Out for ASD and Time Out for ADHD courses to parents. Emotional regulation and sensory and sleep workshops have also been sessions delivered.

"Truly brilliant course, well delivered and entirely validating. Has been extremely beneficial being able to attend together and chat to other parents who have experienced the same/similar issues (feedback from parent who attended Teen Life course)".

"I only have positive feedback. I was in a dark place when I found help through Suffolk Family Carers, now I can see a bright future for all my family because of the support I had. I'm eternally grateful".

First aid training and water confidence courses were also available for young people.

Suffolk Family Carers Limited

Company Limited by Guarantee

Trustees' annual report (incorporating the directors' report) *(continued)*

Year ended 31 March 2024

Objectives and activities *(continued)*

"H has enjoyed the lessons and has gained confidence both in and out of the water".

The ND Service introduced 'interest themed' respite and provided cookery skills, British Sign Language, first aid and creative writing sessions.

4. To enable family carers to access respite.

Our Neurological Care Breaks Scheme provides respite funding for family carers where the person they care for is aged over 18 and has a neurological condition as their primary care need and where family carers are identified as fulfilling a significant caring role. In the year to March 2024, 37 family carers benefitted and were supported with funding through the scheme this year.

The Respite on Prescription Project is for replacement care to help a family carer to have an elective medical procedure or visit the hospital for treatment i.e. chemotherapy, where the person being cared for cannot be left at home alone or they do not have family support. Referrals come from GP practices. This year 33 family carers accessed this service and were able to receive funds to support respite. We received many more referrals to the service, where family carers have sadly not been able to arrange their procedures, due to a number of reasons including cancelled operations or no available care agency to undertake short term care.

Last year we introduced two free bookable passes for local attractions. These can be requested via our website and allows family carers along with their families or friends, to access a funded day out. These have been extremely popular as they not only remove the potential barrier of cost for some families, but many family carers have highlighted, that due to the nature of the cared for persons condition - perhaps a neuro divergent child or an adult with dementia, they would not normally 'risk' the financial outlay, of what might be a very brief visit. Access to the passes allows family carers access to the days out, without this worry. Based on the success of this approach we will be looking to expand our offer over the coming year and will be seeking funds to support this.

We continue to offer short breaks to family carers through our static caravan in Kessingland.

We have also continued to administer our Respite Fund for those in need, whilst funds last.

Last year we were able to host six residential opportunities for young carers and young adult carers throughout the year.

"thank you for taking the boys at the weekend, on the journey home they chatted the whole way home without taking a breath, telling me about their adventures".

There were 798 unique YC/YAC attendances to respite activities.

We successfully facilitated two programmes of 'Band Academy' and awarded two music scholarships to young people so they could continue with the academy at the Mix in Stowmarket.

Facilitating our own Wellbeing Workshops in education settings was well received as part of a respite offer and opportunity.

5. To influence policy.

Suffolk Family Carers continues to share expertise and insights from family carers to inform our partners and funders.

Suffolk Family Carers Limited

Company Limited by Guarantee

Trustees' annual report (incorporating the directors' report) *(continued)*

Year ended 31 March 2024

Objectives and activities *(continued)*

Our CEO is the voluntary sector representative on the Ipswich and East Suffolk Alliance - working with local health and care partners to benefit the local population. Our CEO is also Senior Responsible Officer for the Age Well Domain Steering Group - a partnership of health and care professionals with the remit to assist the delivery of strategic plans for dementia services, family carer services, care homes and community support including frailty and falls.

Our senior managers are part of the Family Carer Partnership Board, which has responsibility to ensure that family carer services take account of family carers' needs. The FCPB is also supporting the delivery of the Suffolk All Age Carers Strategy, which is a partnership endeavour led by Suffolk County Council. As well as building valuable local connections to influence policy, the organisation is also a network partner of Carers Trust and attends Network Partner meetings and other events, enabling SFC to influence policy making.

Suffolk Family Carers is also affiliated to Carers UK and is part of the Carer Poverty Coalition.

Public benefit

We have referred to the Charity Commission's guidance on public benefit when reviewing our aims and objectives and in planning our future activities. In particular, we consider how planned activities will contribute to the aims and objectives set out in the charity's Memorandum and Articles of Association; The promotion and protection of health and the relief of poverty, sickness, and distress within the county of Suffolk, and surrounding counties in particular by the provision of practical help, support services, and advocacy. Education to persons who are acting as carers of people with physical or sensory disability, mental health difficulty, learning disability, ill health or who are aged, and their families by providing information and mediation, and by bringing together the representatives of voluntary organisations and statutory authorities.

Suffolk Family Carers Limited

Company Limited by Guarantee

Trustees' annual report (incorporating the directors' report) *(continued)*

Year ended 31 March 2024

Achievements and performance

Last year we refreshed our Strategy to take account of family carers' views following COVID 19 and other recent developments. We held co-production events with family carers which identified four main priorities; respite, emotional support, amplifying the voice of carers and raising the awareness of family carer issues. We set aside a designated budget to fund these ambitions. Early successes include our investment in a Volunteer Development Manager to assist us with delivering more services within our budgets, together with improvements to our digital content and information on how to access respite and emotional support. We have also amplified the voice of carers through our work with Carers UK as part of the Carers Poverty Coalition and raised awareness of family carer issues through our partnership work.

During this year we have been required to reduce our funded income under the Adult Carers Contact which has impacted on some of our spending decisions, including our strategy re-fresh budget. We have put on hold further developments under the Strategy which require funding, in preference of focusing on efficiencies, developments with alternative funding and digital delivery.

We have achieved our key performance indicators for 2023/4. We undertook 1,476 carers' assessments, meeting performance targets for the year. We also hit targets to engage with GP practices.

Our Young Carers Contract successfully concluded the initial 4 year agreement, exceeding all targets, and a 20 month extension was approved for 2024/5 and 2025/6.

We have been part of the Suffolk All Age Carers Strategy, managed by Suffolk County Council and monitored by the Family Carer Partnership Board. We have delivered on a number of the actions arising out of the action plan.

We were successful in securing National Lottery Funding to deliver our under 5s support. This project identified the possibilities of providing whole family support to the youngest family carers.

We were very proud to receive a platinum award for the Best Employers East of England Award scheme, evidencing our commitment to our people.

In November 2023 we were awarded the highest level of the Improving Quality (IQ) quality assessment scheme.

Volunteers

Our 51 volunteers donated 1,594 hours of their time across the organisation in differing roles, including admin support, emotional support through our Talk and Support service and support to our Children, Young People and Families Service.

Our 9 trustees, who volunteer their time, use their skills, experience and expertise to guide Suffolk Family Carers to achieve its strategic goals.

In September 2023 we recruited to the new post of a Volunteer Development Manager to enable us to improve our volunteering strategy and recruit more volunteers. By March 2024 the Volunteer Handbook had been reviewed and renewed and the volunteer recruitment process had been streamlined with improved ways of applying for roles. In January's Volunteer Week, we utilised social media to promote volunteering and built new external relationships for the benefit of volunteer service development.

Looking forward to 2024/25 we will finalise the Volunteer Strategy, develop an action plan and launch our new volunteer website page with improved information and engagement for volunteers.

Suffolk Family Carers Limited

Company Limited by Guarantee

Trustees' annual report (incorporating the directors' report) *(continued)*

Year ended 31 March 2024

Financial review

We are very appreciative to all of our supporters for their generous funding across our services despite these challenging economic times. We are committed to ensuring our income is used responsibly and effectively to achieve our mission to ensure family carers are visible, valued, supported and connected.

Headlines

	2023 £	2024 £	Comparison £	Comparison %
Income	2,339,572	2,329,952	(9,620)	(0.41)
Expenditure	(2,592,894)	(2,471,660)	(121,234)	(4.68)
Surplus / (Deficit)	(253,322)	(141,708)	(111,614)	(44.06)
Total charity funds	1,689,998	1,548,290	(141,708)	(8.39)

Total funds are made up as follows:

	Restricted funds	Unrestricted funds	Designated funds	Total funds
22/23 £	468,528	467,903	753,567	1,689,998
23/24 £	483,205	475,893	589,192	1,548,288
Movement £	14,677	7,990	(164,375)	(141,708)
Movement %	3.13	1.71	(21.81)	(8.39)

We are conscious of balancing the need to retain sufficient reserves providing long term financial stability whilst also investing free reserves to implement new strategic priorities or projects to achieve our goals. We have a reserves policy in place which helps mitigate the risk when planning to draw on reserves.

When budgeting for the year ended 31 March 2024, the trustees took a considered decision to overspend by approximately £600,000, this was to be part of a 3 year plan which would significantly reduce our designated funds.

We had set out four main aims:

- To develop recruit a volunteer manager and develop a volunteer strategy.
- To increase peer support for family carers.
- To increase our emotional support offer for family carers.
- To increase the voice of family carers and reach more beneficiaries.

We have successfully recruited a Volunteer Development Manager, and work is fully underway with a new volunteer strategy. Some of the support work we planned had relied on new volunteers, and whilst we are gradually increasing new recruits, there has been a knock on effect as to how quickly we are able to progress with some of the additional emotional support, and we have not spent as much as anticipated in this area.

We have increased our peer support offer, by way of a new Dementia Talk and Support project, we were fortunate enough to receive an external donation for this service, and therefore did not need to utilise the designated funds in the period just ended.

With regard to increasing the voice of family carers and reaching more beneficiaries, we had allocated an amount to fund a new role. Alongside other developments the role and scope originally envisaged were reviewed, and it was decided the time was not right to progress.

Suffolk Family Carers Limited

Company Limited by Guarantee

Trustees' annual report (incorporating the directors' report) *(continued)*

Year ended 31 March 2024

During the reporting period we were informed of a reduction in our main contract with effect from April 2024. Following this we took some remedial action and put a temporary hold on employing additional advisers.

The resulting deficit was much reduced to £141,708.

We remain confident in our ability to continue to provide current services to our beneficiaries and push ahead with our main strategic plans. After an evaluation of our current needs, plans for the future, and necessary reserves, the trustees have taken a decision to commit to a budget for the year ahead which allows an overspend of up to £400,000. The budget ensures unrestricted funds remain within the target levels as set out in our reserves policy.

Funding challenges in the charity sector are well known, for example, short term contracts, inflationary pressures and resourcing new initiatives. This can make planning for future periods very tricky. We budget for worst case scenario whilst striving for an improved situation. Having a flexible budget which allows an overspend enables us to be nimble as circumstances change, giving time to review and adapt our plans.

Restricted funds

Our restricted funds represent funds that have been given for a specific purpose and can only be used on those particular services.

Suffolk Family Carers Limited

Company Limited by Guarantee

Trustees' annual report (incorporating the directors' report) *(continued)*

Year ended 31 March 2024

Financial review *(continued)*

Unrestricted funds

Our unrestricted funds are those which are not restricted or designated to a specific purpose.

Unrestricted funds arise from donations and legacies, bank interest, apportioned management costs from current projects and resultant surpluses from ended projects.

Unsurprisingly income from donations and legacies is hard to forecast, when budgeting for future periods SFC believes in taking a prudent approach and bases income on those grants and contracts which have been confirmed as receivable, or highly likely.

To maintain an expected level of service for our beneficiaries we budget to use unrestricted funds whilst seeking continued funding when agreements are coming to an end, or whilst seeking new funding to support areas of identified unmet need.

Designated funds

Our designated funds have been allocated by the trustees for specific purposes, as set out below.

The Caravan Fund

We own a fully accessible static caravan on the coast of Suffolk which is used by family carers and their families. The caravan provides much needed respite to carers who haven't been able to have a break for many reasons, including those who may not be able to afford to pay for a short break themselves. We ask for donations, if affordable, but hire it out free of charge.

This designated fund currently only holds enough funds to cover the deprecation charge and a small amount of running costs over the next 2 years. We do receive a small amount of donations to support the caravan, but it is not enough therefore we are currently looking for further support for the ongoing maintenance and running costs. If we are not successful we will review the situation next year.

The Respite Fund

The Respite Fund is used to provide help to family carers who are possibly facing carer breakdown or experiencing significant impact to their wellbeing. Typical funding might be used to help with unexpected costs, gaps when other funds are not available or the wait is too long, preventative support - including a small wellbeing treat, funding towards local school trips or respite.

Community Development fund

This fund provides community development work as outlined in our strategy, our volunteer development work and projects not funded by specific grants.

Children, Young People and Families Development Fund And Mental Health Development Fund

We have invested in training and developing specialised staff and evolving our services to support particular beneficiaries. We value and wish to retain experienced staff and maintain services for family carers for as long as possible. The nature of charity funding often means projects end and whilst we aim to secure further support by seeking appropriate funders and writing applications, when we do not have firm confirmation, we use these funds to plug the gaps.

Suffolk Family Carers Limited

Company Limited by Guarantee

Trustees' annual report (incorporating the directors' report) *(continued)*

Year ended 31 March 2024

Financial review *(continued)*

Principal funding sources

These are set out in notes 5 and 6 to the accounts. The majority of funding continues to be from Suffolk-based local authorities and NHS bodies. The charity also benefits from donations from charitable trusts and individuals.

Investments

Our main bank is Bank of Scotland, however cash is also held in other banks to obtain best possible interest rates and Financial Services Compensation Scheme cover. There are no funds "invested". The cash position is consistent with the composition of funds balances which is shown in the Statement of Financial Activities.

Reserves Policy

It is essential that sufficient reserves are held to minimise the impact of significant loss of income. In the event of reduced income the main concerns of the trustees are:

- That the services provided can be wound down in a controlled manner with minimum impact on family carers, possibly allowing time for transfer of support given to family carers to other services.
- Suffolk Family Carers liabilities can be met.
- Staff commitments can be met and staff can continue working whilst new funding is secured.

The trustees have agreed to keep a level of reserves that would allow the organisation to operate for a period of between 6 to 12 months in a worst case scenario. Based on the above policy target reserves for 2023/24 were between £308,363 and £616,726. Unrestricted reserves at £475,893, being the total unrestricted balance, not including designated funds, are within that parameter. Total free unrestricted reserves are £471,824 being the balance minus the unrestricted assets value.

The level of reserves will be monitored monthly by the Senior Management Team and reported to the trustee Finance and Audit committee. If the forecast balance is outside the target totals then the trustees will consider what action, if any, may be appropriate taking into account any special circumstances. The policy will be reviewed annually.

Grants

Individual grants

SFC provides two types of grant funding to family carers:

1. The charity applies for small grant funding on behalf of beneficiaries. The criteria for making grants depends on the conditions attached by the funder to each activity/project. This year we have also been able to support family carers via the Household Fund and the Omicron Fund. Examples of grant usage are, a new washing machine, purchasing pill dispensers and supplying supermarket vouchers.
2. The charity also provides individual grants to family carers for respite and grants to overcome short term hardship.

Suffolk Family Carers Limited

Company Limited by Guarantee

Trustees' annual report (incorporating the directors' report) *(continued)*

Year ended 31 March 2024

Financial review *(continued)*

During the year the charity provided 169 grants to individuals totalling £31,777 (2023: 144 grants totalling £28,313).

Community Grants

During the year the charity made one grant of £960 to a local charity. This was to enable them to support family carers identified in their charitable work.

Plans for future periods

In 2024/25 we will develop an Overarching Strategy for Suffolk Family Carers which will incorporate all of our strategic intentions, not just our co-production work and service delivery for family carers. This Overarching Strategy will detail our ambitions to seek to diversify our funding streams, including building relationships with corporate funders.

We will continue to progress our Organisational Development priorities including improved progression opportunities and support within the organisation. Our Volunteering Strategy will support volunteers to identify and undertake meaningful roles within our services.

Efficiencies and digital delivery remain a priority and we will continue to review our systems to ensure that they are as streamlined as possible, using digital tools where appropriate.

Key to our success is our partnerships with other charities and not for profit organisations in Suffolk. We will focus on building on our current relationships and forging new relationships to ensure that we are reaching and supporting family carers who may currently not know about our services.

In terms of our training services, two new service offers will be workshops helping family carers identify transferable skills gained in the caring role that could be taken into volunteering or employment and the delivery of Feeling Stronger to Care and Connect for the UK Armed Forces Community.

Suffolk Family Carers Limited

Company Limited by Guarantee

Trustees' annual report (incorporating the directors' report) *(continued)*

Year ended 31 March 2024

Structure, governance and management

Governing Document

Suffolk Family Carers is a registered company in England and Wales limited by guarantee (No: 3507600) governed by its Memorandum and Articles of Association dated 10 February 1998. It is registered as a charity with the Charity Commission (No: 1069937). The registered office is: Unit 9, Hill View Business Park, Old Ipswich Road, Claydon, IP6 0AJ.

Trustee recruitment and appointment

Trustees are recruited through a mixture of local and national advertisements and via personal recommendation. They take part in an interview process and a key requirement is to have an affinity with the work we do.

Trustee board members give their time to the charity on a purely voluntary basis except where the organisation employs them in a professional capacity. Any expenses reclaimed from the charity and related party transactions, are set out in note 13 and note 24 to the accounts.

Trustee induction and training

New trustees are given an overview of the organisation at an induction meeting with a senior manager. They are given copies of various organisation documents including "The Good Trustee Guide" by NCVO and our Memorandum and Articles of Association. Experience of day to day work on the frontline is obtained by shadowing various members of staff as they perform their daily duties. Trustees are then invited to contribute to specialist working groups where appropriate. Trustees also attend training courses as appropriate.

Organisation

The charity is managed by the Board of Trustees as set out on page 2. The Board meets six times a year and there are sub-committees who report to the Board covering development, governance, HR and finance and audit. A Chief Executive Officer is appointed by the trustees to manage the day to day operations of the charity.

Pay policy for senior staff

Pay at all levels is set in line with the organisational pay structure and is scrutinised by the HR Committee. Pay for the Chief Executive Officer is considered and agreed outside of this process by the Chair of Trustees and the Chair of HR Committee

Risk Management

The senior management team at the charity maintains a risk register which is actively reviewed at each governance sub-committee and at the Board of Trustees annually, or when necessity arises. The risk register is maintained using a simple scoring system to enable major risks to be identified and action plans created. The trustees review and agree policies, systems, and procedures to mitigate those risks identified.

The main risks arising from the charity's operations are reduction in funding, liquidity risk, cash flow risk, and interest rate risk.

Suffolk Family Carers Limited

Company Limited by Guarantee

Trustees' annual report (incorporating the directors' report) *(continued)*

Year ended 31 March 2024

Funding Risk

The charity seeks to manage funding risk by continuing to identify and apply for grant funding for new services rather than rely on statutory funding. The charity is developing tender documents, in preparation for future tenders, by consulting with family carers and funding commissioners and ensuring service levels remain high and meet family carers' needs.

Liquidity risk

The charity seeks to manage financial risk by ensuring sufficient liquidity is available to meet foreseeable needs and to invest cash in assets safely and profitably. Short-term flexibility is achieved by having sufficient unrestricted reserves. The charity finances its investment in tangible fixed assets through operating lease contracts. The future obligations arising from these contracts are set out in note 23 of the financial statements.

Cash flow risk

The charity needs to manage cash-flow in order to meet its debts as they fall due. Management and the trustees therefore consistently monitor this and produce cash-flow forecasts to ensure there are sufficient cash reserves available in the charity.

Interest rate risk

The charity maintains sufficient funds in its current account to meet short term demand. Surplus short term funds are held on deposit to obtain interest. The charity manages its exposure to interest rate fluctuations on its longer term cash investments by entering into fixed rate agreements.

Fundraising

The charity does not actively fundraise from members of the public or engage third parties to fundraise on its behalf, the main fund raising approach is to apply for funding from grant awarding bodies.

Project workers within service areas identify need and apply for specific grant funding.

The charity receives many unsolicited donations from members of the public and local organisations, often from people who have benefited from the services provided or others who have heard of the impact of the services in their communities and want to support the cause. The charity is very grateful for the continued support of such donations.

The charity continues to believe its fund raising approach does not warrant signing up to a fundraising standard, and we are pleased to report we have not received any complaints about fundraising.

Trustees' responsibilities statement

The trustees (who are also directors for the purposes of company law) are responsible for preparing the trustees' annual report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Suffolk Family Carers Limited

Company Limited by Guarantee

Trustees' annual report (incorporating the directors' report) *(continued)*

Year ended 31 March 2024

Company law requires the trustees to prepare financial statements for each financial year. Under company law the trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the charitable company for that period.

In preparing these financial statements, the trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP 2019 (FRS102);
- make judgements and estimates that are reasonable and prudent;
- state whether applicable UK accounting standards have been followed, subject to any material departures disclosed and explained in the financial statements;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in operation.

The trustees are responsible for keeping proper accounting records that disclose with reasonable accuracy at any time the financial position of the charity and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the 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 charity auditor is unaware; and
- the trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditor is aware of that information.

Auditor

Each of the persons who is a trustee at the date of approval of this report confirms that:

- so far as they are aware, there is no relevant audit information of which the charity's auditor is unaware; and
- they have taken all steps that they ought to have taken as a trustee to make themselves aware of any relevant audit information and to establish that the charity's auditor is aware of that information.

Small company provisions

This report has been prepared taking advantage of the small companies' exemption of section 415A of the Companies Act 2006.

Suffolk Family Carers Limited

Company Limited by Guarantee

Trustees' annual report (incorporating the directors' report) *(continued)*

Year ended 31 March 2024

The trustees' annual report was approved on and signed on behalf of the board of trustees by:

S Brooks - Chair
Trustee

Suffolk Family Carers Limited

Company Limited by Guarantee

Independent auditor's report to the members of Suffolk Family Carers Limited

Year ended 31 March 2024

Opinion

We have audited the financial statements of Suffolk Family Carers Limited (the 'charity') for the year ended 31 March 2024 which comprise the statement of financial activities (including income and expenditure account), balance sheet, statement of cash flows and the related notes, including significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including FRS 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 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.

Suffolk Family Carers Limited

Company Limited by Guarantee

Independent auditor's report to the members of Suffolk Family Carers Limited (continued)

Year ended 31 March 2024

Other information

The other information comprises the information included in the trustees' annual report, other than the financial statements and our auditor's report thereon. The trustees are responsible for the other information. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon. Our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the course of the audit, or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006

In our opinion, based on the work undertaken in the course of the audit:

- the information given in the trustees' report which includes the directors' report prepared for the purposes of company law, for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the directors report included within 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 directors' report included within 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; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit; or
- the trustees were not entitled to prepare the financial statements in accordance with the small companies regime and take advantage of the small companies' exemptions in preparing the directors' report and from the requirement to prepare a strategic report.

Suffolk Family Carers Limited

Company Limited by Guarantee

Independent auditor's report to the members of Suffolk Family Carers Limited

(continued)

Year ended 31 March 2024

Responsibilities of trustees

As explained more fully in the trustees' responsibilities statement (set out on pages 17 to 18), the trustees (who are also the directors of the charity for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the trustees are responsible for assessing the 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.

Auditor's responsibilities for the audit of the financial statements

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

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

In addition to discussions with the client regarding the potential areas for irregularities and non compliance the following tests were also performed;

- Enquiry of management and those charged with governance;
- Enquiry of entity staff compliance functions to identify any instances of non-compliance with laws and regulations;
- Reviewing financial statement disclosures and testing to supporting documentation to assess compliance with applicable laws and regulations;
- Performing audit work over the risk of management override of controls, testing of journal entries and other adjustments for appropriateness, evaluation the rational of significant transactions outside the normal course of activities and reviewing accounting estimates for bias.

In common with all audits under ISAs (UK), we are also required to perform specific procedures to respond to the risk of management override. We also obtained an understanding of the legal and regulatory framework that the company operates in, focusing on provisions of those laws and regulations that had a direct effect on the determination of material amounts and disclosures in the financial statements. The key laws and regulations we considered in this context included the UK Companies Act and Employment law.

As a result of performing the above, we did not identify any key audit matters related to the potential risk of fraud or non-compliance with laws and regulations.

Suffolk Family Carers Limited

Company Limited by Guarantee

Independent auditor's report to the members of Suffolk Family Carers Limited

(continued)

Year ended 31 March 2024

Because of the inherent limitations of an audit, there is a risk that we will not detect all irregularities, including those leading to a material misstatement in the financial statements or non-compliance with regulation. This risk increases the more that compliance with a law or regulation is removed from the events and transactions reflected in the financial statements, as we will be less likely to become aware of instances of non-compliance. The risk is also greater regarding irregularities occurring due to fraud rather than error, as fraud involves intentional concealment, forgery, collusion, omission or misrepresentation.

A further description of our responsibilities is available on the FRC'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 and the charity's members as a body, for our audit work, for this report, or for the opinions we have formed.

Mark Proctor FCA DChA (Senior Statutory Auditor)

For and on behalf of
Lovewell Blake LLP
Chartered accountants & statutory auditor
Bankside 300
Peachman Way
Broadland Business Park
Norwich
NR7 0LB

Suffolk Family Carers Limited

Company Limited by Guarantee

Statement of financial activities (including income and expenditure account)

Year ended 31 March 2024

				2024		2023
	Note	Unrestricted funds £	Designated Funds £	Restricted funds £	Total funds £	Total funds £
Income and endowments						
Donations and legacies	5	18,004	13,131	109,356	140,491	121,196
Charitable activities	6	143,933	-	1,986,123	2,130,056	2,193,388
Investment income	7	58,945	-	-	58,945	24,988
Other income	8	360	-	100	460	-
Total income		<u>221,242</u>	<u>13,131</u>	<u>2,095,579</u>	<u>2,329,952</u>	<u>2,339,572</u>
Expenditure						
Charitable activities	9	349,577	170,558	1,951,525	2,471,660	2,592,894
Total expenditure		<u>349,577</u>	<u>170,558</u>	<u>1,951,525</u>	<u>2,471,660</u>	<u>2,592,894</u>
Net expenditure before transfer of funds		(128,335)	(157,427)	144,054	(141,708)	(253,322)
Transfers between funds		136,325	(6,948)	(129,377)	-	-
Net movement in funds		<u>7,990</u>	<u>(164,375)</u>	<u>14,677</u>	<u>(141,708)</u>	<u>(253,322)</u>
Reconciliation of funds						
Total funds brought forward		467,903	753,567	468,528	1,689,998	1,943,320
Total funds carried forward		<u>475,893</u>	<u>589,192</u>	<u>483,205</u>	<u>1,548,290</u>	<u>1,689,998</u>

The statement of financial activities includes all gains and losses recognised in the year.
All income and expenditure derive from continuing activities.

The notes on pages 27 to 40 form part of these financial statements.

Suffolk Family Carers Limited

Company Limited by Guarantee

Balance sheet

31 March 2024

		2024		2023	
	Note	£	£	£	£
Fixed assets					
Tangible fixed assets	15		71,147		88,647
Current assets					
Debtors	16	156,536		125,922	
Cash at bank and in hand		1,431,902		1,596,428	
		<u>1,588,438</u>		<u>1,722,350</u>	
Creditors: Amounts falling due within one year	17	<u>(111,295)</u>		<u>(120,999)</u>	
Net current assets			1,477,143		1,601,351
Total assets less current liabilities			<u>1,548,290</u>		<u>1,689,998</u>
Net assets			<u>1,548,290</u>		<u>1,689,998</u>
Funds of the charity					
Restricted funds			483,205		468,528
Unrestricted funds			475,893		467,903
Designated funds			<u>589,192</u>		<u>753,567</u>
Total charity funds	20		<u>1,548,290</u>		<u>1,689,998</u>

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

These financial statements were approved by the board of trustees and authorised for issue on, and are signed on behalf of the board by:

S Brooks - Chair
Trustee

Company registration number: 03507600

The notes on pages 27 to 40 form part of these financial statements.

Suffolk Family Carers Limited

Company Limited by Guarantee

Statement of cash flows

Year ended 31 March 2024

	2024 £	2023 £
Cash flows from operating activities		
Net expenditure	(141,708)	(253,322)
<i>Adjustments for:</i>		
Depreciation of tangible fixed assets	17,500	28,861
Amortisation of intangible assets	—	2,380
Other interest receivable and similar income	(58,945)	(24,988)
<i>Changes in:</i>		
Trade and other debtors	(30,614)	(13,422)
Trade and other creditors	(9,704)	(93,313)
Cash generated from operations	(223,471)	(353,804)
Interest received	58,945	24,988
Net cash used in operating activities	<u>(164,526)</u>	<u>(328,816)</u>
Cash flows from investing activities		
Purchase of tangible assets	—	(7,633)
Net cash used in investing activities	<u>—</u>	<u>(7,633)</u>
Net decrease in cash and cash equivalents	(164,526)	(336,449)
Cash and cash equivalents at beginning of year	1,596,428	1,932,877
Cash and cash equivalents at end of year	<u>1,431,902</u>	<u>1,596,428</u>

The notes on pages 27 to 40 form part of these financial statements.

Suffolk Family Carers Limited

Company Limited by Guarantee

Notes to the financial statements

Year ended 31 March 2024

1. General information

The charity is a public benefit entity and a private company limited by guarantee, registered in England and Wales and a registered charity in England and Wales. The address of the registered office is Unit 9, Hill View Business Park, Old Ipswich Road, Claydon, Suffolk, IP6 0AJ.

2. Statement of compliance

The charity constitutes a public benefit entity as defined by FRS 102. The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland issued in October 2019, the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS 102), the Charities Act 2011, the Companies Act 2006 and UK Generally Accepted Accounting Practice.

3. Accounting policies

Basis of preparation

The financial statements have been prepared on the historical cost basis.

The financial statements are prepared in sterling, which is the functional currency of the entity.

Going concern

The charity has made a deficit this year of £141,710 (2023: £253,322). The unrestricted reserves are within the target level and so the Trustees consider that the charity has adequate reserves to continue in operational existence for the foreseeable future. Thus, the trustees continue to adopt the going concern basis of accounting in preparing the financial statements.

Fund accounting

Unrestricted funds are available for use at the discretion of the trustees to further any of the charity's purposes.

Designated funds are unrestricted funds earmarked by the trustees for particular future project or commitment.

Restricted funds are subjected to restrictions on their expenditure declared by the donor or through the terms of an appeal.

Income

All income is included in the statement of financial activities when entitlement has passed to the charity, it is probable that the economic benefits associated with the transaction will flow to the charity and the amount can be reliably measured. The following specific policies are applied to particular categories of income:

- income from donations or grants is recognised when there is evidence of entitlement to the gift, receipt is probable and its amount can be measured reliably.
- legacy income is recognised when receipt is probable and entitlement is established.

Suffolk Family Carers Limited

Company Limited by Guarantee

Notes to the financial statements *(continued)*

Year ended 31 March 2024

3. Accounting policies *(continued)*

Income *(continued)*

- income from donated goods is measured at the fair value of the goods unless this is impractical to measure reliably, in which case the value is derived from the cost to the donor or the estimated resale value. Donated facilities and services are recognised in the accounts when received if the value can be reliably measured. No amounts are included for the contribution of general volunteers.
- income from contracts for the supply of services is recognised with the delivery of the contracted service. This is classified as unrestricted funds unless there is a contractual requirement for it to be spent on a particular purpose and returned if unspent, in which case it may be regarded as restricted.
- interest on funds held on deposit or invested is included upon notification of the interest paid or payable by the bank.

Expenditure

Expenditure is recognised on an accruals basis as a liability is incurred. Expenditure includes any VAT which cannot be fully recovered, and is classified under headings of the statement of financial activities to which it relates:

- expenditure on charitable activities includes all costs incurred by a charity in undertaking activities that further its charitable aims for the benefit of its beneficiaries, including those support costs and costs relating to the governance of the charity apportioned to charitable activities.
- other expenditure includes all expenditure that is neither related to raising funds for the charity nor part of its expenditure on charitable activities.

All costs are allocated to expenditure categories reflecting the use of the resource. Direct costs attributable to a single activity are allocated directly to that activity. Shared costs are apportioned between the activities they contribute to on a reasonable, justifiable and consistent basis.

Operating leases

Lease payments are recognised as an expense over the lease term on a straight-line basis.

Intangible assets

Intangible assets are initially recorded at cost, and are subsequently stated at cost less any accumulated amortisation and impairment losses.

Amortisation

Amortisation is calculated so as to write off the cost of an asset, less its estimated residual value, over the useful life of that asset as follows:

Website - 20% straight line

If there is an indication that there has been a significant change in amortisation rate, useful life or residual value of an intangible asset, the amortisation is revised prospectively to reflect the new estimates.

Suffolk Family Carers Limited

Company Limited by Guarantee

Notes to the financial statements *(continued)*

Year ended 31 March 2024

3. Accounting policies *(continued)*

Tangible assets

Tangible assets are initially recorded at cost, and subsequently stated at cost less any accumulated depreciation.

Tangible assets costing more than £1,000 are capitalised and included at cost, including any incidental expenses of acquisition.

Depreciation

Depreciation is calculated so as to write off the cost or valuation of an asset, less its residual value, over the useful economic life of that asset as follows:

Plant and equipment	-	10% straight line
Office equipment	-	10% straight line
Motor vehicles	-	33% straight line
Computer equipment	-	33% straight line

Grants payable

Grants payable are accounted for when approved by the Trustees.

Redundancy

Redundancy and termination costs are recognised as an expense in the Statements of Financial Activities and a liability on the Balance Sheet immediately at the point the charity is demonstrably committed to either:

- Terminate the employment of an employee or group of employees before normal retirement date; or
- Provide termination benefits as a result of an offer made in order to encourage voluntary redundancy.

The charity is considered to be demonstrably committed only when it has a detailed formal plan for the termination and is without realistic possibility of withdrawal from the plan.

Financial instruments

A financial asset or a financial liability is recognised only when the entity becomes a party to the contractual provisions of the instrument.

Basic financial instruments are initially recognised at the amount receivable or payable including any related transaction costs, unless the arrangement constitutes a financing transaction, where it is recognised at the present value of the future payments discounted at a market rate of interest for a similar debt instrument.

Current assets and current liabilities are subsequently measured at the cash or other consideration expected to be paid or received and not discounted.

Suffolk Family Carers Limited

Company Limited by Guarantee

Notes to the financial statements *(continued)*

Year ended 31 March 2024

Defined contribution plans

Contributions to defined contribution plans are recognised as an expense in the period in which the related service is provided.

4. Limited by guarantee

The charity is a company limited by guarantee and does not have share capital. Every member of the charity undertakes to contribute such amounts (not exceeding £10) as may be required in the event.

5. Donations and legacies

	Unrestricted Funds £	Designated Funds £	Restricted Funds £	Total Funds 2024 £
Donations				
Donations and Legacies	18,004	12,331	13,640	43,975
Grants				
Grants receivable	-	800	95,716	96,516
	<u>18,004</u>	<u>13,131</u>	<u>109,356</u>	<u>140,491</u>
	Unrestricted Funds £	Designated Funds £	Restricted Funds £	Total Funds 2023 £
Donations				
Donations and Legacies	40,052	585	20,175	60,812
Grants				
Grants receivable	-	-	60,384	60,384
	<u>40,052</u>	<u>585</u>	<u>80,559</u>	<u>121,196</u>

Suffolk Family Carers Limited

Company Limited by Guarantee

Notes to the financial statements *(continued)*

Year ended 31 March 2024

5. Donations and legacies *(continued)*

Donations, legacies and grants received consist of;

	2024	2023
	£	£
Arnold Clarke Community Fund	–	1,000
Babergh & Mid Suffolk District Council	14,625	4,875
BBC Children in Need	–	500
Carers Trust	2,900	8,470
Daval Trust	–	2,188
East Suffolk Council	3,579	1,961
Ipswich Borough Council	–	5,000
Ipswich Cemeteries	–	12,000
Legacy	–	10,340
Mid Suffolk Axis	6,322	–
Mid Suffolk District Council	8,418	–
Membership fees	945	745
Scrutton Bland	–	5,000
Suffolk Community Foundation		
- Scarecrow Fund	2,000	–
- Hewlett Fund	–	1,862
- Port Community Fund	1,992	1,960
- Private Fund JA	1,934	–
- Suffolk Household Support Grant	10,000	7,500
Suffolk County Council	3,008	–
Sundry Grants & Donations	30,720	30,040
The Crane Fund	5,988	–
The Mrs L D Rope Third Charitable Settlement	14,298	550
The Veteran's Foundation	23,439	24,302
West Suffolk Council	10,000	–
Youth Music	323	2,903
	<u>140,491</u>	<u>121,196</u>

6. Charitable activities

	Unrestricted Funds £	Restricted Funds £	Total Funds 2024 £
Income from charitable activities	<u>143,933</u>	<u>1,986,123</u>	<u>2,130,056</u>
	Unrestricted Funds £	Restricted Funds £	Total Funds 2023 £
Income from charitable activities	<u>143,133</u>	<u>2,050,255</u>	<u>2,193,388</u>

Suffolk Family Carers Limited

Company Limited by Guarantee

Notes to the financial statements *(continued)*

Year ended 31 March 2024

6. Charitable activities *(continued)*

Charitable activities received consist of;

	2024	2023
	£	£
Alzheimer's Society	61,500	61,500
Armed Forces Covenant Fund	45,147	35,686
Babergh District Council	–	2,258
BBC Children in Need	–	9,104
Dance East	–	2,500
East Suffolk Council	–	95,002
East Suffolk and North Essex NHS Foundation Trust	50,000	62,500
Leading Lives	–	1,104
NHS	600,135	563,051
PohWER	165,085	165,085
Suffolk County Council	960,155	1,063,223
Suffolk Libraries	77,350	74,375
Sundry income	2,804	–
The National Lottery Community Fund	109,880	–
Turning Point	58,000	58,000
	<u>2,130,056</u>	<u>2,193,388</u>

7. Investment income

	Unrestricted Funds £	Total Funds 2024 £	Unrestricted Funds £	Total Funds 2023 £
Bank interest receivable	<u>58,945</u>	<u>58,945</u>	<u>24,988</u>	<u>24,988</u>

8. Other income

	Unrestricted Funds £	Restricted Funds £	Total Funds 2024 £
Other income	<u>360</u>	<u>100</u>	<u>460</u>

	Unrestricted Funds £	Restricted Funds £	Total Funds 2023 £
Other income	<u>–</u>	<u>–</u>	<u>–</u>

Suffolk Family Carers Limited

Company Limited by Guarantee

Notes to the financial statements *(continued)*

Year ended 31 March 2024

9. Expenditure on charitable activities

	Activities undertaken directly £	Grant funding of activities £	Support costs £	Total funds 2024 £	Total fund 2023 £
Core services	43,996	–	363,024	407,020	416,380
Children, Young People and Families Service	450,155	11,462	39,494	501,111	485,070
Mental Health and Wellbeing	301,913	–	28,755	330,668	325,446
Adult Carers Services	1,090,309	21,275	121,277	1,232,861	1,365,998
	<u>1,886,373</u>	<u>32,737</u>	<u>552,550</u>	<u>2,471,660</u>	<u>2,592,894</u>

Of the above costs, £349,577 were unrestricted (2023: £360,006), £170,558 were designated (2023: £18,359) and £1,951,525 restricted (2023: £2,214,529).

Included within operational costs are grants paid totalling £32,737 (2023: £78,524) paid to individuals and community groups. Details of the purposes of the grants are included within the Trustees' report.

Support costs include governance costs of £16,697 (2023: £14,857) which have been apportioned directly to activities undertaken in 2024.

10. Analysis of support costs

	2024 £	2023 £
Wages and salaries	324,357	299,443
Rent and utilities	110,208	102,753
Governance costs	16,697	14,857
Travel	–	29,193
Insurance	17,220	16,942
Staff Training	4,406	6,183
IT Support and Licences	79,315	79,023
Fundraising	347	–
	<u>552,550</u>	<u>548,394</u>

11. Net expenditure

Net expenditure is stated after charging/(crediting):

	2024 £	2023 £
Amortisation of intangible assets	–	2,380
Depreciation of tangible fixed assets	17,500	28,861
Operating lease payments	70,076	67,013
Fees payable for the audit of the financial statements	<u>15,198</u>	<u>14,334</u>

Suffolk Family Carers Limited

Company Limited by Guarantee

Notes to the financial statements *(continued)*

Year ended 31 March 2024

12. Staff costs

The total staff costs and employee benefits for the reporting period are analysed as follows:

	2024	2023
	£	£
Wages and salaries	1,731,893	1,772,340
Social Security costs	133,078	143,429
Employer contributions to pension plans	115,796	114,745
	<u>1,980,767</u>	<u>2,030,514</u>

The average head count of employees during the year was 79 (2023: 84).

No employee received employee benefits of more than £60,000 during the year (2023: Nil).

No redundancy and termination payments were made in the year (2023: £7,764). These payments were made inline with contractual agreements and have been accounted for inline with the accounting policy noted.

Key Management Personnel

Key management personnel include all persons that have authority and responsibility for planning, directing and controlling the activities of the charity. The total compensation paid to key management personnel for services provided to the charity was £354,330 (2023: £359,237).

13. Trustee remuneration and expenses

No remuneration or other benefits were received from the charity or a related entity by the trustees during the year (2023: £Nil).

During the year, no trustee (2023: none) received reimbursement of expenses (2023: £Nil).

14. Intangible assets

	Website £
Cost	
At 1 April 2023 and 31 March 2024	<u>20,400</u>
Amortisation	
At 1 April 2023 and 31 March 2024	<u>20,400</u>
Carrying amount	
At 31 March 2024	<u>—</u>
At 31 March 2023	<u>—</u>

Suffolk Family Carers Limited

Company Limited by Guarantee

Notes to the financial statements *(continued)*

Year ended 31 March 2024

15. Tangible fixed assets

	Plant and equipment £	Office equipment £	Motor vehicles £	Computer equipment £	Total £
Cost					
At 1 April 2023	68,581	6,010	89,232	38,272	202,095
Disposals	—	—	—	(1,221)	(1,221)
At 31 March 2024	68,581	6,010	89,232	37,051	200,874
Depreciation					
At 1 April 2023	12,556	1,708	63,660	35,524	113,448
Charge for the year	6,631	1,595	7,886	1,388	17,500
Disposals	—	—	—	(1,221)	(1,221)
At 31 March 2024	19,187	3,303	71,546	35,691	129,727
Carrying amount					
At 31 March 2024	49,394	2,707	17,686	1,360	71,147
At 31 March 2023	56,025	4,302	25,572	2,748	88,647

16. Debtors

	2024 £	2023 £
Trade debtors	71,861	51,521
Prepayments and accrued income	76,725	68,601
Other debtors	7,950	5,800
	156,536	125,922

17. Creditors: Amounts falling due within one year

	2024 £	2023 £
Trade creditors	24,657	31,471
Accruals and deferred income	56,270	58,955
Social security and other taxes	29,173	29,942
Other creditors	1,195	631
	111,295	120,999

18. Deferred income

	2024 £	2023 £
At 1 April 2023	33,659	101,345
Amount released to income	(33,659)	(101,345)
Amount deferred in year	38,548	33,659
At 31 March 2024	38,548	33,659

Deferred income relates to income received by the charity relating to a future period that is paid in advance.

Suffolk Family Carers Limited

Company Limited by Guarantee

Notes to the financial statements *(continued)*

Year ended 31 March 2024

19. Pensions and other post retirement benefits

The Charity operates a group personal pension scheme, the assets of which are held in an independently administered fund. Employers' contributions paid during the period amounted to £115,796 (2023: £114,745).

Suffolk Family Carers Limited

Company Limited by Guarantee

Notes to the financial statements *(continued)*

Year ended 31 March 2024

20. Analysis of charitable funds

2024

Designated funds

	Balance at 1 April 2023	Income	Expenditure	Transfer	Balance at 31 March 2024
	£	£	£	£	£
Respite	45,486	2,870	(16,041)	—	32,315
Caravan fund	58,606	715	(14,728)	13,440	58,033
Community Development	464,018	3,509	(79,863)	(19,830)	367,834
Mental Health Development	87,680	—	(11,821)	(198)	75,661
Children, Young People and Families Development	97,777	6,037	(48,105)	(360)	55,349
	<u>753,567</u>	<u>13,131</u>	<u>(170,558)</u>	<u>(6,948)</u>	<u>589,192</u>

General funds

	Balance at 1 April 2023	Income	Expenditure	Transfer	Balance at 31 March 2024
	£	£	£	£	£
Core Services	467,903	221,242	(349,577)	136,325	475,893

Restricted funds

	Balance at 1 April 2023	Income	Expenditure	Transfer	Balance at 31 March 2024
	£	£	£	£	£
Core Services	5,466	43,293	(42,379)	(1)	6,379
Children Young People Families Service	40,354	537,682	(453,006)	(52,991)	72,039
Mental Health and Wellbeing	117,966	340,011	(318,845)	(43,200)	95,932
Adult Carers Services	304,742	1,174,593	(1,137,295)	(33,185)	308,855
	<u>468,528</u>	<u>2,095,579</u>	<u>(1,951,525)</u>	<u>(129,377)</u>	<u>483,205</u>
Total funds 2024	<u>1,689,998</u>	<u>2,329,952</u>	<u>(2,471,660)</u>	<u>—</u>	<u>1,548,290</u>

Suffolk Family Carers Limited

Company Limited by Guarantee

Notes to the financial statements *(continued)*

Year ended 31 March 2024

2023

Designated funds

	Balance at 1 April 2022 £	Income £	Expenditure £	Transfer £	Balance at 31 March 2023 £
Respite	53,426	–	(7,940)	–	45,486
Caravan fund	68,500	585	(10,419)	(60)	58,606
Community Development	–	–	–	464,018	464,018
Mental Health	–	–	–	87,680	87,680
Development	–	–	–	–	–
Children, Young People and Families	–	–	–	–	–
Development	–	–	–	97,777	97,777
	<u>121,926</u>	<u>585</u>	<u>(18,359)</u>	<u>649,415</u>	<u>753,567</u>

General funds

	Balance at 1 April 2022 £	Income £	Expenditure £	Transfer £	Balance at 31 March 2023 £
Core Services	464,918	208,173	(360,006)	154,818	467,903
	<u>464,918</u>	<u>208,173</u>	<u>(360,006)</u>	<u>154,818</u>	<u>467,903</u>

Restricted funds

	Balance at 1 April 2022 £	Income £	Expenditure £	Transfer £	Balance at 31 March 2023 £
Core Services	8,174	43,250	(45,958)	–	5,466
Children Young People	–	–	–	–	–
Families Service	254,480	414,445	(485,070)	(143,501)	40,354
Mental Health and	–	–	–	–	–
Wellbeing	238,606	338,222	(325,446)	(133,416)	117,966
Adult Carers Services	855,216	1,334,897	(1,358,055)	(527,316)	304,742
	<u>1,356,476</u>	<u>2,130,814</u>	<u>(2,214,529)</u>	<u>(804,233)</u>	<u>468,528</u>
Total funds 2023	<u>1,943,320</u>	<u>2,339,572</u>	<u>(2,592,894)</u>	<u>–</u>	<u>1,689,998</u>

Core Services

This service supports the activities provided to family carers. It includes the CEO office functions, human resources, finance, contracts management, communications and the volunteering project.

Children, Young People and Families Service

We support young people from age 5 years up to 24 years of age, who care for a parent, grandparent or sibling. The aim of the service is to support young people to reduce inappropriate or excessive caring and to ensure that young carers have a chance to be children, first and foremost, by receiving opportunities to have a break from their caring roles, relax and make new friends and make successful transitions into adulthood.

Support has included information, advice, one to one support, drop-ins at schools and colleges, peer support, monthly clubs, activities, life skill workshops and residential trips.

Suffolk Family Carers Limited

Company Limited by Guarantee

Notes to the financial statements *(continued)*

Year ended 31 March 2024

Mental Health and Wellbeing Service

We provide a range of services and support to family carers who are looking after someone with dementia or mental health and/or substance misuse issues. We offer a range of information and support programmes to help family carers maintain and improve their own emotional wellbeing and bring resilience to their caring role

Adult Carers Services

We provide information, advice, guidance and advocacy to adult family carers in Suffolk. We ensure family carers access appropriate services and support from us and we put them in touch with other organisations which can help them.

We provide support to family carers in GP surgeries across East and West Suffolk and hospital based carer support in the Ipswich, West Suffolk, and James Paget hospitals. We also provide a variety of services which help family carers stay well.

Designated funds

The purpose of the designated funds is described in the Trustee' Report on page 14.

Transfers

Transfers from restricted to unrestricted funds represent a proportion of support and development services which include strategic planning and management, contract management, finance and personnel, and are chargeable to restricted funds.

21. Analysis of net assets between funds

Year ended 31 March 2024

	Unrestricted funds £	Designated funds £	Restricted funds £	Total £
Tangible fixed assets	4,069	49,392	17,686	71,147
Net current assets	471,824	539,800	465,519	1,477,143
	<u>475,893</u>	<u>589,192</u>	<u>483,205</u>	<u>1,548,290</u>

Year ended 31 March 2023

	Unrestricted funds £	Designated funds £	Restricted funds £	Total £
Tangible fixed assets	7,097	55,978	25,572	88,647
Net current assets	460,806	697,589	442,956	1,601,351
	<u>467,903</u>	<u>753,567</u>	<u>468,528</u>	<u>1,689,998</u>

22. Analysis of changes in net debt

	At 1 Apr 2023 £	Cash flows £	At 31 Mar 2024 £
Cash at bank and in hand	<u>1,596,428</u>	<u>(164,526)</u>	<u>1,431,902</u>

Suffolk Family Carers Limited

Company Limited by Guarantee

Notes to the financial statements *(continued)*

Year ended 31 March 2024

23. Operating lease commitments

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

	2024	2023
	£	£
Not later than 1 year	63,185	53,942
Later than 1 year and not later than 5 years	22,692	22,730
Later than 5 years	48,024	52,026
	<u>133,901</u>	<u>128,698</u>

24. Related parties

During the year, the charity received advice and software support amounting to £1,253 (2023: £1,200) from Scrutton Bland LLP, an entity in which J Tucker (Trustee and Treasurer) is a partner. At 31 March 2024, the charity owed Scrutton Bland LLP £300 (2023: £466).

During the year, the charity received income totalling £404,370 and refunded £12,500 of income back to NHS Suffolk and North Essex Integrated Care Board, an entity in which K Alderson (CEO) is ICS VCSE Assembly chair (2023: £54,760). No balance was outstanding at the year end.

During the year, the charity received income totalling £15,926 (2023: £11,322) from Suffolk Community Foundation, an entity in which Jane Millar (Trustee) is a Trustee. No balance was outstanding at the year end.

Trustees made donations to the charity totalling £210 (2023: £190) during the year, of which £120 was in accrued income at the year end.

Accounts

COMPANY REGISTRATION NUMBER: 03507600
CHARITY REGISTRATION NUMBER: 1069937

Suffolk Family Carers Limited
Company Limited by Guarantee
Financial statements
31 March 2023

Suffolk Family Carers Limited

Company Limited by Guarantee

Financial statements

Year ended 31 March 2023

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Suffolk Family Carers Limited

Company Limited by Guarantee

Trustees' annual report (incorporating the directors' report)

Year ended 31 March 2023

The trustees, who are also the directors for the purposes of company law, present their report and the financial statements of the charity for the year ended 31 March 2023.

The financial statements have been prepared in accordance with the accounting policies set out in notes to the accounts and comply with the charity's governing document, the Charities Act 2011 and Companies Act 2006 and Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland published in October 2019.

Reference and administrative details

Registered charity name	Suffolk Family Carers Limited
Charity registration number	1069937
Company registration number	03507600
Principal office and registered office	Unit 8 Hill View Business Park Old Ipswich Road Claydon Suffolk IP6 0AJ

The trustees

The trustees who served during the year and at the date of approval were as follows:

S Brooks - Chair
J Tucker - Treasurer
J Millar
C Burman
S Goddard
A Hogarth (resigned 30 November 2022)
M Roberts
H Kossowska-Peck (appointed 1 February 2023)
C Baldwin (resigned 31 December 2022)
B Buckley

Chief Executive K Alderson

Auditor Lovewell Blake LLP
Chartered accountants & statutory auditor
Bankside 300
Peachman Way
Broadland Business Park
Norwich
NR7 0LB

Bankers Bank of Scotland
3 Queen Street
Norwich
NR2 4SG

Suffolk Family Carers Limited

Company Limited by Guarantee

Trustees' annual report (incorporating the directors' report) *(continued)*

Year ended 31 March 2023

Objectives and activities

Across all areas of our work we live by our FAIR values:

- Family Carer Focus - Listening and responding to family carers' needs and those of their families.
- Accountability - Responsible for the decisions we make and the actions we take.
- Integrity - Working professionally.
- Respect - Valuing family carers, staff, volunteers and all stakeholders; recognising and promoting equality and diversity.

Suffolk Family Carers provides services and support for family carers of all ages across Suffolk. We deliver our services through a number of age related, targeted services both from our main base in Claydon and from within the community. Our range of services is diverse and flexes to meet the needs of family carers within Suffolk. We are committed to listening to the views of family carers and co-producing services with them where possible, with the end goal of improving support for family carers and meeting needs.

Public benefit

We have referred to the Charity Commission's guidance on public benefit when reviewing our aims and objectives and in planning our future activities. In particular, we consider how planned activities will contribute to the aims and objectives set out in the charity's Memorandum and Articles of Association; The promotion and protection of health and the relief of poverty, sickness, and distress within the county of Suffolk, and surrounding counties in particular by the provision of practical help, support services, and advocacy. Education to persons who are acting as carers of people with physical or sensory disability, mental health difficulty, learning disability, ill health or who are aged, and their families by providing information and mediation, and by bringing together the representatives of voluntary organisations and statutory authorities.

Suffolk Family Carers Limited

Company Limited by Guarantee

Trustees' annual report (incorporating the directors' report) *(continued)*

Year ended 31 March 2023

Achievements and performance

April 2022 to March 2023 has been a very successful year for Suffolk Family Carers (SFC). We have embedded our Adult Carers Contract and have gone from strength to strength in delivering against our Young Carers Contract targets. We have continued to provide excellent support through our Mental Health and Wellbeing Service and we have held co-production events with family carers to check in with them, and to ensure we continue to focus on the priority areas that family carers want.

We started a number of new projects in April 2022, which included the Dementia Connect Contract. This contract is led by the Alzheimer's Society and our involvement relates to delivering carers assessments to carers who support someone living with dementia. We were also fortunate in receiving a one year grant from Babergh and Mid Suffolk District Council to run a project with young carers.

In April 2022 we were successful as part of the Suffolk Advocacy Service partnership, led by PohWer, to deliver Advocacy services in Suffolk. We are delighted that there is more of a focus on family carers within the new model.

We have ceased delivering social prescribing, which enables us to focus more on what carers want.

Our variety of services ensures that we continue to provide excellent support to family carers of all ages.

Core

Our Core service provides essential support to our frontline work by way of governance including compliance with statutory laws and the Charity Commission; organisational development and people management; the CEO responsibility and financial functions including audit.

This year we have continued to build our culture, focussing on the engagement and wellbeing of our staff. We have developed our approach to performance reviews to ensure we regularly provide clear focus, feedback and recognition, enabling everyone to do their best for family carers. We have delivered a new leadership toolkit for managers to further develop their skills and share best practice and we continue to focus on wellbeing, helping to build a healthy and resilient workforce.

Adult Carers Services Contract

We have just completed our second year of the Adult Carers Contract and have increased our delivery of Carers Assessments to 1,460 per annum. We are on track to meet and exceed the target of 1,500 in our third year, a great achievement which will have seen us increase our output by 50%. Other services funded by the contract are getting back to normal following the pandemic. Our hospital advisers are now back in the hospitals and GP practices are now welcoming back our community team into surgeries to support staff to become family carer aware.

Hub - First point of contact into the organisation and the source of considerable knowledge - we continue to develop our information database to assist family carers. This year we introduced an on-line referral process and 1,899 people decided to use this method of registering with SFC. Our Hub Navigators interactions were similar to last year at just over 11,400.

Carers Assessments - we receive referrals direct from Suffolk County Council to undertake statutory carers assessments to family carers supporting another adult/adults with any illness and condition. We increased the amount of carers assessments we processed by 121 from 1,339 to 1,460 whilst maintaining our excellent levels of quality. We aim to increase our delivery further this coming year by continuing to streamline and develop processes.

'Thank you so much for the ten tips, I have read them and they are very helpful, they are down to earth and it now makes me feel human again, the best advice I have had.'

'Once again thank you I am pleased at the excellent way in which you conducted the telephone assessment, - making me feel at ease'

Suffolk Family Carers Limited

Company Limited by Guarantee

Trustees' annual report (incorporating the directors' report) *(continued)*

Year ended 31 March 2023

Duty Family Carer Advisers - This team supports family carers who require in-depth conversational support about their caring role. We have seen demand for support grow since January 2023.

'Talking to you gave me the boost I needed to start doing things for myself to keep well, including Mindfulness sessions and a singing group. I am very grateful for this'

Hospital Family Carer Advisers - We cover all 3 main hospitals in Suffolk. It has been wonderful for our staff to be welcomed back into the hospital after hospital COVID rules changed. The team provides emotional support, information, advice and guidance (IAG) and assists family carers to navigate the complexities of hospital and discharge processes. This year we are developing our links with carers/patient leads at the hospitals to increase awareness of family carers throughout the hospital, and improved hospital practices for family carers.

'Family carer contacted us to say how grateful she was for the kind support she had received while her husband was in hospital, she does not know how she would have got through it without the SFC worker's kind help and support.'

Community Family Carer Advisers - This year with COVID restrictions lifted and communities more open to engage, we have re-engaged with GP's in Suffolk, supporting 53 of the 73 Suffolk surgeries to achieve standards as part of the GP Framework to support carers - to help general practices better identify and support carers of all ages, and set a clear ambition to achieve 4 key areas. Many of the other surgeries are still happy to have a Carer Awareness poster present in the surgery. The SFC team hold drop ins for carers, engage with employers, pharmacies, care homes, care agencies and seldom heard communities to raise awareness of family carers and to highlight our services, they undertake professional training sessions and also undertake face to face appointments in the community via GP referrals.

'It was good to talk and your caring professionalism really helped, you are a real credit to your organisation. Thank you so much for forwarding to me the various links which I will review with great interest, especially your kind suggestion of a befriender for my mum. Your time and care were so much appreciated and really helped.'

This year the **Duty, Hospital and Community teams** have supported 2,060 individual family carers with one to one support and another 598 family carers via community events. This is an increase from last year of over 200 family carers. We have achieved this as we have been more able to be in the community.

Talk and Support - led by our co-ordinator, a team of 25-35 volunteers this year supported 83 family carers who are isolated with regular phone support to listen, provide emotional support and provide relevant information. This coming year with additional funding (via external donations) we are piloting a new dementia talk and support which as well as the family carers receiving that listening ear will aim to focus on the future goals for the family carer and to introduce them to a new peer support element.

'The volunteer understood exactly what I was going through. It has made a big difference to my life, and we should never under estimate the value of being able to talk. I am immensely grateful'

Neurological Care Breaks Scheme - NCBS provides respite funding for family carers where the person they care for is aged over 18 and has a neurological condition as their primary care need and where family carers are identified as fulfilling a significant caring role. In the year to March 2023, 31 family carers benefitted from this scheme. This coming year we plan further promotion to ensure more carers receive respite, within the resources available.

Respite on Prescription - ROP is for replacement care to help a family carer to have an elective medical procedure or visits to the hospital for treatment i.e. chemotherapy, where the person being cared for cannot be left at home alone or they do not have family support. Referrals come from GP practices. This year, 22 family carers accessed this service. We aim to continue to raise awareness to GP practices and to further improve GP access to the service through partnership working. We have started to see an increase in referrals in 2023.

Suffolk Family Carers Limited

Company Limited by Guarantee

Trustees' annual report (incorporating the directors' report) *(continued)*

Year ended 31 March 2023

Moving and Handling - This service is to support family carers to move the person they are caring for without putting themselves or the individual at risk of injury, for example to prevent falls of the person they support. A trained Occupational Therapist visits the home to advise, undertake training to assist the family carer and the person they support. During this year we are aiming to develop this service further.

Other Services for Adult Carers

Dementia Connect Service - We were delighted to be part of this new contract which started in April 2022. Our role is to undertake carers assessments that the Dementia Connect service refers, for family carers supporting someone with dementia. This year we have formed excellent working relationships with Alzheimer's Society, and commissioners, we are part of the Dementia Strategy, Suffolk and North East Essex Dementia forum, have attended events, undertaken presentations and completed 111 carers assessments. This coming year we aim to continue to work together with Alzheimer's Society to increase referrals. One way is developing existing pathways.

REACT (Reactive Emergency Assessment Community Team) Ipswich and East; EIT (Early Intervention Team West) - We have a family carer adviser in each team. They are part of the prevention teams in Ipswich and West Suffolk. Our family carer advisers work alongside other professionals to enable people to stay in their homes rather than have an unnecessary hospital admission. In April 2023 we obtained a new 2 year grant to continue to provide the EIT service, and as part of this have new developments to further improve the service.

Finding My Way - this project was funded by East Suffolk Council via their COVID Recovery funding until December 2022. This funding allowed us to support family carers in this council area to receive up to 5 sessions of solution focused family carer support, known as health coaching. 23 family carers benefitted from the full one to one Finding My Way sessions, with many others benefitting from mini sessions. In line with our strategy regarding emotional support, moving forward we aim to seek further funding for this valuable emotional support service.

Advocacy - Partnership with PohWer (lead partner) and partners - Suffolk User forum, Ace Anglia and ourselves to form the Suffolk Advocacy Service. We were delighted to be part of this new contract, which started in April 2022 - to deliver a variety of statutory and community Advocacy with our focus on family carers and provide Relevant Person Representative service for people deprived of their liberty. In this first year we have developed excellent working relations with our partners, and continue to deliver together the service moving forward. We exceeded our 5,100 hours delivery of advocacy work.

Volunteers - our 53 volunteers donated over 2,400 hours of their time supporting our services across the whole organisation. Our volunteer shadow trustee was welcomed as a full voting board trustee during the year. Our talk and support service has gone from strength to strength (see above) and we are now planning a greater strategic focus on recruiting volunteers going forward, to enable us to provide more support and services to family carers through volunteer opportunities and other opportunities in the community. To support this ambition, we will be recruiting a Volunteer Development Manager in the new financial year.

Mental Health and Wellbeing Services for Adult Carers

The Mental Health and Wellbeing Service offers information and support to those aged over 18 caring for someone aged over 18 who has difficulties with their mental health. Additionally, it offers information and support to those aged over 16, affected by another's misuse of substances including alcohol.

We offer support programmes and workshops to family carers which provide information and emotional support. We also promote emotional wellbeing of family carers through our partnership with Wellbeing Suffolk.

Suffolk Family Carers Limited

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Trustees' annual report (incorporating the directors' report) *(continued)*

Year ended 31 March 2023

Finally, we provide bespoke **support to family carers in the UK armed forces** communities in Suffolk - serving, ex-serving, veteran and reservists - in the form of information, guidance and emotional support.

We continue to offer a flexible approach in how we have delivered our services across all of our projects in Mental Health and Wellbeing, to increase accessibility and consider individuals' preferences and comfortability with regards to social contact. This has meant that we have offered both online and in person options, to suit the needs of different individuals.

Through our information and education project we have delivered **'Feeling Stronger To Care and Connect'** a series of locality based workshops offering family carers a chance to not only gather information but make new contacts and networks post pandemic, helping to address some of the loneliness and isolation often experienced in the caring role.

Our **dual diagnosis support group** and our **mental health family carer peer support group** also offer valuable opportunities to meet with others in similar situations. The benefit of such a 'safe' space is already evident for family carers who are balancing these often very complex caring roles.

A series of informative podcasts is now available and as we look forward to the coming year we aim to offer a range of videos and self-help resources. Feedback from family carers has told us how important it is to have this choice in order they can access the range of information and support in a way that suits them.

Through our **Time Out Together project**, we were able to offer a range of funded opportunities for family carers from the armed forces community to meet with family carers from the civilian community - these events were hugely successful, and underlined the fact that whatever your caring role - the opportunity to take a break is essential. Based on the success of our bookable food museum passes, we have taken the opportunity to extend this for a further year and will look to widen the scope of activities offered - providing much needed access to local activities for family carers of all ages. Already, these opportunities to take a break are extremely popular and family carers tell us that due to financial pressures these may be the only way of accessing days out.

Last year, we highlighted our work in **understanding the needs of family carers resident in Suffolk prisons**. This work has continued and we now attend HMP Hollesley Bay on a regular basis and also visit local approved premises to speak with individuals about how their caring roles might impact their ability to comply with their licensing requirements. Even in these very early stages of our work, we are seeing the positive impact of identifying these unseen family carers at this stage in their journey and how it might influence their lives going forwards.

Children, Young People and Families Service

Emotional support - Providing emotional support to young carers, young adult carers and parent carers is central to all that we do. We have seen an increased level of need for 1:1s and emotional support since the pandemic. Many young carers and young adult carers utilise our social media platforms to request more support which can then be provided digitally or in person. We also seek to create opportunities where peer support relationships can be developed and we know this support plays a vital role in maintaining wellbeing for young carers, young adult carers and parent carers.

Young carers and young adult carers also benefit from the network of education support as our schools and colleges' award develops.

This year, examples of our activities include a workshop and programme delivery for parent carers, fitness and wellbeing programmes for young carers and our new peer support worker who supports families in our Neurodevelopmental (ND) project, mentoring neurodivergent young people to support their wellbeing, engagement with education and future aspirations.

Suffolk Family Carers Limited

Company Limited by Guarantee

Trustees' annual report (incorporating the directors' report) *(continued)*

Year ended 31 March 2023

'It was a great pleasure to work with you, we really got the right information and guidance from your end.'

'Your efforts really removed us from a lot of confusions and initial struggles.'

'I honestly felt good when you asked me what you do to keep yourself healthy and relaxed given a stressful situation, I'm really grateful to your system the way it has been designed to help special needs parents to get things done in a better way.'

Information, advice and guidance (IAG) - Our expert and knowledgeable advisers provide bespoke Information, Advice and Guidance which is tailored to the individual needs of the young carer, young adult carer or parent carer. Our advisers work alongside the individual to identify what is important to them and what they would like to change, agreeing action plans which help the individual to move forwards, identify solutions and creating sustained positive change.

This year, we have provided bespoke IAG after every assessment and at 'catch ups' in school with YCs & YACs. We have also increased our whole family approach, which has included whole family action planning via the ND Team.

Training/education for carers - We have responded to the emerging needs of young carers, young adult carers and parent carers by delivering various training opportunities. Young carers have benefited from swimming confidence session, Girls group and Duke of Edinburgh Award. Whilst parent carers have been offered a variety of multi week programmes and one off topic based workshops.

This year, we have provided Teen Life (NAS licensed programme), Time Out for Parents (ASD) (Care for the Family licensed programme) and Time Out for Parents (ADHD) (Care for the Family licensed programme).

'I just wanted to say a HUGE thank you for all the help you've given us this last few months. It's meant a lot that I've had a safe space to discuss things and knowing there's someone who understands to support us. It's really helped get me through a hard time.'

We provided 'one off' workshops delivered in person and available to watch back on Emotional regulation, Sleep and Sensory Processing. Other activities included Swimming Confidence for young carers and the Duke of Edinburgh Award scheme for young carers and young adult carers.

Respite - Across the service 243 respite opportunities have been offered (59 ND, 184 young carer/young adult carers). Respite opportunities take place in the local community, online and also in schools and colleges to ensure they are accessible. We have also offered a number of whole family activities to ensure families can spend quality time together, making memories in a supportive and understanding environment.

This year we have held creative writing workshops, archaeological digs, crabbing, cooking sessions and camping trips. We also held whole family activity sessions for young carers in Felixstowe and Neurodevelopmental whole family respite activities and one off activities in school holidays.

'Thank-you so much for inviting him to the stand tall course. It has had a massive impact on him. He has started to take part in the parkrun every Saturday and goes to the gym twice a week.'

Other notable achievements include the 'pop up shop' where we used the Suffolk Family Carers mobile vehicle and our relationships with education providers in Lowestoft to provide free household and personal hygiene items to families experiencing difficulty due to the cost of living crisis.

We have distributed pre-paid energy vouchers to families and we have provided opportunities for neurodivergent young people who are not attending education, to engage in sailing sessions which provide wellbeing support to the young person and respite to the parent.

Suffolk Family Carers Limited

Company Limited by Guarantee

Trustees' annual report (incorporating the directors' report) *(continued)*

Year ended 31 March 2023

Influencing Policy

Influencing policy and decision making has become more of a priority for us this year, following feedback from family carers.

We have been part of the All Age Carers Strategy steering group, together with Suffolk County Council, local Health commissioners and other voluntary sector organisations. We have helped to successfully develop the strategy for the whole of Suffolk and enabled co-production with adult carers, young carers and young adult carers.

We continue to be a key member of the Family Carers Partnership Board, influencing the remit and direction of the Board.

Our CEO is the voluntary sector representative on the Ipswich and East Suffolk Alliance (part of the Integrated Care System). We also sit on the West Suffolk End of Life Steering Group and the iCOPE project in the east of the county, focusing on support for older people and their family carers.

We have supported campaigns led by Carers UK and Carers Trust, including the Carer Poverty Coalition. We attend Carers Trust Young Carers Network meetings. We are active members of the Young Carers National Voice initiative set up by Sheffield Young Carers Centre and encourage young carers and young adult carers to engage with this opportunity to create positive change.

Recently we facilitated the County Councillor with the CYP portfolio to attend Claydon High School for Young Carer Awareness Day, meeting 3 young carers to discuss their caring roles and the difference support from school and SFC has made to them.

Suffolk Family Carers Limited

Company Limited by Guarantee

Trustees' annual report (incorporating the directors' report) *(continued)*

Year ended 31 March 2023

Financial review

Principal funding sources

These are set out in notes 5 and 6 to the accounts. The majority of funding continues to be from Suffolk-based local authorities and NHS bodies. The charity also benefits from donations from charitable funds and individuals.

The charity has made a deficit in the year of £253,322, compared with a surplus last year of £152,314.

Total income decreased by £266,400, a 10% decrease from last year.

Total expenditure has increased by £139,236, a 6% increase from last year. The total fund balances at year end are £1,689,998 (March 2022: £1,943,320)

Total restricted funds balance at year end are £468,528 (March 2022: £1,356,476). Total unrestricted funds balance at year end are £467,903 (March 2022: £464,918). Total designated funds balance at year end are £753,567 (March 2022: £121,926).

Unrestricted funds arise from donations and legacies, bank interest, apportioned management costs from current projects and resultant surpluses from ended projects.

Naturally income from donations and legacies is hard to forecast, when budgeting for future periods SFC believes in taking a prudent approach and bases income on those grants and contracts which have been confirmed as receivable, or highly likely.

To maintain an expected level of service for our beneficiaries we budget to use unrestricted funds whilst seeking continued funding when agreements are coming to an end, or whilst seeking new funding to support areas of identified unmet need.

The resulting periods are often better than expected as circumstances change during the year, sometimes we are successful in securing new funding and at the same time we strive to make cost savings where possible.

When budgeting for the year ended 31 March 2023, the trustees took a considered decision to overspend by approximately £390,000, however due to a combination of circumstances including receiving more donations than anticipated and reduced expenditure the resultant deficit was £136,678 less.

With current funded projects there is increased pressure to increase productivity without increased resources.

Our recent strategy refresh has shown clear initiatives we want to invest in to build a resilient base, raise more awareness of family carers and their needs, reach more beneficiaries and develop our services further than current restricted funding will allow.

Budgeting to use unrestricted and designated reserves is striking a balance between forging ahead with development and prudence regarding future finances. We have set ourselves investment budgets over the next 3 years that will significantly reduce our designated funds, but are needed to enable SFC to evolve into a model of service provision supported by more volunteers and increased family carer support in local communities.

Whilst we have ended the year in a strong financial position, it is clear year on year deficits are not sustainable and there is careful consideration to ensure the budgeted spends in excess of income do not adversely affect the long term financial stability of the charity.

This short term over spend will be reviewed yearly to measure against targets and adapt exit plans for the final year, those currently include a review of core costs and structure, targeted bid writing and reducing overhead costs of running services provided by unrestricted funding.

Suffolk Family Carers Limited

Company Limited by Guarantee

Trustees' annual report (incorporating the directors' report) *(continued)*

Year ended 31 March 2023

With regard to the development plans, ongoing services provided by designated funds and a view on necessary reserves, the trustees have taken a decision to an overspend of approximately £600,000 in the year ahead, including £327,000 in designated funds.

Designated funds

The following funds are designated:

The Caravan Fund

We own a fully accessible static caravan on the coast of Suffolk which is used by family carers and their families. The caravan provides much needed respite to carers who haven't been able to have a break for many reasons, including those who may not be able to afford to pay for a short break themselves. We ask for donations, if affordable, but hire it out free of charge.

This designated fund currently only holds enough funds to cover the depreciation charge and a small amount of running costs over the next 3 years. We do receive a small amount of donations to support the caravan, but it is not enough therefore we are currently looking for further support for the ongoing maintenance and running costs. If we are not successful we will review the situation in 2 years.

The Respite Fund

The Respite Fund is used to provide help to family carers who are possibly facing carer breakdown or experiencing significant impact to their wellbeing. Typical funding might be used to help with unexpected costs, gaps when other funds are not available or the wait is too long, preventative support - including a small wellbeing treat, funding towards local school trips or respite.

Community Development fund

This fund provides:

- For the running of two vehicles which are used to take information out in the communities, raise awareness and work in partnership with other organisations.
- Family Carer Adviser hours to provide additional emotional support beyond our restricted funding.
- Community development work as outlined in our strategy.

Children, Young People and Families Development Fund and Mental Health Development Fund

We have invested in training and developing specialised staff and evolving our services to support particular beneficiaries. We value and wish to retain experienced staff and maintain services for family carers for as long as possible. The nature of charity funding often means projects end and whilst we aim to secure further support by seeking appropriate funders and writing applications, when we do not have firm confirmation, we use these funds to plug the gaps.

The results for the year, and the charity's financial position at the end of the year, are shown in the attached financial statements.

Investments

Our principal bank is Bank of Scotland, however cash is also held in other banks to obtain best possible interest rates and Financial Services Compensation Scheme cover. There are no funds "invested". The cash position is consistent with the composition of funds balances which is shown in the Statement of Financial Activities.

Suffolk Family Carers Limited

Company Limited by Guarantee

Trustees' annual report (incorporating the directors' report) *(continued)*

Year ended 31 March 2023

Reserves Policy

It is essential that sufficient reserves are held to minimise the impact of significant loss of income. In the event of reduced income the main concerns of the trustees are:

- That the services provided can be wound down in a controlled manner with minimum impact on family carers, possibly allowing time for transfer of support given to family carers to other services.
- Suffolk Family Carers liabilities can be met.
- Staff commitments can be met and staff can continue working whilst new funding is secured.

The trustees have agreed to keep a level of reserves that would allow the organisation to operate for a period of between 6 to 12 months in a worst case scenario. Based on the above policy target reserves for 2022/23 were between £289,000 and £577,000. Unrestricted reserves at £467,903, being the total unrestricted balance, not including designated funds, are within that parameter. Total free unrestricted reserves are £460,806 being the balance minus the unrestricted assets value.

The level of reserves will be monitored monthly by the Senior Management Team and reported to the trustee Finance and Audit committee. If the forecast balance is outside the target totals then the trustees will consider what action, if any, may be appropriate taking into account any special circumstances. The policy will be reviewed annually.

Grants

SFC provides two types of grant funding to family carers:

1. The charity applies for small grant funding on behalf of beneficiaries. The criteria for making grants depends on the conditions attached by the funder to each activity/project. This year we have also been able to support family carers via the Household Fund and the Omicron Fund. Examples of grant usage are, a new washing machine, purchasing pill dispensers and supplying supermarket vouchers.
2. The charity also provides individual grants to family carers for respite and grants to overcome short term hardship.

This year SFC has held a Community Asset Fund and provided grants to community group projects such as supporting social activity in local green areas and supporting over 65s in isolation.

During the year the charity provided 144 grants to individuals totalling £28,313 (2022: 84 grants totalling £17,282). And 12 grants to community groups totalling £50,211 (2022: £19,118).

Suffolk Family Carers Limited

Company Limited by Guarantee

Trustees' annual report (incorporating the directors' report) *(continued)*

Year ended 31 March 2023

Plans for future periods

Due to the financial stability provided by the Adult Carers Contract, we have focused more this year on checking in with family carers to find out what they want. Our Strategy 2020 - 2025 was developed as a result of co-production with family carers, and we have achieved much of what we set out to do, including increasing our digital output, improving information, advice and guidance, increasing our community presence, developing our emotional support offer and identifying more family carers.

We ran a further series of co-production events this year, in May and June 2022, going back out to family carers to inform them of the progress against the Strategy and to check on current needs. The results of the co-production events formed the SFC Strategy Refresh, which we are now focusing on as a priority. The priorities in the SFC Strategy Refresh are:

- Respite
- Emotional Support
- Amplifying the Voice of Carers
- Raising awareness of Family Carer issues

We are looking to deliver more for carers in these priority areas by increasing our volunteer team and by funding mini pilots of new services and gathering outcome data to support future funding bids.

To support this we have allocated funds in the budget as follows:

- £78k to recruit a Volunteer Development Manager, develop a volunteer strategy and increase active volunteers.
- £62k to increase emotional support for family carers, further developing "Finding my Way" type initiatives.
- £26k to increase peer support for family carers by providing for an additional co coordinator supported by volunteers.
- £26k to increase our media presence enabling the voice of family carers to be heard and reaching more beneficiaries.

Additionally, we are looking forward to the following developments next year:

Working in partnership with Suffolk Stroke Early Discharge Support team - This project started in May 2023 to deliver solution focused emotional support and IAG to family carers who support someone who has experienced a stroke.

National Lottery Community Fund (3 years) - This project enables us to build on our successful relationships with education partners and start working with Early Years providers in Ipswich and Lowestoft to identify young carers aged 3+. This project commenced in April 2023.

'Thank you for working so hard with our school Northfield Primary School, we really appreciate everything you do for us and the children love every moment with you.'

Developing a volunteer based project aimed at **increasing peer and community support** for parent carers (funded and due to start September 2023).

Increasing respite and wellbeing opportunities for parent carers and their families.

Evaluating and updating our commitment to co-production, seeking to involve young carers and young adult carers with greater influence and decision making on service developments.

We are excited about the year ahead and feel in a good position to provide even more targeted support for family carers.

Suffolk Family Carers Limited

Company Limited by Guarantee

Trustees' annual report (incorporating the directors' report) *(continued)*

Year ended 31 March 2023

Structure, governance and management

Governing Document

Suffolk Family Carers is a registered company in England and Wales limited by guarantee (No: 03507600) governed by its Memorandum and Articles of Association dated 10 February 1998. It is registered as a charity with the Charity Commission (No: 1069937). The registered office is: Unit 8, Hill View Business Park, Old Ipswich Road, Claydon, IP6 0AJ.

Trustee recruitment and appointment

Trustees are recruited through a mixture of local and national advertisements and via personal recommendation. They take part in an interview process and a key requirement is to have an affinity with the work we do.

Trustee board members give their time to the charity on a purely voluntary basis except where the organisation employs them in a professional capacity. Any expenses reclaimed from the charity and related party transactions, are set out in note 13 and note 24 to the accounts.

Trustee induction and training

New trustees are given an overview of the organisation at an induction meeting with a senior manager. They are given copies of various organisation documents including "The Good Trustee Guide" by NCVO and our Memorandum and Articles of Association. Experience of day to day work on the frontline is obtained by shadowing various members of staff as they perform their daily duties. Trustees are then invited to contribute to specialist working groups where appropriate. Trustees also attend training courses as appropriate.

Organisation

The charity is managed by the Board of Trustees as set out on page 1. The Board meets six times a year and there are sub-committees who report to the Board covering development, governance, HR and finance and audit. A Chief Executive Officer is appointed by the trustees to manage the day to day operations of the charity.

Pay policy for senior staff

Pay at all levels is set in line with the organisational pay structure and is scrutinised by the HR Committee. Pay for the Chief Executive Officer is considered and agreed outside of this process by the Chair of Trustees and the Chair of HR Committee

Risk Management

The senior management team at the charity maintains a risk register which is actively reviewed at each governance sub-committee and at the Board of Trustees annually, or when necessity arises. The risk register is maintained using a simple scoring system to enable major risks to be identified and action plans created. The trustees review and agree policies, systems, and procedures to mitigate those risks identified.

The main risks arising from the charity's operations are reduction in funding, liquidity risk, cash flow risk, and interest rate risk.

Suffolk Family Carers Limited

Company Limited by Guarantee

Trustees' annual report (incorporating the directors' report) *(continued)*

Year ended 31 March 2023

Funding Risk

The charity seeks to manage funding risk by continuing to identify and apply for grant funding for new services rather than rely on statutory funding. The charity is developing tender documents, in preparation for future tenders, by consulting with family carers and funding commissioners and ensuring service levels remain high and meet family carers' needs.

Liquidity risk

The charity seeks to manage financial risk by ensuring sufficient liquidity is available to meet foreseeable needs and to invest cash in assets safely and profitably. Short-term flexibility is achieved by having sufficient unrestricted reserves. The charity finances its investment in tangible fixed assets through operating lease contracts. The future obligations arising from these contracts are set out in note 23 of the financial statements.

Cash flow risk

The charity needs to manage cash-flow in order to meet its debts as they fall due. Management and the trustees therefore consistently monitor this and produce cash-flow forecasts to ensure there are sufficient cash reserves available in the charity.

Interest rate risk

The charity maintains sufficient funds in its current account to meet short term demand. Surplus short term funds are held on deposit to obtain interest. The charity manages its exposure to interest rate fluctuations on its longer term cash investments by entering into fixed rate agreements.

Fundraising

The charity does not actively fundraise from members of the public or engage third parties to fundraise on its behalf, the main fund raising approach is to apply for funding from grant awarding bodies.

Project workers within service areas identify need and apply for specific grant funding.

The charity receives many unsolicited donations from members of the public and local organisations, often from people who have benefited from the services provided or others who have heard of the impact of the services in their communities and want to support the cause. The charity is very grateful for the continued support of such donations.

The charity continues to believe its fund raising approach does not warrant signing up to a fundraising standard, and we are pleased to report we have not received any complaints about fundraising.

Trustees' responsibilities statement

The trustees (who are also directors 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 (United Kingdom Generally Accepted Accounting Practice).

Company law requires the trustees to prepare financial statements for each financial year. Under company law the trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the charitable company for that period.

Suffolk Family Carers Limited

Company Limited by Guarantee

Trustees' annual report (incorporating the directors' report) *(continued)*

Year ended 31 March 2023

In preparing these financial statements, the trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP 2019 (FRS102);
- make judgements and estimates that are reasonable and prudent;
- state whether applicable UK accounting standards have been followed, subject to any material departures disclosed and explained in the financial statements;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in operation.

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

Auditor

Each of the persons who is a trustee at the date of approval of this report confirms that:

- so far as they are aware, there is no relevant audit information of which the charity's auditor is unaware; and
- they have taken all steps that they ought to have taken as a trustee to make themselves aware of any relevant audit information and to establish that the charity's auditor is aware of that information.

The auditor is deemed to have been re-appointed in accordance with section 487 of the Companies Act 2006.

Small company provisions

This report has been prepared taking advantage of the small companies' exemption of section 415A of the Companies Act 2006.

The trustees' annual report was approved on and signed on behalf of the board of trustees by:

S Brooks - Chair
Trustee

Suffolk Family Carers Limited

Company Limited by Guarantee

Independent auditor's report to the members of Suffolk Family Carers Limited

Year ended 31 March 2023

Opinion

We have audited the financial statements of Suffolk Family Carers Limited (the 'charity') for the year ended 31 March 2023 which comprise the statement of financial activities (including income and expenditure account), balance sheet, statement of cash flows and the related notes, 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 FRS 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;
- 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.

Suffolk Family Carers Limited

Company Limited by Guarantee

Independent auditor's report to the members of Suffolk Family Carers Limited

(continued)

Year ended 31 March 2023

Other information

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

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 course of the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006

In our opinion, based on the work undertaken in the course of the audit:

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

Matters on which we are required to report by exception

In the light of the knowledge and understanding of the 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; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit; or
- the trustees were not entitled to prepare the financial statements in accordance with the small companies regime and take advantage of the small companies' exemptions in preparing the directors' report and from the requirement to prepare a strategic report.

Suffolk Family Carers Limited

Company Limited by Guarantee

Independent auditor's report to the members of Suffolk Family Carers Limited

(continued)

Year ended 31 March 2023

Responsibilities of trustees

As explained more fully in the trustees' responsibilities statement, the trustees (who are also the directors for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the trustees are responsible for assessing the 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.

Auditor's responsibilities for the audit of the financial statements

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

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

In addition to discussions with the client regarding the potential areas for irregularities and non compliance the following tests were also performed;

- Enquiry of management and those charged with governance;
- Enquiry of entity staff compliance functions to identify any instances of non-compliance with laws and regulations;
- Reviewing financial statement disclosures and testing to supporting documentation to assess compliance with applicable laws and regulations;
- Performing audit work over the risk of management override of controls, testing of journal entries and other adjustments for appropriateness, evaluation the rational of significant transactions outside the normal course of activities and reviewing accounting estimates for bias.

In common with all audits under ISAs (UK), we are also required to perform specific procedures to respond to the risk of management override. We also obtained an understanding of the legal and regulatory framework that the company operates in, focusing on provisions of those laws and regulations that had a direct effect on the determination of material amounts and disclosures in the financial statements. The key laws and regulations we considered in this context included the UK Companies Act and Employment law.

As a result of performing the above, we did not identify any key audit matters related to the potential risk of fraud or non-compliance with laws and regulations.

Suffolk Family Carers Limited

Company Limited by Guarantee

Independent auditor's report to the members of Suffolk Family Carers Limited

(continued)

Year ended 31 March 2023

Because of the inherent limitations of an audit, there is a risk that we will not detect all irregularities, including those leading to a material misstatement in the financial statements or non-compliance with regulation. This risk increases the more that compliance with a law or regulation is removed from the events and transactions reflected in the financial statements, as we will be less likely to become aware of instances of non-compliance. The risk is also greater regarding irregularities occurring due to fraud rather than error, as fraud involves intentional concealment, forgery, collusion, omission or misrepresentation.

A further description of our responsibilities 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 and the charity's members as a body, for our audit work, for this report, or for the opinions we have formed.

Mark Proctor FCA DChA (Senior Statutory Auditor)

For and on behalf of
Lovewell Blake LLP
Chartered accountants & statutory auditor
Bankside 300
Peachman Way
Broadland Business Park
Norwich
NR7 0LB

Suffolk Family Carers Limited

Company Limited by Guarantee

Statement of financial activities (including income and expenditure account)

Year ended 31 March 2023

		2023				2022
	Note	Unrestricted funds £	Designated funds	Restricted funds £	Total funds £	Total funds £
Income and endowments						
Donations and legacies	5	40,052	585	80,559	121,196	176,484
Charitable activities	6	143,133	—	2,050,255	2,193,388	2,415,258
Investment income	7	24,988	—	—	24,988	6,430
Other income	8	—	—	—	—	7,800
Total income		<u>208,173</u>	<u>585</u>	<u>2,130,814</u>	<u>2,339,572</u>	<u>2,605,972</u>
Expenditure						
Charitable activities	9	360,006	18,359	2,214,529	2,592,894	2,453,658
Total expenditure		<u>360,006</u>	<u>18,359</u>	<u>2,214,529</u>	<u>2,592,894</u>	<u>2,453,658</u>
Net (expenditure)/income before transfer of funds		(151,833)	(17,774)	(83,715)	(253,322)	152,314
Transfers between funds		154,818	649,415	(804,233)	—	—
Net movement in funds		<u>2,985</u>	<u>631,641</u>	<u>(887,948)</u>	<u>(253,322)</u>	<u>152,314</u>
Reconciliation of funds						
Total funds brought forward		464,918	121,926	1,356,476	1,943,320	1,791,006
Total funds carried forward		<u>467,903</u>	<u>753,567</u>	<u>468,528</u>	<u>1,689,998</u>	<u>1,943,320</u>

The statement of financial activities includes all gains and losses recognised in the year.
All income and expenditure derive from continuing activities.

The notes on pages 23 to 36 form part of these financial statements.

Suffolk Family Carers Limited

Company Limited by Guarantee

Balance sheet

31 March 2023

		2023	2022
	Note	£	£
Fixed assets			
Intangible assets	14	—	2,380
Tangible fixed assets	15	88,647	109,875
		<u>88,647</u>	<u>112,255</u>
Current assets			
Debtors	16	125,922	112,500
Cash at bank and in hand		1,596,428	1,932,877
		<u>1,722,350</u>	<u>2,045,377</u>
Creditors: Amounts falling due within one year	17	<u>(120,999)</u>	<u>(214,312)</u>
Net current assets		1,601,351	1,831,065
Total assets less current liabilities		<u>1,689,998</u>	<u>1,943,320</u>
Net assets		<u>1,689,998</u>	<u>1,943,320</u>
Funds of the charity			
Restricted funds		468,528	1,356,476
Designated funds		753,567	121,926
Unrestricted funds		467,903	464,918
Total charity funds	20	<u>1,689,998</u>	<u>1,943,320</u>

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

These financial statements were approved by the board of trustees and authorised for issue on, and are signed on behalf of the board by:

S Brooks - Chair
Trustee

Company registration number: 03507600

The notes on pages 23 to 36 form part of these financial statements.

Suffolk Family Carers Limited

Company Limited by Guarantee

Statement of cash flows

Year ended 31 March 2023

	2023 £	2022 £
Cash flows from operating activities		
Net (expenditure)/income	(253,322)	152,314
<i>Adjustments for:</i>		
Depreciation of tangible fixed assets	28,861	25,738
Amortisation of intangible assets	2,380	4,080
Other interest receivable and similar income	(24,988)	(6,430)
Gains on disposal of tangible fixed assets	—	(7,800)
<i>Changes in:</i>		
Trade and other debtors	(13,422)	(70,205)
Trade and other creditors	(93,313)	43,592
Cash generated from operations	(353,804)	141,289
Interest received	24,988	6,430
Net cash (used in)/from operating activities	<u>(328,816)</u>	<u>147,719</u>
Cash flows from investing activities		
Purchase of tangible assets	(7,633)	(65,857)
Proceeds from sale of tangible assets	—	9,000
Net cash used in investing activities	<u>(7,633)</u>	<u>(56,857)</u>
Net (decrease)/increase in cash and cash equivalents	(336,449)	90,862
Cash and cash equivalents at beginning of year	1,932,877	1,842,015
Cash and cash equivalents at end of year	<u>1,596,428</u>	<u>1,932,877</u>

The notes on pages 23 to 36 form part of these financial statements.

Suffolk Family Carers Limited

Company Limited by Guarantee

Notes to the financial statements

Year ended 31 March 2023

1. General information

The charity is a public benefit entity and a private company limited by guarantee, registered in England and Wales and a registered charity in England and Wales. The address of the registered office is Unit 8, Hill View Business Park, Old Ipswich Road, Claydon, Suffolk, IP6 0AJ.

2. Statement of compliance

The charity constitutes a public benefit entity as defined by FRS 102. The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland issued in October 2019, the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS 102), the Charities Act 2011, the Companies Act 2006 and UK Generally Accepted Accounting Practice.

3. Accounting policies

Basis of preparation

The financial statements have been prepared on the historical cost basis.

The financial statements are prepared in sterling, which is the functional currency of the entity.

Going concern

The Trustees are aware that the challenge to secure future income may be more difficult as the COVID19 impact hits the charity sector and the wider economic environment. The financial position of Suffolk Family Carers Limited will be carefully monitored but if a potential shortfall is identified, the existing reserves will allow the charity sufficient time to take appropriate action.

The charity has made a deficit this year of £253,322 (2022: Surplus of £152,314). The unrestricted reserves are within the target level and so the Trustees consider that the charity has adequate reserves to continue in operational existence for the foreseeable future. Thus, the trustees continue to adopt the going concern basis of accounting in preparing the financial statements.

Fund accounting

Unrestricted funds are available for use at the discretion of the trustees to further any of the charity's purposes.

Designated funds are unrestricted funds earmarked by the trustees for particular future project or commitment.

Restricted funds are subjected to restrictions on their expenditure declared by the donor or through the terms of an appeal.

Income

All income is included in the statement of financial activities when entitlement has passed to the charity, it is probable that the economic benefits associated with the transaction will flow to the charity and the amount can be reliably measured. The following specific policies are applied to particular categories of income:

Suffolk Family Carers Limited

Company Limited by Guarantee

Notes to the financial statements *(continued)*

Year ended 31 March 2023

3. Accounting policies *(continued)*

Income *(continued)*

- income from donations or grants is recognised when there is evidence of entitlement to the gift, receipt is probable and its amount can be measured reliably.
- legacy income is recognised when receipt is probable and entitlement is established.
- income from donated goods is measured at the fair value of the goods unless this is impractical to measure reliably, in which case the value is derived from the cost to the donor or the estimated resale value. Donated facilities and services are recognised in the accounts when received if the value can be reliably measured. No amounts are included for the contribution of general volunteers.
- income from contracts for the supply of services is recognised with the delivery of the contracted service. This is classified as unrestricted funds unless there is a contractual requirement for it to be spent on a particular purpose and returned if unspent, in which case it may be regarded as restricted.

Expenditure

Expenditure is recognised on an accruals basis as a liability is incurred. Expenditure includes any VAT which cannot be fully recovered, and is classified under headings of the statement of financial activities to which it relates:

- expenditure on charitable activities includes all costs incurred by a charity in undertaking activities that further its charitable aims for the benefit of its beneficiaries, including those support costs and costs relating to the governance of the charity apportioned to charitable activities.
- other expenditure includes all expenditure that is neither related to raising funds for the charity nor part of its expenditure on charitable activities.

All costs are allocated to expenditure categories reflecting the use of the resource. Direct costs attributable to a single activity are allocated directly to that activity. Shared costs are apportioned between the activities they contribute to on a reasonable, justifiable and consistent basis.

Operating leases

Lease payments are recognised as an expense over the lease term on a straight-line basis.

Intangible assets

Intangible assets are initially recorded at cost, and are subsequently stated at cost less any accumulated amortisation and impairment losses.

Amortisation

Amortisation is calculated so as to write off the cost of an asset, less its estimated residual value, over the useful life of that asset as follows:

- | | | |
|---------|---|-------------------|
| Website | - | 20% straight line |
|---------|---|-------------------|

Suffolk Family Carers Limited

Company Limited by Guarantee

Notes to the financial statements *(continued)*

Year ended 31 March 2023

3. Accounting policies *(continued)*

Amortisation *(continued)*

If there is an indication that there has been a significant change in amortisation rate, useful life or residual value of an intangible asset, the amortisation is revised prospectively to reflect the new estimates.

Amortisation costs in the year are included under Charitable activities: carer support services.

Tangible assets

Tangible assets are initially recorded at cost, and subsequently stated at cost less any accumulated depreciation.

Tangible assets costing more than £1,000 are capitalised and included at cost, including any incidental expenses of acquisition.

Depreciation

Depreciation is calculated so as to write off the cost or valuation of an asset, less its residual value, over the useful economic life of that asset as follows:

Plant and equipment	-	10% straight line
Office equipment	-	10% straight line
Motor vehicles	-	33% straight line
Computer equipment	-	33% straight line

Grants payable

Grants payable are accounted for when approved by the Trustees.

Redundancy

Redundancy and termination costs are recognised as an expense in the Statements of Financial Activities and a liability on the Balance Sheet immediately at the point the charity is demonstrably committed to either:

- Terminate the employment of an employee or group of employees before normal retirement date; or
- Provide termination benefits as a result of an offer made in order to encourage voluntary redundancy.

The charity is considered to be demonstrably committed only when it has a detailed formal plan for the termination and is without realistic possibility of withdrawal from the plan.

Suffolk Family Carers Limited

Company Limited by Guarantee

Notes to the financial statements *(continued)*

Year ended 31 March 2023

3. Accounting policies *(continued)*

Financial instruments

A financial asset or a financial liability is recognised only when the entity becomes a party to the contractual provisions of the instrument.

Basic financial instruments are initially recognised at the amount receivable or payable including any related transaction costs, unless the arrangement constitutes a financing transaction, where it is recognised at the present value of the future payments discounted at a market rate of interest for a similar debt instrument.

Current assets and current liabilities are subsequently measured at the cash or other consideration expected to be paid or received and not discounted.

Defined contribution plans

Contributions to defined contribution plans are recognised as an expense in the period in which the related service is provided.

4. Limited by guarantee

The charity is a company limited by guarantee and does not have share capital. Every member of the charity undertakes to contribute such amounts (not exceeding £10) as may be required in the event of winding up.

5. Donations and legacies

	Unrestricted Funds £	Designated Funds £	Restricted Funds £	Total Funds 2023 £
Donations				
Donations and Legacies	40,052	585	20,175	60,812
Grants				
Grants receivable	—	—	60,384	60,384
	<u>40,052</u>	<u>585</u>	<u>80,559</u>	<u>121,196</u>
	Unrestricted Funds £	Designated Funds £	Restricted Funds £	Total Funds 2022 £
Donations				
Donations and Legacies	49,200	232	21,469	70,901
Grants				
Grants receivable	—	—	105,583	105,583
	<u>49,200</u>	<u>585</u>	<u>127,052</u>	<u>176,484</u>

Suffolk Family Carers Limited

Company Limited by Guarantee

Notes to the financial statements *(continued)*

Year ended 31 March 2023

5. Donations and legacies *(continued)*

Donations, legacies and grants received consist of;

	2023	2022
	£	£
Armed Forces Covenant Fund	–	500
Arnold Clarke Community Fund	1,000	1,000
Babergh & Mid Suffolk District Council	4,875	–
BBC Children in Need	500	–
Carers Trust	8,470	4,320
Coop Local Community Fund	–	3,754
Daval Trust	2,188	1,100
East Suffolk Council	1,961	35,430
East Suffolk and North Essex NHS Foundation Trust	–	1,000
Ipswich Borough Council	5,000	–
Ipswich Cemeteries	12,000	–
Ipswich and District Stroke Club	–	2,039
L D Rope Third Charitable Trust	–	1,079
Legacy	10,340	31,000
Marx Family Trust	–	2,000
Membership fees	745	650
Norfolk County Council	–	700
Persimmon Charitable Foundation	–	1,000
Rotary Club Ipswich and East	–	1,000
Scrutton Bland	5,000	–
Suffolk Community Foundation		
- Community Fund	–	17,950
- Hewlett Fund	1,862	–
- Maurken Fund	–	1,000
- Port Community Fund	1,960	1,738
- Suffolk Household Support Grant	7,500	10,000
Suffolk County Council	–	24,760
Sundry Grants & Donations	30,040	25,642
The Mrs L D Rope Third Charitable Settlement	550	–
The Veteran's Foundation	24,302	8,822
Youth Music	2,903	–
	<u>121,196</u>	<u>176,484</u>

6. Charitable activities

	Unrestricted Funds £	Restricted Funds £	Total Funds 2023 £
Income from charitable activities	<u>143,133</u>	<u>2,050,255</u>	<u>2,193,388</u>
	Unrestricted Funds £	Restricted Funds £	Total Funds 2022 £
Income from charitable activities	<u>150,604</u>	<u>2,264,654</u>	<u>2,415,258</u>

Suffolk Family Carers Limited

Company Limited by Guarantee

Notes to the financial statements *(continued)*

Year ended 31 March 2023

6. Charitable activities *(continued)*

Charitable activities received consist of;

	2023	2022
	£	£
Alzheimer's Society	61,500	–
Armed Forces Covenant Fund	35,686	48,758
Babergh District Council	2,258	–
BBC Children in Need	9,104	9,932
Big Lottery Fund	–	71,782
Care Development East	–	8,400
Connect Communities	–	135,494
Dance East	2,500	–
East Suffolk Council	95,002	265,497
East Suffolk and North Essex NHS Foundation Trust	62,500	50,000
Leading Lives	1,104	–
NHS	563,051	562,793
PohWer	165,085	–
Suffolk County Council	1,063,223	1,000,801
Suffolk Libraries	74,375	74,375
Sundry income	–	3,046
Turning Point	58,000	50,000
Voiceability	–	134,380
	<u>2,193,388</u>	<u>2,415,258</u>

7. Investment income

	Unrestricted Funds	Total Funds 2023	Unrestricted Funds	Total Funds 2022
	£	£	£	£
Bank interest receivable	<u>24,988</u>	<u>24,988</u>	<u>6,430</u>	<u>6,430</u>

8. Other income

	Unrestricted Funds	Total Funds 2023	Unrestricted Funds	Total Funds 2022
	£	£	£	£
Gain on disposal of fixed assets	<u>–</u>	<u>–</u>	<u>7,800</u>	<u>7,800</u>

Suffolk Family Carers Limited

Company Limited by Guarantee

Notes to the financial statements *(continued)*

Year ended 31 March 2023

9. Expenditure on charitable activities

	Activities undertaken directly £	Grant funding of activities £	Support costs £	Total funds 2023 £	Total fund 2022 £
Core services	120,864	1,500	294,016	416,380	383,902
Children, Young People and Families Service	431,254	357	53,459	485,070	413,344
Mental Health and Wellbeing	285,438	1,014	38,994	325,446	318,399
Adult Carers Services	1,128,420	75,653	161,925	1,365,998	1,338,013
	<u>1,965,976</u>	<u>78,524</u>	<u>548,394</u>	<u>2,592,894</u>	<u>2,453,658</u>

Of the above costs, £360,006 were unrestricted (2022: £335,949), £18,359 were designated (2022: £3,206) and £2,214,529 restricted (2022: £2,114,503).

Included within operational costs are grants paid totalling £78,524 (2022: £36,400) paid to individuals and community groups.

Support costs include governance costs of £14,857 (2022: £20,931) which have been apportioned directly to activities undertaken in 2023.

10. Analysis of support costs

	2023 £	2022 £
Wages and salaries	299,443	297,541
Rent and utilities	102,753	85,624
Governance costs	14,857	20,931
Travel	29,193	24,029
Insurance	16,942	15,230
Staff Training	6,183	6,609
IT Support and Licences	79,023	83,359
	<u>548,394</u>	<u>533,323</u>

11. Net (expenditure)/income

Net (expenditure)/income is stated after charging/(crediting):

	2023 £	2022 £
Amortisation of intangible assets	2,380	4,080
Depreciation of tangible fixed assets	28,861	25,738
Gains on disposal of tangible fixed assets	—	(7,800)
Operating lease payments	67,013	65,846
Fees payable for the audit of the financial statements	<u>14,334</u>	<u>12,540</u>

Suffolk Family Carers Limited

Company Limited by Guarantee

Notes to the financial statements *(continued)*

Year ended 31 March 2023

12. Staff costs

The total staff costs and employee benefits for the reporting period are analysed as follows:

	2023	2022
	£	£
Wages and salaries	1,772,340	1,647,986
Social Security costs	143,429	124,173
Employer contributions to pension plans	114,745	111,302
	<u>2,030,514</u>	<u>1,883,461</u>

The average head count of employees during the year was 84 (2022: 87).

No employee received employee benefits of more than £60,000 during the year (2022: Nil).

Included within wages and salaries costs are redundancy and termination payments totalling £7,764 (2022: £Nil). These payments were made inline with contractual agreements and have been accounted for inline with the accounting policy noted.

Key Management Personnel

Key management personnel include all persons that have authority and responsibility for planning, directing and controlling the activities of the charity. The total compensation paid to key management personnel for services provided to the charity was £359,237 (2022: £322,083).

13. Trustee remuneration and expenses

No remuneration or other benefits were received from the charity or a related entity by the trustees during the year (2022: £Nil).

During the year, no trustee (2022: none) received reimbursement of expenses (2022: £Nil).

14. Intangible assets

	Website £
Cost	
At 1 April 2022 and 31 March 2023	<u>20,400</u>
Amortisation	
At 1 April 2022	18,020
Charge for the year	2,380
At 31 March 2023	<u>20,400</u>
Carrying amount	
At 31 March 2023	<u>—</u>
At 31 March 2022	<u>2,380</u>

Suffolk Family Carers Limited

Company Limited by Guarantee

Notes to the financial statements *(continued)*

Year ended 31 March 2023

15. Tangible fixed assets

	Plant and equipment £	Office equipment £	Motor vehicles £	Computer equipment £	Total £
Cost					
At 1 April 2022	68,581	1,175	89,232	42,417	201,405
Additions	–	4,835	–	2,798	7,633
Disposals	–	–	–	(6,943)	(6,943)
At 31 March 2023	68,581	6,010	89,232	38,272	202,095
Depreciation					
At 1 April 2022	5,698	1,175	43,668	40,989	91,530
Charge for the year	6,858	533	19,992	1,478	28,861
Disposals	–	–	–	(6,943)	(6,943)
At 31 March 2023	12,556	1,708	63,660	35,524	113,448
Carrying amount					
At 31 March 2023	56,025	4,302	25,572	2,748	88,647
At 31 March 2022	62,883	–	45,564	1,428	109,875

16. Debtors

	2023 £	2022 £
Trade debtors	51,521	34,945
Prepayments and accrued income	68,601	77,555
Other debtors	5,800	–
	125,922	112,500

The charity has been notified of additional legacies which have not been included within the accounts as there is uncertainty over the value to be received.

17. Creditors: Amounts falling due within one year

	2023 £	2022 £
Trade creditors	31,471	60,148
Accruals and deferred income	58,955	121,350
Social security and other taxes	29,942	30,241
Other creditors	631	2,573
	120,999	214,312

Suffolk Family Carers Limited

Company Limited by Guarantee

Notes to the financial statements *(continued)*

Year ended 31 March 2023

18. Deferred income

	2023 £	2022 £
At 1 April 2022	101,345	102,235
Amount released to income	(101,345)	(102,235)
Amount deferred in year	33,659	101,345
At 31 March 2023	33,659	101,345

Deferred income relates to income received by the charity relating to a future period that is paid in advance.

19. Pensions and other post retirement benefits

The Charity operates a group personal pension scheme, the assets of which are held in an independently administered fund. Employers' contributions paid during the period amounted to £114,745 (2022: £111,302).

All direct staff are allocated a project fund which they work on. This project fund will dictate the charity activity the employer pension contributions should go against as an expense. All projects are noted as being restricted or unrestricted funds and so the project fund allocated for the employee to work on will also dictate whether the individual employer pension contributions go against restricted or unrestricted funds.

For support costs the employer pension contributions are worked out on an apportionment basis. All staff members' salaries are split in varying percentages, according to job class, to cost of raising funds, direct charitable activities, project management, finance management, HR, and governance. All salary support costs represent the elements allocated to project management, finance management, and HR.

Suffolk Family Carers Limited

Company Limited by Guarantee

Notes to the financial statements *(continued)*

Year ended 31 March 2023

20. Analysis of charitable funds

2023

Designated funds

	Balance at 1 April 2022	Income	Expenditure	Transfer	Balance at 31 March 2023
	£	£	£	£	£
Respite	53,426	–	(7,940)	–	45,486
Caravan fund	68,500	585	(10,419)	(60)	58,606
Community Development	–	–	–	464,018	464,018
Mental Health Development	–	–	–	87,680	87,680
Children, Young People and Families Development	–	–	–	97,777	97,777
	<u>121,926</u>	<u>585</u>	<u>(18,359)</u>	<u>649,415</u>	<u>753,567</u>

General funds

	Balance at 1 April 2022	Income	Expenditure	Transfer	Balance at 31 March 2023
	£	£	£	£	£
Core Services	<u>464,918</u>	<u>208,173</u>	<u>(360,006)</u>	<u>154,818</u>	<u>467,903</u>

Restricted funds

	Balance at 1 April 2022	Income	Expenditure	Transfer	Balance at 31 March 2023
	£	£	£	£	£
Core Services	8,174	43,250	(45,958)	–	5,466
Children, Young People and Families Service	254,480	414,445	(485,070)	(143,501)	40,354
Mental Health and Wellbeing	238,606	338,222	(325,446)	(133,416)	117,966
Adult Carers Services	855,216	1,334,897	(1,358,055)	(527,316)	304,742
	<u>1,356,476</u>	<u>2,130,814</u>	<u>(2,214,529)</u>	<u>(804,233)</u>	<u>468,528</u>
Total funds 2023	<u>1,943,320</u>	<u>2,339,572</u>	<u>(2,592,894)</u>	<u>–</u>	<u>1,689,998</u>

2022

Designated funds

	Balance at 1 April 2021	Income	Expenditure	Transfer	Balance at 31 March 2022
	£	£	£	£	£
Respite	124,474	232	(1,280)	(70,000)	53,426
Caravan fund	–	–	(1,926)	70,426	68,500
	<u>124,474</u>	<u>232</u>	<u>(3,206)</u>	<u>426</u>	<u>121,926</u>

General funds

	Balance at 1 April 2021	Income	Expenditure	Transfer	Balance at 31 March 2022
	£	£	£	£	£
Core Services	<u>391,885</u>	<u>214,034</u>	<u>(335,949)</u>	<u>194,948</u>	<u>464,918</u>
	<u>391,885</u>	<u>214,034</u>	<u>(335,949)</u>	<u>194,948</u>	<u>464,918</u>

Suffolk Family Carers Limited

Company Limited by Guarantee

Notes to the financial statements *(continued)*

Year ended 31 March 2023

Restricted funds	Balance at 1 April 2021 £	Income £	Expenditure £	Transfer £	Balance at 31 March 2022 £
Core Services	12,639	43,250	(47,953)	238	8,174
Children, Young People and Families Service	289,811	427,025	(413,344)	(49,012)	254,480
Mental Health and Wellbeing	229,477	384,125	(318,399)	(56,597)	238,606
Adult Carers Services	742,720	1,537,306	(1,334,807)	(90,003)	855,216
	<u>1,274,647</u>	<u>2,391,706</u>	<u>(2,114,503)</u>	<u>(195,374)</u>	<u>1,356,476</u>
Total funds 2022	<u>1,791,006</u>	<u>2,605,972</u>	<u>(2,453,658)</u>	<u>—</u>	<u>1,943,320</u>

Core Services

This service supports the activities provided to family carers. It includes the CEO office functions, human resources, finance, contracts management, communications and the volunteering project.

Children, Young People and Families Service

We support young people from age 5 years up to 24 years of age, who care for a parent, grandparent or sibling. The aim of the service is to support young people to reduce inappropriate or excessive caring and to ensure that young carers have a chance to be children, first and foremost, by receiving opportunities to have a break from their caring roles, relax and make new friends and make successful transitions into adulthood. Support has included information, advice, one to one support, drop-ins at schools and colleges, peer support, monthly clubs, activities, life skill workshops and residential trips.

Mental Health and Wellbeing Service

We provide a range of services and support to family carers who are looking after someone with dementia or mental health and/or substance misuse issues. We offer a range of information and support programmes to help family carers maintain and improve their own emotional wellbeing and bring resilience to their caring role.

Adult Carers Services

We provide information, advice, guidance and advocacy to adult family carers in Suffolk. We ensure family carers access appropriate services and support from us and we put them in touch with other organisations which can help them.

We provide support to family carers in GP surgeries across East and West Suffolk and hospital based carer support in the Ipswich, West Suffolk, and James Paget hospitals. We also provide a variety of services which help family carers stay well.

Designated funds

The purpose of the designated funds is described in the Trustees' Report on page 10.

Transfers

Transfers from restricted to unrestricted funds represent a proportion of support and development services which include strategic planning and management, contract management, finance and personnel, and are chargeable to restricted funds.

Suffolk Family Carers Limited

Company Limited by Guarantee

Notes to the financial statements *(continued)*

Year ended 31 March 2023

21. Analysis of net assets between funds

Year ended 31 March 2023

	Unrestricted funds £	Designated funds £	Restricted funds £	Total £
Tangible fixed assets	7,097	55,978	25,572	88,647
Net current assets	460,806	697,589	442,956	1,601,351
	<u>467,903</u>	<u>753,567</u>	<u>468,528</u>	<u>1,689,998</u>

Year ended 31 March 2022

	Unrestricted funds £	Designated funds £	Restricted funds £	Total £
Tangible fixed assets	1,746	62,564	45,564	109,874
Intangible fixed assets	2,380	—	—	2,380
Net current assets	460,792	59,362	1,310,912	1,831,066
	<u>464,918</u>	<u>121,926</u>	<u>1,356,476</u>	<u>1,943,320</u>

22. Analysis of changes in net debt

	At 1 Apr 2022 £	Cash flows £	At 31 Mar 2023 £
Cash at bank and in hand	<u>1,932,877</u>	<u>(336,449)</u>	<u>1,596,428</u>

23. Operating lease commitments

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

	2023 £	2022 £
Not later than 1 year	53,942	54,534
Later than 1 year and not later than 5 years	22,730	17,183
Later than 5 years	52,026	56,028
	<u>128,698</u>	<u>127,745</u>

Suffolk Family Carers Limited

Company Limited by Guarantee

Notes to the financial statements *(continued)*

Year ended 31 March 2023

24. Related parties

During the year, the charity received advice and software support amounting to £1,200 (2022: £1,550) from Scrutton Bland LLP, an entity in which J Tucker (Trustee and Treasurer) is a partner. At 31 March 2023, the charity owed Scrutton Bland LLP £466 (2022: £170). Scrutton Bland LLP also made a donation of £5,000 to the charity during the year.

During the year, the charity received income totalling £54,760 (2022: £Nil) from NHS Suffolk and North Essex Integrated Care Board, an entity in which K Alderson (CEO) is ICS VCSE Assembly Chair. No balance was outstanding at the year end.

During the year, the charity received income totalling £11,322 (2022: £30,688) from Suffolk Community Foundation, an entity in which Jane Millar (Trustee) is a Trustee. No balance was outstanding at the year end.

Trustees made donations to the charity totalling £190 (2022: £185) during the year.

Accounts

COMPANY REGISTRATION NUMBER: 3507600

CHARITY REGISTRATION NUMBER: 1069937

Suffolk Family Carers Limited
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31 March 2022

Suffolk Family Carers Limited

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Financial statements

Year ended 31 March 2022

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Suffolk Family Carers Limited

Company Limited by Guarantee

Trustees' annual report (incorporating the directors' report)

Year ended 31 March 2022

The trustees, who are also the directors for the purposes of company law, present their report and the financial statements of the charity for the year ended 31 March 2022.

The financial statements have been prepared in accordance with the accounting policies set out in notes to the accounts and comply with the charity's governing document, the Charities Act 2011 and Companies Act 2006 and Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland published in October 2019.

Reference and administrative details

Registered charity name	Suffolk Family Carers Limited
Charity registration number	1069937
Company registration number	3507600
Principal office and registered office	Unit 8 Hill View Business Park Old Ipswich Road Claydon Suffolk IP6 0AJ

The trustees

The trustees who served during the year and at the date of approval were as follows:

J Dillaway - Chair (resigned 24 November 2021)
S Brooks - Chair
J Tucker - Treasurer
J Millar
C Burman
S Goddard
A Hogarth
M Roberts
C Baldwin (appointed 15 December 2021)
B Buckley (appointed 07 March 2022)

Chief Executive K Alderson

Auditor Lovewell Blake LLP
Chartered accountants & statutory auditor
Bankside 300
Peachman Way
Broadland Business Park
Norwich
NR7 0LB

Bankers Bank of Scotland
3 Queen Street
Norwich
NR2 4SG

Suffolk Family Carers Limited

Company Limited by Guarantee

Trustees' annual report (incorporating the directors' report) *(continued)*

Year ended 31 March 2022

Objectives and activities

Suffolk Family Carers provides services and support for family carers of all ages across Suffolk. We deliver our services through a number of age related, targeted services both from our main base in Claydon and from within the community. Our range of services is diverse and flexes to meet the needs of family carers within Suffolk. We are committed to listening to the views of family carers and co-producing services with them where possible.

Public benefit

We have referred to the Charity Commission's guidance on public benefit when reviewing our aims and objectives and in planning our future activities. In particular, we consider how planned activities will contribute to the aims and objectives set out in the company's Memorandum and Articles of Association; The promotion and protection of health and the relief of poverty, sickness, and distress within the county of Suffolk, and surrounding counties in particular by the provision of practical help, support services, and advocacy. Education to persons who are acting as carers of people with physical or sensory disability, mental health difficulty, learning disability, ill health or who are aged, and their families by providing information and mediation, and by bringing together the representatives of voluntary organisations and statutory authorities.

Objectives

Due to our plethora of projects which are funded by many different organisations, we continually work towards delivering a vast array of positive outcomes for family carers. This multitude of distinct objectives can be grouped into the following key themes:

- Identification of family carers and assessment of need
- Provision of information, advice and guidance (IAG) to better inform family carers
- Emotional support for family carers
- Training and education in caring, wellbeing and resilience for family carers
- Training and education to professionals about mental health, wellbeing and family carers' issues
- Providing the necessary environment for family carers to access or form peer support networks
- Providing access to respite for family carers
- Ensuring young carers and vulnerable adult carers are safeguarded

We are also partners in a number of projects that support improved wellbeing for both family carers and the wider community. These projects are:

- The TVS Advocacy Partnership
- Wellbeing Suffolk
- Turning Point - Suffolk Recovery Model
- Suffolk Libraries and Suffolk Mind SAGES partnership
- Neurodevelopmental Families Project

Suffolk Family Carers Limited

Company Limited by Guarantee

Trustees' annual report (incorporating the directors' report) *(continued)*

Year ended 31 March 2022

Achievements and performance

This financial year saw the commencement of the new Adult Carers Contract in April 2021, which we had successfully tendered for at the end of 2020. This contract is the first multi-agency family carers' contract with Suffolk County Council, Ipswich and East Suffolk CCG, West Suffolk CCG and Norfolk and Waveney CCG, pooling together funds to ensure the best services for family carers across the whole county. The service embedded previous good work supporting family carers through Carers Assessments, information, emotional support, training and face to face provision of service throughout the community. In the first year of this contract we have been acclimatising to the new requirements under the contract and increasing our delivery to meet the new targets, which we have achieved despite the difficulties presented by the ongoing pandemic. In particular, we have gradually built up our provision of Carers Assessments, and by the end of the financial year had increased delivery by 50%, meaning that more family carers have had access to a Carers Assessment through Suffolk Family Carers than previous years.

We continue to be a trusted partner in the wider health and care system, working with the CCGs and Alliances to develop partnership approaches to supporting patients and carers in the local area. We are part of a group of voluntary sector organisations working together with the developing Integrated Care System to enhance relationships within the system. Suffolk Family Carers also continues to work in partnership with other organisations to deliver services. This year, we were delighted to be part of two new partnerships which were successful in tendering to deliver services from 1st April 2022. These are the Dementia Connect service, led by Alzheimer's Society and Suffolk Advocacy Service, led by POhWER. We were also one of the successful bidders to continue to provide services to families under the Neurodevelopmental Families Project.

This year we have achieved the following:

1. Information, Advice and Guidance

Our Hub responded to 11,476 incoming contacts this year, up by 2,471 from last year. Nearly 10,000 contacts were received from family carers. This was made up of 6,024 telephone calls, 3,044 emails, 749 online chats, and 1,659 through our website.

We registered 2,147 newly identified adult family carers this year, many of whom went on to receive support from our Adult Services advisers.

We completed 1,339 adult Carers Assessments and reviews duly authorised by Suffolk County Council.

Family carers received the support they needed to continue caring, and our advisers supported them emotionally. Advisers discussed the Family Carers Emergency Plan (FCEP) with every family carer. Other family carers also had their FCEP undertaken prior to assessment by our Community Advisers.

New funding in the later part of the year enabled us to employ an adviser to work across the organisation to support family carers with individual funding and form filling, which can be complex and stressful for family carers. This enabled 35 family carers access to vital funds.

The Omicron Fund (via Suffolk County Council) became available near the end of the financial year to support family carers of a patient being discharged from hospital or to help prevent admission by purchasing goods or services. This funding will continue to be available in the new financial year.

We supported family carers with household bills or supermarket vouchers through the Household Fund (via Suffolk Community Foundation).

For young carers and young adult carers 756 assessments were completed 518 of which are statutory assessments on behalf of Suffolk County Council. 47 blogs and information updates were posted to 'Your SpaCe', the online resource for young carers and young adult carers.

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Year ended 31 March 2022

Funding from East Suffolk Council has enabled the service to introduce social prescribing with young people aged 14 and upwards, encouraging the use of community assets and developing sustainable ongoing support networks.

2. Emotional support

2,290 adult family carers were supported by our 'duty day' family carer advisers, our communities' advisers and our hospital teams. Family carers were given information, advice and guidance, emotional and solution focused support. This included longer term support for the family carers from the time the person they care for was a patient in hospital, through the often difficult and challenging hospital discharge process. Many more unregistered family carers were supported with light touch information at events and drop-ins and via the hospital.

Our advisers working as part of the Early Intervention Team (West Suffolk) and Reactive Emergency Assessment Community Team (Ipswich) have supported 247 individual family carers.

Our Finding My Way service was resurrected at the end of this quarter, and 18 people received this health coaching, solution-focused service.

90 individual family carers have received regular befriending support by 40 volunteers through the Talk and Support Service.

Funding from Public Health Suffolk's Fairer Health fund has enabled the Young People's Service to further our whole family approach by helping parents to help their child. We have developed and delivered 'Parents of Young Carers' workshops, which support parents to identify the positive and negative impacts of being a young carer and prompt them to think about what their child might need from them. Parent and child activities have been delivered alongside workshops and 1:1 interventions to support parent and child wellbeing.

Our new Neurodevelopment Differences Pathway Project, commissioned by Ipswich & East Suffolk and West Suffolk CCGs commenced in November and has already supported 70 families. Offering 1:1 or whole family intervention to identify support needs and create bespoke family action plans. The team has also set up regular parent carer drop-ins to provide emotional and peer support.

This year, 261 young carers report improved confidence and resilience and 117 young carers report improved emotional wellbeing.

This has been another busy year for our Mental Health and Wellbeing Service, which provides support to family carers aged over 18 (16+ for the Substance Misuse service) in our SAGES, Wellbeing Services and other wellbeing provision. Due to the difficulties presented by the pandemic, the team has risen to the challenge and has responded creatively and flexibly to those they support, acknowledging that individuals are all in different places with their comfortability of social contact:

- Our SAGES - MH team received 62 new registrations and a further 43 mental health family carers returned to us for further assistance with their caring role.
- 18.9% increase in number of registered UK Armed Forces associated carers since 1 January 2021.
- We also received the Bronze Award from the Defence Employer Recognition scheme.

Advocacy and paid relevant person representative (PRPR) staff have continued to provide a service to enable the most vulnerable people to be heard, they have needed to continue to be creative in their approach of how they communicate with people due to the COVID restrictions in care homes and hospitals.

Suffolk Family Carers Limited

Company Limited by Guarantee

Trustees' annual report (incorporating the directors' report) *(continued)*

Year ended 31 March 2022

Our social prescribing teams, Connected Communities for 65+ and Connect for Health teams supported the wider communities using health coaching techniques and accessing community support. The Connected Communities Van has been out linking with people and organisations in the community, this has the additional benefit of identifying currently unsupported family carers. Connect for Health has supported over 500 people during the year.

3. Training/education for carers

The Young People's Service delivered a young carers awareness session to social work students at the University of Suffolk.

We also developed and delivered a 'Girls Group' which is a peer support and discussion group for young carers. Topics discussed included: Social Media and influencers, Self-care and talk, body hair, periods and the importance of healthy friendships and relationships.

We enabled access to a 6 week swimming confidence programme delivered by a qualified swim instructor for young carers aged 9-11 years.

We delivered our Be Your Own Best Friend course in two schools this year, provided 5 CPD sessions to school employees of 12 different education providers and more widely engaged with 189 different schools. We are proud that 118 schools/colleges now have a member of staff who is their named Young Carer Lead.

Our Peer Leader programme developed this year, arising out of conversations with young carers who said that they wanted to give something back to the service. They all had the motivation to help but didn't know how and didn't know if they had the confidence to do something without support. Working in co-production we agreed with them what training they would need from us and what personal skills they would like to develop.

'Being a Peer Leader has been so much more than the learning. It has been fun and something I really enjoy and want to continue with'.

Our Mental Health and Wellbeing Service continued to provide training and workshops to family carers despite the difficulties presented by the pandemic. Many courses were adapted to online provision, via Teams:

- 294 family carer attendees at our online and in person workshops and courses.
- 143 professional attendees accessing a range of Mental Health First Aid programmes.

Additionally, our Adult Services team provided 54 direct moving and handling tuition sessions in carers' homes, helping to prevent risk of injury to both the cared for person and carers themselves. This is higher than last year, however lower than usual due to continued COVID restrictions/concerns.

4. Respite

Our adult services team always discuss respite opportunities with family carers. We ensure that family carers are aware of any funding available and all opportunities open to them, either through statutory services or through the voluntary and community sector.

This year has again been difficult for family carers to take a break due to the pandemic, however resources are available to support family carers when they feel ready to access respite again, additionally this year we have a brand new accessible static caravan which replaces our well-loved but well used caravan in Kessingland, this has always proved popular as a respite opportunity for carers and their families.

In our support for adult family carers, this year 52 family carers have accessed Respite on Prescription

Suffolk Family Carers Limited

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Trustees' annual report (incorporating the directors' report) *(continued)*

Year ended 31 March 2022

when they needed to have an elective medical procedure or appointment in East and West Suffolk and 69 family carers has accessed Neurological Care Breaks. Some challenges were still experienced during this year due to COVID.

Suffolk County Council funded a project called Time for Carers, which ran from March 21 - March 22. 40 family carers were able to benefit from 2 hours respite each week for 8 weeks under this scheme. All 79 family carers referred were able to access information, advice, guidance and emotional support.

734 young carers and young adult carers attended at least one of the 239 respite opportunities (online and in person). Activities included; swimming confidence sessions, first aid, online cookery, parent and child trip to Ipswich Town Football Club, raft building and self-esteem workshops, driving theory sessions, sailing residential and camping trips.

48 families attended an Easter online cookery session, 88 young carers attended an online Easter craft session, and 48 young carers enjoyed tobogganing and the Ringos at the Suffolk Ski Centre funded by The Rotary Club of Ipswich East. Bury Abbey Rotary provided funding for 23 young carers to enjoy the panto at the Theatre Royal.

Despite COVID 19 restrictions, we were still able to hold 61 School clubs/drop in sessions.

Our respite continues to be guided by the needs and wishes of young carers and young adult carers. We will continue to offer online respite activities as well as in person activities. Delivery of online respite has enabled us to explore interest based respite, for example our 'Draw With Me' club, which brings together young carers from across the county who enjoy being creative.

The work of our Mental Health and Wellbeing Service with the Armed Forces Community has continued and we have been delighted to have been invited along to key networking events and coproduction forums.

In March 2022 we received confirmation of funds to run a time limited one year project called 'Time Out Together' enabling us to bring carers from armed forces families and non-armed forces families together to share some respite opportunities.

We have continued with our objective to get family carer roles recognised within the Armed Forces community and to ensure that those needing support know how they can access it.

5. Influencing policy

We have continued to be a vital part of the Voluntary and Community Sector leaders groups and Health and Wellbeing Network.

Our CEO is the voluntary sector representative on the Ipswich and East Suffolk Alliance and is a member of the West Suffolk Alliance Palliative Care and End of Life Programme Board.

We also contribute to two Integrated Care Academy research projects at the University of Suffolk - the iCOPE project (looking at ways to support older people and their family carers in East Suffolk) and the Palliative and End of Life Research Project.

Our CEO is a member of the Design Panel, a group of 12 CEOs from organisations across Suffolk and North East Essex. This group influences the plans for collaboration and partnership working under the new Integrated Care System that will become a legal entity in July 2022. In Norfolk and Waveney, our presence is not so well established and our intention is to build these partnerships over the coming months.

We have shared information with Carers Trust and Carers UK to enable them to influence central Government on issues relating to the pandemic, cost of living and the specific needs of family carers.

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Company Limited by Guarantee

Trustees' annual report (incorporating the directors' report) *(continued)*

Year ended 31 March 2022

Volunteers

Suffolk Family Carers' 65 volunteers donated 2,459 hours of their time, bringing their skills, knowledge and experience to 12 different roles across the organisation. Moving to on-line support, recruitment and induction allowed us to continue valuable carer services (such as our Talk and Support telephone befriending service) and to provide volunteer opportunities during pandemic limitations.

We also worked alongside volunteers to understand what support they required to get back to volunteering away from home. We also re-introduced reception volunteering opportunities. We were successful in recruiting a volunteer opportunity for a Young Trustee.

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Company Limited by Guarantee

Trustees' annual report (incorporating the directors' report) *(continued)*

Year ended 31 March 2022

Financial review

The charity has made a surplus in the year of £152,314, compared with a surplus last year of £284,218.

Total income decreased by £83,843, a 3% decrease from last year. Total expenditure has increased by £48,061, a 2% increase from last year. The total fund balances at year end are £1,943,320 (March 2021: £1,791,006).

Total restricted funds balance at year end are £1,356,476 (March 2021: £1,274,647). Total unrestricted funds balance at year end are £464,918 (March 2021: £391,885). Total designated funds balance at year end are £121,926 (March 2021: £124,474).

When budgeting for future periods SFC believes in taking a prudent approach and bases income on those grants and contracts which have been confirmed as receivable, therefore to maintain an expected level of service for our beneficiaries we budget to use unrestricted funds or reserves whilst seeking continued funding when agreements are coming to an end, or whilst seeking new funding to support areas of identified unmet need. The resulting periods are often better than expected as circumstances change during the year, sometimes we are successful in securing new funding and at the same time we strive to make costs savings where possible. The year just gone has been such a period, we had budgeted for a deficit, however due to a combination of circumstances, such as receiving more donations than budgeted and savings in some costs as the pandemic continued to disrupt planned activities, we have made a surplus.

After careful consideration of the year ahead, being in a similar position, a significant budget deficit has been agreed by the Trustees.

The results for the year, and the charity's financial position at the end of the year, are shown in the attached financial statements.

Principal funding sources

These are set out in notes 5 and 6 to the accounts. The majority of funding continues to be from Suffolk-based local authorities and NHS bodies, along with the National Lottery and Big Lottery Fund. The charity also benefits from donations from charitable funds and individuals.

Investments

Our principle bank is Bank of Scotland, however cash is also held in other banks to obtain best possible interest rates and Financial Services Compensation Scheme cover. There are no funds "invested". The cash position is consistent with the composition of funds balances which is shown in the Statement of Financial Activities.

Suffolk Family Carers Limited

Company Limited by Guarantee

Trustees' annual report (incorporating the directors' report) *(continued)*

Year ended 31 March 2022

Reserves Policy

It is essential that sufficient reserves are held to minimise the impact of significant loss of income. In the event of reduced income the main concerns of the trustees are:

- That the services provided can be wound down in a controlled manner with minimum impact on family carers, possibly allowing time for transfer of support given to family carers to other services.
- Staff commitments can be met and staff can continue working whilst new funding is secured.
- Suffolk Family Carers liabilities can be met.

The trustees have agreed to keep a level of reserves that would allow the organisation to operate for a period of between 6 to 12 months in a worst case scenario. Based on the above policy target reserves for 2021/22 were between £258,000 and £517,000. Unrestricted reserves at £464,918, being the total unrestricted balance, not including designated funds, are within that parameter. Total free unrestricted reserves are £460,792, being the balance minus the unrestricted fixed assets value.

The level of reserves will be monitored monthly by the Senior Management Team and reported to the trustee Finance and Audit Committee. If the forecast balance is outside the target totals then the trustees will consider what action, if any, may be appropriate taking into account any special circumstances. The policy will be reviewed annually.

Grants

SFC provides two types of grant funding to family carers:

1. The charity applies for small grant funding on behalf of beneficiaries. The criteria for making grants depends on the conditions attached by the funder to each activity/project. This year we have also been able to support family carers via the Household Fund and the Omicron Fund. Examples of grant usage are, a new washing machine, purchasing pill dispensers and supplying supermarket vouchers.

2. The charity also provides individual grants to family carers for respite and grants to overcome short term hardship.

This year SFC has held a Community Asset Fund and provided grants to community group projects such as supporting social activity in local green areas and supporting over 65s in isolation.

During the year the charity provided 84 grants to individuals totalling £17,282 (2021: 52 grants totalling £9,561) and 9 grants to community groups totalling £19,118.

Suffolk Family Carers Limited

Company Limited by Guarantee

Trustees' annual report (incorporating the directors' report) *(continued)*

Year ended 31 March 2022

Plans for future periods

Forward View

Our plans for the future include establishing a strategic presence in Waveney. We are funded by Norfolk and Waveney ICS to deliver community services and build relationships with the Primary Care Networks. Despite setbacks with recruitment, caused mainly by the pandemic, we are continuing to build our presence in Waveney, linking with both statutory and voluntary sector organisations and establishing long term partnerships.

From 1st April 2022 we will be delivering services under two new contracts with our partners under the Dementia Connect and Suffolk Advocacy Service partnerships.

We will be entering our second year of the Adult Carers Contract. Our first year saw us rise to the challenge of new targets, especially in terms of Carers Assessments. We are now on track to meet and possibly exceed those targets.

A key objective for the future is to identify those carers who currently do not receive a service from us. Many carers may not know that there is support available, do not see themselves as carers or do not think our organisation is for them. We want to change this by getting our messages out widely across Suffolk. We have made some preliminary contacts with local community groups and we intend to build on this in the coming year. This ties in with our ongoing culture change programme, which includes our desire to become a more diverse and inclusive organisation, both for family carers and also for our workforce, volunteers and trustees.

We will continue to work in partnership for the benefit of family carers. This year, Suffolk County Council took the lead on a partnership approach to develop an All Age Carers Strategy. We will continue to support this piece of work, which should see support for family carers given greater clarity and priority.

As well as the All Age Carers Strategy, as an organisation, Suffolk Family Carers will be refreshing our own strategy. We feel a refresh is due in 2022 as we have successfully delivered against our current SFC Strategy 2020-2025 and wish to review our aims and objectives for the future, in the light of COVID 19 and other significant developments during the last 2 years.

In our Mental Health and Wellbeing Service, some of our funding areas face uncertainty going forward, with 3 key areas coming to the conclusion of their contract or grant agreement. In recognition of the valuable work provided in these areas we have been liaising with commissioners and will be submitting requests for further funding where we are able. These specific areas are mental health - Sages contract, Serving Suffolk Families past and present - both the serving and the veteran's aspects.

We will continue our work to understand the needs of those resident in Suffolk prisons, who have or will have a caring role upon release, we will work with them to understand how the caring role may impact upon their licencing requirements.

Continuing our digital improvements, in the forthcoming year we intend to produce a range of podcasts and videos based on training and wellbeing topics that family carers have said they would find helpful.

Suffolk Family Carers Limited

Company Limited by Guarantee

Trustees' annual report (incorporating the directors' report) *(continued)*

Year ended 31 March 2022

Structure, governance and management

Across all areas of our work we live by our FAIR values:

- Family Carer Focus - Listening and responding to family carers' needs and those of their families.
- Accountability - Responsible for the decisions we make and the actions we take.
- Integrity - Working professionally.
- Respect - Valuing family carers, staff, volunteers and all stakeholders; recognising and promoting equality and diversity.

Governing Document

Suffolk Family Carers is a registered company in England and Wales limited by guarantee (No: 3507600) governed by its Memorandum and Articles of Association dated 10 February 1998. It is registered as a charity with the Charity Commission (No: 1069937). The registered office is: Unit 8, Hill View Business Park, Old Ipswich Road, Claydon, IP6 0AJ.

Trustee recruitment and appointment

Trustees are recruited through a mixture of local and national advertisements and via personal recommendation. They take part in an interview process and a key requirement is to have an affinity with the work we do.

Trustee board members give their time to the charity on a purely voluntary basis except where the organisation employs them in a professional capacity. Any expenses reclaimed from the charity and related party transactions, are set out in note 15 to the accounts.

Trustee induction and training

New trustees are given an overview of the organisation at an induction meeting with a senior manager. They are given copies of various organisation documents including "The Good Trustee Guide" by NCVO and our "Memorandum and Articles of Association". Experience of day to day work on the frontline is obtained by shadowing various members of staff as they perform their daily duties. Trustees are then invited to contribute to specialist working groups where appropriate. Trustees also attend training courses as appropriate.

Organisation

The charity is managed by the Board of Trustees as set out on page 1. The board meets six times a year and there are sub-committees who report to the board covering development, governance, HR and finance and audit. A Chief Executive officer is appointed by the trustees to manage the day to day operations of the charity.

Pay policy for senior staff

Pay at all levels is set in line with the organisational pay structure and is scrutinised by the HR Committee. Pay for the Chief Executive Officer is considered and agreed outside of this process by the Chair of Trustees and the Chair of HR Committee

Risk Management

The senior management team at the charity maintains a risk register which is actively reviewed at each governance sub-committee and at the Board of Trustees annually, or when necessity arises. The risk register is maintained using a simple scoring system to enable major risks to be identified and action plans created. The trustees review and agree policies, systems, and procedures to mitigate those risks identified.

Suffolk Family Carers Limited

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Trustees' annual report (incorporating the directors' report) *(continued)*

Year ended 31 March 2022

The main risks arising from the charity's operations are reduction in funding, liquidity risk, cash flow risk, and interest rate risk.

Funding Risk

The charity seeks to manage funding risk by continuing to identify and apply for grant funding for new services rather than rely on statutory funding. The charity is developing tender documents, in preparation for future tenders, by consulting with family carers and funding commissioners and ensuring service levels remain high and meet family carers' needs.

Liquidity risk

The charity seeks to manage financial risk by ensuring sufficient liquidity is available to meet foreseeable needs and to invest cash in assets safely and profitably. Short-term flexibility is achieved by having sufficient unrestricted reserves. The charity finances its investment in tangible fixed assets through operating lease contracts. The future obligations arising from these contracts are set out in note 25 of the financial statements.

Cash flow risk

The charity needs to manage cash-flow in order to meet its debts as they fall due. Management and the trustees therefore consistently monitor this and produce cash-flow forecasts to ensure there are sufficient cash reserves available in the charity.

Interest rate risk

The charity maintains sufficient funds on current account to meet short term demand. Surplus short term funds are held on deposit to obtain some interest, albeit because of the current economic climate, returns are meagre. The charity manages its exposure to interest rate fluctuations on its longer term cash investments by entering into fixed rate agreements.

Fundraising

The charity does not actively fundraise from members of the public or engage third parties to fundraise on its behalf, the main fund raising approach is to apply for funding from grant awarding bodies.

Project workers within service areas identify need and apply for specific grant funding.

The charity receives many unsolicited donations from members of the public and local organisations, often from people who have benefited from the services provided or others who have heard of the impact of the services in their communities and want to support the cause. The charity is very grateful for the continued support of such donations.

The charity continues to believe its fund raising approach does not warrant signing up to a fundraising standard, and we are pleased to report we have not received any complaints about fundraising.

Trustees' responsibilities statement

The trustees (who are also directors 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 (United Kingdom Generally Accepted Accounting Practice).

Suffolk Family Carers Limited

Company Limited by Guarantee

Trustees' annual report (incorporating the directors' report) *(continued)*

Year ended 31 March 2022

Company law requires the trustees to prepare financial statements for each financial year. Under company law the trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the charitable company for that period.

In preparing these financial statements, the trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP 2019 (FRS102);
- make judgements and estimates that are reasonable and prudent;
- state whether applicable UK accounting standards have been followed, subject to any material departures disclosed and explained in the financial statements;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in operation.

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

Auditor

Each of the persons who is a trustee at the date of approval of this report confirms that:

- so far as they are aware, there is no relevant audit information of which the charity's auditor is unaware; and
- they have taken all steps that they ought to have taken as a trustee to make themselves aware of any relevant audit information and to establish that the charity's auditor is aware of that information.

The auditor is deemed to have been re-appointed in accordance with section 487 of the Companies Act 2006.

Small company provisions

This report has been prepared taking advantage of the small companies' exemption of section 415A of the Companies Act 2006.

The trustees' annual report was approved on 2 November 2022 and signed on behalf of the board of trustees by:

S Brooks - Chair
Trustee

Suffolk Family Carers Limited

Company Limited by Guarantee

Independent auditor's report to the members of Suffolk Family Carers Limited

Year ended 31 March 2022

Opinion

We have audited the financial statements of Suffolk Family Carers Limited (the 'charity') for the year ended 31 March 2022 which comprise the statement of financial activities (including income and expenditure account), statement of financial position, statement of cash flows and the related notes, 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 FRS 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;
- 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.

Suffolk Family Carers Limited

Company Limited by Guarantee

Independent auditor's report to the members of Suffolk Family Carers Limited (continued)

Year ended 31 March 2022

Other information

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

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

We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006

In our opinion, based on the work undertaken in the course of the audit:

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

Suffolk Family Carers Limited

Company Limited by Guarantee

Independent auditor's report to the members of Suffolk Family Carers Limited *(continued)*

Year ended 31 March 2022

Responsibilities of trustees

As explained more fully in the trustees' responsibilities statement, the trustees (who are also the directors for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the trustees are responsible for assessing the 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.

Suffolk Family Carers Limited

Company Limited by Guarantee

Independent auditor's report to the members of Suffolk Family Carers Limited (continued)

Year ended 31 March 2022

Auditor's responsibilities for the audit of the financial statements

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

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

In addition to discussions with the client regarding the potential areas for irregularities and non compliance the following tests were also performed;

- Enquiry of management and those charged with governance;
- Enquiry of entity staff compliance functions to identify any instances of non-compliance with laws and regulations;
- Reviewing financial statement disclosures and testing to supporting documentation to assess compliance with applicable laws and regulations;
- Performing audit work over the risk of management override of controls, testing of journal entries and other adjustments for appropriateness, evaluation the rational of significant transactions outside the normal course of activities and reviewing accounting estimates for bias.

In common with all audits under ISAs (UK), we are also required to perform specific procedures to respond to the risk of management override. We also obtained an understanding of the legal and regulatory framework that the company operates in, focusing on provisions of those laws and regulations that had a direct effect on the determination of material amounts and disclosures in the financial statements. The key laws and regulations we considered in this context included the UK Companies Act and Employment law.

As a result of performing the above, we did not identify any key audit matters related to the potential risk of fraud or non-compliance with laws and regulations.

Because of the inherent limitations of an audit, there is a risk that we will not detect all irregularities, including those leading to a material misstatement in the financial statements or non-compliance with regulation. This risk increases the more that compliance with a law or regulation is removed from the events and transactions reflected in the financial statements, as we will be less likely to become aware of instances of non-compliance. The risk is also greater regarding irregularities occurring due to fraud rather than error, as fraud involves intentional concealment, forgery, collusion, omission or misrepresentation.

Suffolk Family Carers Limited

Company Limited by Guarantee

Independent auditor's report to the members of Suffolk Family Carers Limited *(continued)*

Year ended 31 March 2022

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 and the charity's members as a body, for our audit work, for this report, or for the opinions we have formed.

Mark Proctor FCA DChA (Senior Statutory Auditor)

For and on behalf of
Lovewell Blake LLP
Chartered accountants & statutory auditor
Bankside 300
Peachman Way
Broadland Business Park
Norwich
NR7 0LB

21 December 2022

Suffolk Family Carers Limited

Company Limited by Guarantee

Statement of financial activities (including income and expenditure account)

Year ended 31 March 2022

		Unrestricted funds	2022 Restricted funds	Total funds	2021 Total funds
	Note	£	£	£	£
Income and endowments					
Donations and legacies	5	49,432	127,052	176,484	220,430
Charitable activities	6	150,604	2,264,654	2,415,258	2,461,294
Investment income	7	6,430	–	6,430	8,091
Other income	8	7,800	–	7,800	–
Total income		<u>214,266</u>	<u>2,391,706</u>	<u>2,605,972</u>	<u>2,689,815</u>
Expenditure					
Raising funds					
Costs of raising donations and legacies	9	–	–	–	25,218
Charitable activities	10	339,155	2,114,503	2,453,658	2,380,379
Total expenditure		<u>339,155</u>	<u>2,114,503</u>	<u>2,453,658</u>	<u>2,405,597</u>
Net income before transfer of funds		(124,889)	277,203	152,314	284,218
Transfers between funds		195,374	(195,374)	–	–
Net movement in funds		<u>70,485</u>	<u>81,829</u>	<u>152,314</u>	<u>284,218</u>
Reconciliation of funds					
Total funds brought forward		516,359	1,274,647	1,791,006	1,506,788
Total funds carried forward		<u>586,844</u>	<u>1,356,476</u>	<u>1,943,320</u>	<u>1,791,006</u>

The statement of financial activities includes all gains and losses recognised in the year.
All income and expenditure derive from continuing activities.

The notes on pages 22 to 34 form part of these financial statements.

Suffolk Family Carers Limited

Company Limited by Guarantee

Statement of financial position

31 March 2022

	Note	2022 £	£	2021 £	£
Fixed assets					
Intangible assets	16		2,380		6,460
Tangible fixed assets	17		109,875		70,956
			<u>112,255</u>		<u>77,416</u>
Current assets					
Debtors	18	112,500		42,295	
Cash at bank and in hand		<u>1,932,877</u>		<u>1,842,015</u>	
		2,045,377		1,884,310	
Creditors: Amounts falling due within one year	19	<u>(214,312)</u>		<u>(170,720)</u>	
Net current assets			1,831,065		1,713,590
Total assets less current liabilities			<u>1,943,320</u>		<u>1,791,006</u>
Net assets			<u>1,943,320</u>		<u>1,791,006</u>
Funds of the charity					
Restricted funds			1,356,476		1,274,647
Unrestricted funds			<u>586,844</u>		<u>516,359</u>
Total charity funds	22		<u>1,943,320</u>		<u>1,791,006</u>

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

These financial statements were approved by the board of trustees and authorised for issue on 2 November 2022, and are signed on behalf of the board by:

S Brooks - Chair
Trustee

Company registration number: 3507600

The notes on pages 22 to 34 form part of these financial statements.

Suffolk Family Carers Limited

Company Limited by Guarantee

Statement of cash flows

Year ended 31 March 2022

	2022 £	2021 £
Cash flows from operating activities		
Net income	152,314	284,218
<i>Adjustments for:</i>		
Depreciation of tangible fixed assets	25,738	20,474
Amortisation of intangible assets	4,080	4,080
Other interest receivable and similar income	(6,430)	(8,091)
Gains on disposal of tangible fixed assets	(7,800)	–
<i>Changes in:</i>		
Trade and other debtors	(70,205)	25,681
Trade and other creditors	43,592	33,781
Cash generated from operations	141,289	360,143
Interest received	6,430	8,091
Net cash from operating activities	<u>147,719</u>	<u>368,234</u>
Cash flows from investing activities		
Purchase of tangible assets	(65,857)	(40,428)
Proceeds from sale of tangible assets	9,000	–
Net cash used in investing activities	<u>(56,857)</u>	<u>(40,428)</u>
Net increase in cash and cash equivalents	90,862	327,806
Cash and cash equivalents at beginning of year	<u>1,842,015</u>	<u>1,514,209</u>
Cash and cash equivalents at end of year	<u>1,932,877</u>	<u>1,842,015</u>

The notes on pages 22 to 34 form part of these financial statements.

Suffolk Family Carers Limited

Company Limited by Guarantee

Notes to the financial statements

Year ended 31 March 2022

1. General information

The charity is a public benefit entity and a private company limited by guarantee, registered in England and Wales and a registered charity in England and Wales. The address of the registered office is Unit 8, Hill View Business Park, Old Ipswich Road, Claydon, Suffolk, IP6 0AJ.

2. Statement of compliance

The charity constitutes a public benefit entity as defined by FRS 102. The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland issued in October 2019, the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS 102), the Charities Act 2011, the Companies Act 2006 and UK Generally Accepted Accounting Practice.

3. Accounting policies

Basis of preparation

The financial statements have been prepared on the historical cost basis.

The financial statements are prepared in sterling, which is the functional currency of the entity.

Going concern

The Trustees are aware that the challenge to secure future income may be more difficult as the COVID19 impact hits the charity sector and the wider economic environment. The financial position of Suffolk Family Carers Limited will be carefully monitored but if a potential shortfall is identified, the existing reserves will allow the charity sufficient time to take appropriate action.

The charity has made a surplus this year of £152,314 (2021: £284,218). The unrestricted reserves are within the target level and so the Trustees consider that the charity has adequate reserves to continue in operational existence for the foreseeable future. Thus, the trustees continue to adopt the going concern basis of accounting in preparing the financial statements. This expectation has taken into consideration the effects that COVID19 may have on the charity going forwards, which at this time are largely unknown.

Fund accounting

Unrestricted funds are available for use at the discretion of the trustees to further any of the charity's purposes.

Designated funds are unrestricted funds earmarked by the trustees for particular future project or commitment.

Restricted funds are subjected to restrictions on their expenditure declared by the donor or through the terms of an appeal.

Suffolk Family Carers Limited

Company Limited by Guarantee

Notes to the financial statements *(continued)*

Year ended 31 March 2022

3. Accounting policies *(continued)*

Income

All income is included in the statement of financial activities when entitlement has passed to the charity, it is probable that the economic benefits associated with the transaction will flow to the charity and the amount can be reliably measured. The following specific policies are applied to particular categories of income:

- income from donations or grants is recognised when there is evidence of entitlement to the gift, receipt is probable and its amount can be measured reliably.
- legacy income is recognised when receipt is probable and entitlement is established.
- income from donated goods is measured at the fair value of the goods unless this is impracticable to measure reliably, in which case the value is derived from the cost to the donor or the estimated resale value. Donated facilities and services are recognised in the accounts when received if the value can be reliably measured. No amounts are included for the contribution of general volunteers.
- income from contracts for the supply of services is recognised with the delivery of the contracted service. This is classified as unrestricted funds unless there is a contractual requirement for it to be spent on a particular purpose and returned if unspent, in which case it may be regarded as restricted.

Expenditure

Expenditure is recognised on an accruals basis as a liability is incurred. Expenditure includes any VAT which cannot be fully recovered, and is classified under headings of the statement of financial activities to which it relates:

- expenditure on raising funds includes the costs of all fundraising activities, events, non-charitable trading activities, and the sale of donated goods.
- expenditure on charitable activities includes all costs incurred by a charity in undertaking activities that further its charitable aims for the benefit of its beneficiaries, including those support costs and costs relating to the governance of the charity apportioned to charitable activities.
- other expenditure includes all expenditure that is neither related to raising funds for the charity nor part of its expenditure on charitable activities.

All costs are allocated to expenditure categories reflecting the use of the resource. Direct costs attributable to a single activity are allocated directly to that activity. Shared costs are apportioned between the activities they contribute to on a reasonable, justifiable and consistent basis.

Operating leases

Lease payments are recognised as an expense over the lease term on a straight-line basis.

Intangible assets

Intangible assets are initially recorded at cost, and are subsequently stated at cost less any accumulated amortisation and impairment losses.

Suffolk Family Carers Limited

Company Limited by Guarantee

Notes to the financial statements *(continued)*

Year ended 31 March 2022

3. Accounting policies *(continued)*

Amortisation

Amortisation is calculated so as to write off the cost of an asset, less its estimated residual value, over the useful life of that asset as follows:

Website	-	20% straight line
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If there is an indication that there has been a significant change in amortisation rate, useful life or residual value of an intangible asset, the amortisation is revised prospectively to reflect the new estimates.

Amortisation costs in the year are included under Charitable activities: carer support services.

Tangible assets

Tangible assets are initially recorded at cost, and subsequently stated at cost less any accumulated depreciation.

Tangible assets costing more than £1,000 are capitalised and included at cost, including any incidental expenses of acquisition.

Depreciation

Depreciation is calculated so as to write off the cost or valuation of an asset, less its residual value, over the useful economic life of that asset as follows:

Plant and equipment	-	10% straight line
Office equipment	-	10% straight line
Motor vehicles	-	33% to 50% straight line
Computer equipment	-	33% straight line

Grants payable

Grants payable are accounted for when approved by the Trustees.

Redundancy

Redundancy and termination costs are recognised as an expense in the Statements of Financial Activities and a liability on the Balance Sheet immediately at the point the charity is demonstrably committed to either:

- Terminate the employment of an employee or group of employees before normal retirement date; or
- Provide termination benefits as a result of an offer made in order to encourage voluntary redundancy.

The charity is considered to be demonstrably committed only when it has a detailed formal plan for the termination and is without realistic possibility of withdrawal from the plan.

Suffolk Family Carers Limited

Company Limited by Guarantee

Notes to the financial statements *(continued)*

Year ended 31 March 2022

3. Accounting policies *(continued)*

Financial instruments

A financial asset or a financial liability is recognised only when the entity becomes a party to the contractual provisions of the instrument.

Basic financial instruments are initially recognised at the amount receivable or payable including any related transaction costs, unless the arrangement constitutes a financing transaction, where it is recognised at the present value of the future payments discounted at a market rate of interest for a similar debt instrument.

Current assets and current liabilities are subsequently measured at the cash or other consideration expected to be paid or received and not discounted.

Defined contribution plans

Contributions to defined contribution plans are recognised as an expense in the period in which the related service is provided.

4. Limited by guarantee

The charity is a company limited by guarantee and does not have share capital. Every member of the charity undertakes to contribute such amounts (not exceeding £10) as may be required in the event

5. Donations and legacies

	Unrestricted Funds £	Restricted Funds £	Total Funds 2022 £
Donations			
Donations and Legacies	49,432	21,469	70,901
Grants			
Grants receivable	—	105,583	105,583
	<u>49,432</u>	<u>127,052</u>	<u>176,484</u>
	Unrestricted Funds £	Restricted Funds £	Total Funds 2021 £
Donations			
Donations and Legacies	78,841	4,186	83,027
Grants			
Grants receivable	28,013	109,390	137,403
	<u>106,854</u>	<u>113,576</u>	<u>220,430</u>

Suffolk Family Carers Limited

Company Limited by Guarantee

Notes to the financial statements *(continued)*

Year ended 31 March 2022

5. Donations and legacies *(continued)*

Donations, legacies and grants received consist of;

	2022	2021
	£	£
AXA	–	2,000
Armed Forces Covenant Fund	500	–
Arnold Clarke Community Fund	1,000	–
Bury Abbey Rotary	–	500
Carers Trust	4,320	13,020
Cheshire Community Foundation	–	2,760
Coop Local Community Fund	3,754	17,750
Daval Trust	1,100	–
East Suffolk Council	35,430	1,000
East Suffolk and North Essex NHS Foundation Trust	1,000	–
Global Make Some Noise	–	25,000
Ipswich and District Stroke Club	2,039	–
L D Rope Third Charitable Trust	1,079	1,294
Leading Lives	–	3,000
Legacy	31,000	68,646
Marx Family Trust	2,000	–
Membership fees	650	825
Norfolk County Council	700	–
Noise Solutions	–	24,875
Persimmon Charitable Foundation	1,000	–
Rotary Club Ipswich and East	1,000	320
Rotary Club of High Suffolk	–	1,000
Suffolk Community Foundation	–	–
- Anglian Water Positive Difference Fund	–	1,600
- Catalyst Fund	–	995
- Community Fund	17,950	1,575
- East Suffolk Community Chest Fund	–	10,000
- Frank Jackson Foundation Fund	–	2,308
- Harris Family Fund	–	1,787
- Martineau Fund	–	2,000
- RJB Grantmaking Fund	–	1,000
- Suffolk Coronavirus Community Fund	–	6,276
- Suffolk Giving Fund	–	1,990
- Suffolk Hardship Fund	–	500
- iwill Fund	–	2,500
- Maurken Fund	1,000	–
- Port Community Fund	1,738	–
- Household Support Grant	10,000	–
Suffolk County Council	24,760	–
Sundry Grants & Donations	25,642	9,224
The Martineau Trust	–	1,685
The Veteran's Foundation	8,822	15,000
	<u>176,484</u>	<u>220,430</u>

Suffolk Family Carers Limited

Company Limited by Guarantee

Notes to the financial statements *(continued)*

Year ended 31 March 2022

6. Charitable activities

	Unrestricted Funds £	Restricted Funds £	Total Funds 2022 £
Income from charitable activities	150,604	2,264,654	2,415,258
	Unrestricted Funds £	Restricted Funds £	Total Funds 2021 £
Income from charitable activities	–	2,461,294	2,461,294
Charitable activities received consist of;			
		2022 £	2021 £
Armed Forces Covenant Fund		48,758	48,765
BBC Children in Need		9,932	50,002
Big Lottery Fund		71,782	135,650
Care Development East		8,400	3,600
Connect Communities		135,494	–
East Suffolk Council		265,497	265,003
East Suffolk and North Essex NHS Foundation Trust		50,000	–
NHS		562,793	539,852
Suffolk County Council		1,000,801	1,159,667
Suffolk Libraries		74,375	74,375
Sundry income		3,046	–
Turning Point		50,000	50,000
Voiceability		134,380	134,380
		2,415,258	2,461,294

7. Investment income

	Unrestricted Funds £	Total Funds 2022 £	Unrestricted Funds £	Total Funds 2021 £
Bank interest receivable	6,430	6,430	8,091	8,091

8. Other income

	Unrestricted Funds £	Total Funds 2022 £	Unrestricted Funds £	Total Funds 2021 £
Gain on disposal of fixed assets	7,800	7,800	–	–

9. Costs of raising donations and legacies

	Unrestricted Funds £	Restricted Funds £	Total Funds 2022 £
Costs of raising donations and legacies	–	–	–

Suffolk Family Carers Limited

Company Limited by Guarantee

Notes to the financial statements *(continued)*

Year ended 31 March 2022

9. Costs of raising donations and legacies *(continued)*

	Unrestricted Funds £	Restricted Funds £	Total Funds 2021 £
Costs of raising donations and legacies	<u>3,238</u>	<u>21,980</u>	<u>25,218</u>

10. Expenditure on charitable activities

	Salary costs £	Operational costs £	Support costs £	Total funds 2022 £	Total fund 2021 £
Core services	93,674	34,414	255,814	383,902	373,532
Young People's Service	308,287	45,380	59,677	413,344	384,496
Health Service	53,885	1,191	8,310	63,386	425,615
Mental Health and Wellbeing	245,294	33,896	39,209	318,399	358,167
Adult Carers Services	876,389	227,925	170,313	1,274,627	774,692
Governance costs	—	—	—	—	63,877
	<u>1,577,529</u>	<u>342,806</u>	<u>533,323</u>	<u>2,453,658</u>	<u>2,380,379</u>

Of the above costs, £339,155 were unrestricted (2021: £346,837), and £2,114,503 restricted (2021: £2,033,542).

Included within operational costs are grants paid totalling £36,400 (2021: £9,561) paid to individuals and community groups.

Support costs include governance costs of £20,931 which have been apportioned directly to activities undertaken in 2022.

11. Analysis of support costs

	2022 £	2021 £
Wages and salaries	297,541	524,967
Rent and utilities	85,624	74,014
Governance costs	20,931	12,190
Travel	24,029	10,251
Insurance	15,230	15,955
Staff Training	6,609	23,156
IT Support and Licences	83,359	72,451
	<u>533,323</u>	<u>732,984</u>

Suffolk Family Carers Limited

Company Limited by Guarantee

Notes to the financial statements *(continued)*

Year ended 31 March 2022

12. Net income

Net income is stated after charging/(crediting):

	2022	2021
	£	£
Amortisation of intangible assets	4,080	4,080
Depreciation of tangible fixed assets	25,738	20,474
Gains on disposal of tangible fixed assets	(7,800)	–
Operating lease payments	65,846	65,912
Fees payable for the audit of the financial statements	<u>12,540</u>	<u>9,300</u>

13. Auditors remuneration

	2022	2021
	£	£
Fees payable for the audit of the financial statements	12,540	9,300

14. Staff costs

The total staff costs and employee benefits for the reporting period are analysed as follows:

	2022	2021
	£	£
Wages and salaries	1,647,986	1,681,193
Social Security costs	124,173	127,992
Employer contributions to pension plans	<u>111,302</u>	<u>110,537</u>
	<u>1,883,461</u>	<u>1,919,722</u>

The average head count of employees during the year was 87 (2021: 88).

No employee received employee benefits of more than £60,000 during the year (2021: Nil).

Included within wages and salaries costs are redundancy and termination payments totalling £Nil (2021: £4,475). These payments were made inline with contractual agreements and have been accounted for inline with the accounting policy noted.

Key Management Personnel

Key management personnel include all persons that have authority and responsibility for planning, directing and controlling the activities of the charity. The total compensation paid to key management personnel for services provided to the charity was £294,026 (2021: £301,258).

15. Trustee remuneration and expenses

No remuneration or other benefits were received from the charity or a related entity by the trustees during the year (2021: £Nil).

During the year, no trustee (2021: none) received reimbursement of expenses (2021: £Nil).

Suffolk Family Carers Limited

Company Limited by Guarantee

Notes to the financial statements *(continued)*

Year ended 31 March 2022

16. Intangible assets

	Website £
Cost	
At 1 April 2021 and 31 March 2022	20,400
Amortisation	
At 1 April 2021	13,940
Charge for the year	4,080
At 31 March 2022	18,020
Carrying amount	
At 31 March 2022	2,380
At 31 March 2021	6,460

17. Tangible fixed assets

	Plant and equipment £	Office equipment £	Motor vehicles £	Computer equipment £	Total £
Cost					
At 1 April 2021	10,724	1,175	167,532	42,417	221,848
Additions	65,857	–	–	–	65,857
Disposals	(8,000)	–	(78,300)	–	(86,300)
At 31 March 2022	68,581	1,175	89,232	42,417	201,405
Depreciation					
At 1 April 2021	8,533	1,175	101,978	39,206	150,892
Charge for the year	3,965	–	19,990	1,783	25,738
Disposals	(6,800)	–	(78,300)	–	(85,100)
At 31 March 2022	5,698	1,175	43,668	40,989	91,530
Carrying amount					
At 31 March 2022	62,883	–	45,564	1,428	109,875
At 31 March 2021	2,191	–	65,554	3,211	70,956

18. Debtors

	2022 £	2021 £
Trade debtors	34,945	9,531
Prepayments and accrued income	77,555	32,764
	112,500	42,295

The charity has been notified of additional legacies which have not been included within the accounts as there is uncertainty over the value to be received.

Suffolk Family Carers Limited

Company Limited by Guarantee

Notes to the financial statements *(continued)*

Year ended 31 March 2022

19. Creditors: Amounts falling due within one year

	2022 £	2021 £
Trade creditors	60,148	23,492
Accruals and deferred income	121,350	115,708
Social security and other taxes	30,241	30,968
Other creditors	2,573	552
	<u>214,312</u>	<u>170,720</u>

20. Deferred income

	2022 £	2021 £
At 1 April 2021	102,235	68,222
Amount released to income	(102,235)	(68,222)
Amount deferred in year	<u>101,345</u>	<u>102,235</u>
At 31 March 2022	<u>101,345</u>	<u>102,235</u>

Deferred income relates to income received by the charity relating to a future period that is paid in advance.

21. Pensions and other post retirement benefits

The Charity operates a group personal pension scheme, the assets of which are held in an independently administered fund. Employers' contributions paid during the period amounted to £111,302 (2021: £110,537).

All direct staff are allocated a project fund which they work on. This project fund will dictate the charity activity the employer pension contributions should go against as an expense. All projects are noted as being restricted or unrestricted funds and so the project fund allocated for the employee to work on will also dictate whether the individual employer pension contributions go against restricted or unrestricted funds.

For support costs the employer pension contributions are worked out on an apportionment basis. All staff members' salaries are split in varying percentages, according to job class, to cost of raising funds, direct charitable activities, project management, finance management, HR, and governance. All salary support costs represent the elements allocated to project management, finance management, and HR.

Suffolk Family Carers Limited

Company Limited by Guarantee

Notes to the financial statements (continued)

Year ended 31 March 2022

22. Analysis of charitable funds

2022

Designated funds

	Balance at 1 April 2021 £	Income £	Expenditure £	Transfer £	Balance at 31 March 2022 £
Adult Care Services	124,474	232	(1,280)	(70,000)	53,426
Caravan fund	—	—	(1,926)	70,426	68,500
	<u>124,474</u>	<u>232</u>	<u>(3,206)</u>	<u>426</u>	<u>121,926</u>

General funds

	Balance at 1 April 2021 £	Income £	Expenditure £	Transfer £	Balance at 31 March 2022 £
Core Services	<u>391,885</u>	<u>214,034</u>	<u>(335,949)</u>	<u>194,948</u>	<u>464,918</u>

Restricted funds

	Balance at 1 April 2021 £	Income £	Expenditure £	Transfer £	Balance at 31 March 2022 £
Core Services	12,639	43,250	(47,953)	238	8,174
Young People's Service	289,811	427,025	(413,344)	(49,012)	254,480
Health Service	56,314	89,600	(63,386)	(12,096)	70,432
Mental Health and Wellbeing	229,477	384,125	(318,399)	(56,597)	238,606
Adult Carers Services	<u>686,406</u>	<u>1,447,706</u>	<u>(1,271,421)</u>	<u>(77,907)</u>	<u>784,784</u>
	<u>1,274,647</u>	<u>2,391,706</u>	<u>(2,114,503)</u>	<u>(195,374)</u>	<u>1,356,476</u>
Total funds 2022	<u>1,791,006</u>	<u>2,605,972</u>	<u>(2,453,658)</u>	<u>—</u>	<u>1,943,320</u>

2021

Designated funds

	Balance at 1 April 2020 £	Income £	Expenditure £	Transfer £	Balance at 31 March 2021 £
Adult Care Services	124,824	—	(350)	—	124,474
	<u>124,824</u>	<u>—</u>	<u>(350)</u>	<u>—</u>	<u>124,474</u>

General funds

	Balance at 1 April 2020 £	Income £	Expenditure £	Transfer £	Balance at 31 March 2021 £
Core Services	352,290	114,945	(349,725)	274,375	391,885
	<u>352,290</u>	<u>114,945</u>	<u>(349,725)</u>	<u>274,375</u>	<u>391,885</u>

Suffolk Family Carers Limited

Company Limited by Guarantee

Notes to the financial statements *(continued)*

Year ended 31 March 2022

Restricted funds

	Balance at 1 April 2020 £	Income £	Expenditure £	Transfer £	Balance at 31 March 2021 £
Core Services	17,868	75,000	(65,959)	(14,270)	12,639
Young People's Service	266,487	453,186	(395,029)	(34,833)	289,811
Health Service	255,777	563,253	(438,040)	(324,676)	56,314
Mental Health and Wellbeing	197,684	448,573	(368,405)	(48,375)	229,477
Adult Carers Services	291,858	1,034,858	(788,089)	147,779	686,406
	<u>3,774,908</u>	<u>5,410,732</u>	<u>(5,209,330)</u>	<u>274,375</u>	<u>4,250,685</u>
Total funds 2021	<u>1,506,788</u>	<u>2,689,815</u>	<u>(2,405,597)</u>	<u>—</u>	<u>1,791,006</u>

Core Services

This service supports the activities provided to family carers. It includes the CEO office functions, human resources, finance, contracts management, communications and the volunteering project.

Young People's Service

We support young people from age 5 years up to 24 years of age, who care for a parent, grandparent or sibling. The aim of the service is to support young people to reduce inappropriate or excessive caring and to ensure that young carers have a chance to be children, first and foremost, by receiving opportunities to have a break from their caring roles, relax and make new friends and make successful transitions into adulthood. Support has included information, advice, one to one support, drop-ins at schools and colleges, peer support, monthly clubs, activities, life skill workshops and residential trips.

Health Service

We provide support to family carers in GP surgeries across East and West Suffolk and hospital based carer support in the Ipswich, West Suffolk, and James Paget hospitals. We also provide a variety of services which help family carers stay well.

Mental Health and Wellbeing Service

We provide a range of services and support to family carers who are looking after someone with dementia or mental health and/or substance misuse issues. We offer a range of information and support programmes to help family carers maintain and improve their own emotional wellbeing and bring resilience to their caring role.

Adult Carers Services

We provide information, advice, guidance and advocacy to adult family carers in Suffolk. We ensure family carers access appropriate services and support from us and we put them in touch with other organisations which can help them.

Transfers

Transfers from restricted to unrestricted funds represent a proportion of support and development services which include strategic planning and management, contract management, finance and personnel, and are chargeable to restricted funds.

Suffolk Family Carers Limited

Company Limited by Guarantee

Notes to the financial statements *(continued)*

Year ended 31 March 2022

23. Analysis of net assets between funds

Year ended 31 March 2022

	Unrestricted funds £	Designated funds £	Restricted funds £	Total £
Tangible fixed assets	1,746	62,564	45,564	109,874
Intangible fixed assets	2,380	—	—	2,380
Net current assets	460,792	59,362	1,310,912	1,831,066
	<u>464,918</u>	<u>121,926</u>	<u>1,356,476</u>	<u>1,943,320</u>

Year ended 31 March 2021

	Unrestricted funds £	Designated funds £	Restricted funds £	Total £
Tangible fixed assets	3,801	—	67,155	70,956
Intangible fixed assets	6,460	—	—	6,460
Net current assets	381,624	124,474	1,207,492	1,713,590
	<u>391,885</u>	<u>124,474</u>	<u>1,274,647</u>	<u>1,791,006</u>

24. Analysis of changes in net debt

	At 1 Apr 2021 £	Cash flows £	At 31 Mar 2022 £
Cash at bank and in hand	<u>1,842,015</u>	<u>90,862</u>	<u>1,932,877</u>

25. Operating lease commitments

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

	2022 £	2021 £
Not later than 1 year	54,534	60,722
Later than 1 year and not later than 5 years	17,183	5,294
Later than 5 years	56,028	—
	<u>127,745</u>	<u>66,016</u>

26. Related parties

During the year, the company received advice and software support amounting to £1,550 (2021: £8,765) from Scrutton Bland LLP, an entity in which J Tucker (Trustee and Treasurer) is a partner. At 31 March 2022, the charity owed Scrutton Bland LLP £170 (2021: £696).

Trustees made donations to the charity totalling £185 (2021: £55) during the year.

Accounts

COMPANY NUMBER 3507600

SUFFOLK FAMILY CARERS LIMITED

FINANCIAL STATEMENTS

FOR THE YEAR ENDED

31 MARCH 2021

Charity Number 1069937

ENSORS ACCOUNTANTS LLP

Chartered Accountants & Registered Auditors
Connexions, 159 Princes St, Ipswich
IP1 1QJ

SUFFOLK FAMILY CARERS LIMITED

FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2021

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SUFFOLK FAMILY CARERS LIMITED
REFERENCE AND ADMINISTRATIVE INFORMATION
FOR THE YEAR ENDED 31 MARCH 2021

Trustees and directors	J Dillaway	Chair
	S Brooks	Vice Chair
	J Tucker	Treasurer
	J Millar	
	C Burman	
	S Goddard	
	J Farthing	(resigned 29 March 2021)
	A Hogarth	
	M Roberts	(appointed 3 March 2021)
Company status	Limited by guarantee	
Chief Executive	K Alderson	
Principal and registered office	Unit 8 Hill View Business Park Old Ipswich Road CLAYDON IP6 0AJ	
Charity number	1069937	
Company number	3507600	
Auditor	Ensors Accountants LLP Chartered Accountants & Registered Auditors Connexions, 159 Princes St, Ipswich IP1 1QJ	
Bankers	Bank of Scotland 3 Queen Street NORWICH NR2 4SG	

SUFFOLK FAMILY CARERS LIMITED

TRUSTEES' ANNUAL REPORT

FOR THE YEAR ENDED 31 MARCH 2021

The Trustees present their report (which also contains a directors' report as required by company law) and accounts for the year ended 31 March 2021.

The financial statements have been prepared in accordance with the accounting policies set out in note 1 to the financial statements and comply with the charity's governing document, the Companies Act 2006 and "Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)" (as amended for accounting periods commencing from 1 January 2019).

Suffolk Family Carers provides services and support for family carers of all ages across Suffolk. We deliver our services through a number of age related, targeted services both from our main base in Claydon and from within the community. Our range of services is diverse and flexes to meet the needs of family carers within Suffolk. We are committed to listening to the views of family carers and co-producing services with them where possible.

We have referred to the Charity Commission's guidance on public benefit when reviewing our aims and objectives and in planning our future activities. In particular, we consider how planned activities will contribute to the aims and objectives set out in the company's Memorandum and Articles of Association; The promotion and protection of health and the relief of poverty, sickness, and distress within the county of Suffolk, and surrounding counties in particular by the provision of practical help, support services, and advocacy. Education to persons who are acting as carers of people with physical or sensory disability, mental health difficulty, learning disability, ill health or who are aged, and their families by providing information and mediation, and by bringing together the representatives of voluntary organisations and statutory authorities.

Objectives

Due to our plethora of projects which are funded by many different organisations, we continually work towards delivering a vast array of positive outcomes for family carers. This multitude of distinct objectives can be grouped into the following key themes:

Identification of family carers and assessment of need

Provision of information, advice and guidance (IAG) to better inform family carers

Emotional support for family carers

Training and education in caring, wellbeing and resilience for family carers

Training and education to professionals about mental health, wellbeing and family carers' issues

Providing the necessary environment for family carers to access or form peer support networks

Providing access to respite for family carers

Enabling family carers to have a voice and influence public policy

Ensuring young carers and vulnerable adult carers are safeguarded

We are also partners in a number of projects that support improved wellbeing for both family carers and the wider community. These projects are:

The TVS Advocacy Partnership

Wellbeing Suffolk

Turning Point – Suffolk Recovery Model

Suffolk Libraries and Suffolk Mind SAGES partnership

SUFFOLK FAMILY CARERS LIMITED

TRUSTEES' ANNUAL REPORT

FOR THE YEAR ENDED 31 MARCH 2021

Achievements

Throughout the 2020/21 financial year, the organisation continued to embrace the cultural transformation, which resulted in improvements to services for family carers and ultimately in the huge honour of being nominated as one of ten finalists for the GSK Impact Award 2019.

We went on to be awarded overall winner status at a celebratory event held by GSK and the Kings Fund in May 2019. This award has recognised our successes in partnership working, innovation and leadership. This has made us even more determined to be the best we can be, to deliver excellent services for family carers. To this end we have developed numerous new and improved services throughout 2020/21. Recently we are delighted to announce that we have been awarded the Suffolk County Council tender to provide the Young Carers Service for the county for the next 4 years. This will enable us to support over 2,000 young people to build resilience and to support schools in Suffolk to ensure that young carers are appropriately supported in their education.

This year we have achieved the following:

1. Identification and IAG (Information, advice and guidance)

We responded to 9,005 incoming contacts received via the Information Hub from family carers, professionals and members of the public. This was made up of 4,514 telephone calls, 3,743 emails and 748 live chat sessions, (an increase of 510).

We registered over 3,098 newly identified adult family carers and 594 young carers/young adult carers.

We processed 788 Adult Carers assessments and reviews, ensuring family carers received the support they needed to continue caring, and supporting them emotionally during this time. This figure is lower than last year due to changes in focus during the first lockdown of COVID.

We processed 579 young carer/young adult carer assessments and reviews.

The Adult Carer Advisers offered additional support by completing 479 Family Carers Emergency Plans (FCEP).

As part of the Admission Prevention services in East and West Suffolk, we have continued to raise awareness of family carers with the teams and supported 209 family carers directly via telephone and virtual means.

We emailed out our monthly newsletter – Carers Connected – which by the end of Q4 was to 4,104 family carers, enabling carers to keep updated on services and learn about co-production opportunities.

Social media activity kept increasing on twitter and other mediums. We now have over 2,500 follows on Facebook and twitter now sees a regular 1,000 followers.

Our information and blog posts for young carers and young adult carers increased during COVID and we provided 132 different interactions.

We emailed our quarterly Professionals Connected newsletter to 881 professionals across health, social care and the voluntary sector, providing local updates and detailing services available for family carers of all ages.

SUFFOLK FAMILY CARERS LIMITED

TRUSTEES' ANNUAL REPORT

FOR THE YEAR ENDED 31 MARCH 2021

1. Identification and IAG (Information, advice and guidance) continued

In November our vision to develop a service that reflects the full spectrum of military service became a reality when we were granted a year of funding from the Veterans Foundation. This led us to bring together all of our armed forces related projects under one umbrella- Serving Suffolk Families Past and Present- our vision is to continue to develop and expand this service. 442 family carers registered with us told us they had a military connection, 75% veterans or family members of veterans.

2. Emotional Support

In response to the pandemic, we changed our focus to telephone and online support, ensuring that we prioritised the most vulnerable carers registered with our services.

A virtual team made up of our Duty Advisers, GP and Hospital teams contacted 3,005 individual family carers to offer person centred support, including IAG, welfare COVID checks, emotional and bereavement support.

Volunteers provided 2,341 hours of telephone befriending support to isolated family carers through our Talk and Support project. This is more than double the amount of hours provided last year, as the volunteers providing these calls increased the regularity of calls to support people who felt more vulnerable during COVID 19.

Our social prescribing team provided support to 479 individuals with a wide range of issues, which has benefitted Suffolk's communities more widely

Our Advocacy team including the Relevant Person Representation supported the most vulnerable people through this difficult time, working in the Total Voice Suffolk Advocacy partnership.

We worked with Ipswich Hospital and West Suffolk Hospital to support communication between family carers and their cared for on the ward. This saw the development of 'At My Bedside', a new service to enable communication and also to ensure family carers were supported in their communities.

We sent a 'lockdown survey' to young adult carers which told us that young adult carers felt more isolated and nearly all responses related to concerns over wellbeing and mental health for the whole family. In response we have provided telephone support and 1:1s where possible.

Throughout the pandemic we were able to continue face to face meetings with some young carers where they were attending school and where school was content with continued visits. Where this was not possible, we were able to provide telephone call support and socially distanced 1:1 support when restrictions allowed.

During the last year, we have continued to deliver the Neuro-Developmental Pathway (ND Pathway) Families Project for the families of young people with neurodevelopmental differences- this service is available in the Ipswich and East and West Suffolk CCG areas.

We have innovated to provide short term services to family carers on behalf of public sector partners, to ensure that the support for carers is reinforced during the pandemic throughout winter. This has included additional support for family carers of someone accessing mental health support.

Our continued partnership with Wellbeing Suffolk ensures that family carers have better access to mental health and wellbeing services and that their specific needs are acknowledged and addressed.

Despite a difficult year for all concerned, the themes emerging from feedback are consistent about the good quality of service, and report that family carers feel better for their contact with us.

SUFFOLK FAMILY CARERS LIMITED

TRUSTEES' ANNUAL REPORT

FOR THE YEAR ENDED 31 MARCH 2021

3. Training/education for carers

One of our main priorities at the beginning of the first lockdown was to transfer our courses and training programmes to be deliverable online or via video conference.

We successfully adapted and delivered young people's wellbeing activities on-line, delivered by our advisers. Activities included Book Clubs, Be Your Own Warrior wellbeing programme and on-line karate sessions to support anger management.

We provided on-line wellbeing programmes and on-line cooking sessions for young carers. On-line parent and child spring watch sessions helped to encourage spending time outdoors.

We delivered 43 mental health/wellbeing programmes to 280 family carers. This resulted in 81 online sessions. Delivering in this way was new to our mental health/wellbeing trainers and to those accessing the sessions. However, based on feedback we will continue to keep an element of online training in future as it removes some access barriers. We also look to encourage inclusion by the provision of loan tablets and help to access online sessions for those who are unsure or inexperienced.

With the focus on mental health and emotional wellbeing at its height, we were approached by key stakeholders to deliver Mental Health First Aid England approved courses - the demand continues and we will be adapting our delivery model to meet these needs.

54 youth mental health first aiders were trained and 70 adult mental health first aiders were trained within the year.

We continue to be a registered Duke of Edinburgh provider and 3 young carers/young adult carers achieved the bronze level of their Duke of Edinburgh Award this year.

Additionally, we provided 47 direct moving and handling tuition sessions in carers' homes, helping to prevent risk of injury to both the cared for person and carers themselves. Due to COVID restrictions this is lower than usual, we therefore also provided telephone support conversations and developed general care moving and handling information.

4. Respite

Accessing respite has been difficult for carers this year. However, despite the challenges we have achieved the following:

We supported family carers to obtain respite breaks from our neurological respite breaks service or Respite on Prescription when they needed to have an elective medical procedure or appointment in East and West Suffolk. And when respite breaks were not possible due to COVID 19, we supported carers with emotional and welfare checks support.

We introduced a time limited service for family carers to access weekly respite during the pandemic throughout the winter/spring.

Young Adult Carers attended activities such as a CV and interview skills workshop and preparation for Driving Theory programmes.

The Young People's Services provided 358 activities and events organised across the year (142 YAC and 216 YC). There were 2,258 attendances by young carers and young adult carers to these events. Groups ranged from 2 attendees to a massive 129 attendees, for a very popular online family quiz.

SUFFOLK FAMILY CARERS LIMITED

TRUSTEES' ANNUAL REPORT

FOR THE YEAR ENDED 31 MARCH 2021

4. Respite continued

The 'Chocs for Champs' campaign succeeded in distributing 263 chocolate selection boxes to young carers

We were able to provide 38 food hampers to disadvantaged families and 131 activity packs to supplement home education.

When lockdown eased for a while we were able to provide 2 camping residential sessions at our base site in Claydon and a tobogganing session at the Suffolk Ski Centre.

During Christmas, 62 young carers and 37 their of siblings enjoyed a video call from Santa.

Young People were given the opportunity to be involved in giving feedback. Attendance at Suffolk County Council's Engagement Hub enabled 2 young adult carers to discuss their experiences with regard to education, health, care plans and CAMHS (Children's and adolescent mental health services).

5. Influencing policy

Suffolk's health and wellbeing community pulled together during the Covid crisis and Suffolk Family Carers built on its pivotal role in the new partnership approach to working.

We remained a key coproduction partner of the MH Transformation Programme.

We represented family carers at key statutory COVID response meetings such as the Vulnerable Groups Cell.

We shared intelligence with the statutory sector and our voluntary sector on how carers were feeling and identified unmet needs.

We worked in partnership with the Integrated Care System, attending weekly Voluntary and Community sector/ICS Strategy meetings and speaking at events such as 'How Do We Heal?'

We continued to represent family carers and the voluntary sector on the Ipswich and East Suffolk Alliance Board.

SUFFOLK FAMILY CARERS LIMITED

TRUSTEES' ANNUAL REPORT

FOR THE YEAR ENDED 31 MARCH 2021

Acknowledgments

We would like to thank all of our funders including the charitable trusts, statutory bodies, individual donors, local businesses and other local charities for their generous contributions. We are grateful for them all, their support enables us to continue to provide much needed services for our beneficiaries and communities.

An abbreviated list of funders can be found in note 2 within the financial statements.

Forward View

Our biggest priority going forward is to embed our new Adult Carers Contract. There are new deliverables within the contract, most notably an increase in our focus on providing support to carers within communities. This will see us branching out into care agencies, local employers and pharmacies to improve the identification of carers.

Alongside our community work, we intend to reach out to seldom heard communities to hear what services they need from us and to coproduce any new projects. This work supports our diversity programme.

Additionally, under the contract our target for completing Carers Assessments and Reviews has risen significantly and one of our priorities is resourcing and meeting this requirement.

Finally, under the contract we are now commissioned to provide additional services in the Waveney area. One of our ambitions is to ensure parity of service across Suffolk for all carers, so this new funding will assist us in achieving that aim.

We acknowledge the likelihood of longer term impacts on health and wellbeing from the pandemic. To this end we intend to increase our support relating to mental health and wellbeing. An example of this is that we have increased the availability of our 'trauma' sessions and in the coming year we will be expanding the knowledge and use of trauma informed approaches. We will also reintroduce our previous services as and when possible, such as utilising our mobile vehicles in the delivery of our social prescribing projects.

We continue to deliver the objectives that we coproduced with family carers, volunteers, trustees and staff during our SFC Strategy away days in 2019. We have made considerable progress. The Strategy is still relevant and compelling and we intend to deliver more improvements for carers during 2021.

SUFFOLK FAMILY CARERS LIMITED

TRUSTEES' ANNUAL REPORT

FOR THE YEAR ENDED 31 MARCH 2021

Financial Review

Results

The charity has made a surplus in the year of £284,218, compared with a surplus last year of £78,726.

Total income increased by £304,815 a 13% increase from last year.

Total expenditure has increased by £99,323, a 4% increase from last year.

The total fund balances at year end are £1,791,006 (March 2020: £1,506,788)

The increase in income is due to several factors, including legacy payments totalling £68,000, the start of a new project working with Veterans, and various one off grants, some of which were COVID related support funding.

Total restricted funds balance at year end is £1,274,647 (March 2020: £1,029,674)

Total unrestricted funds balance at year end is £391,885 (March 2020: £352,290)

Total designated funds balance at year end is £124,474 (March 2020: £124,824)

The year end balances are mainly attributable to restricted activities which have managed to build up some reserves over previous periods, and in some cases grants for projects without specific end dates have meant funds have been accrued which will be used in the following period.

The past year has been the most extraordinary to report on, forecasting was a constant challenge, in many areas we saved money due to changing support activities and working from home, whilst at the same time we were needing to spend in areas that were not fully budgeted such as IT equipment for adapting our services and for remote working. Overall we have ended the year in a strong position to be able to look forward and plan to use some reserves to maintain our service levels where some project funding has ended, or is due to end, and as yet we have not been able to secure further funding. We are also planning to use funding which was allocated for carer respite breaks, but due to COVID restrictions carers were unable to take, on more respite opportunities.

When budgeting for future periods SFC believes in taking a prudent approach and bases income on those grants and contracts which have been confirmed as receivable, therefore to maintain an expected level of service for our beneficiaries we budget to use reserves whilst seeking continued funding when agreements are coming to an end, or whilst seeking new funding to support areas of identified unmet need. The resulting periods are often better than expected as circumstances change during the year, sometimes we are successful in securing new funding and at the same time we strive to make costs savings where possible. The year just gone has been such a period, we had budgeted for a deficit, however due to extreme circumstances mentioned above, we have made a surplus.

After careful consideration of the year ahead being in a similar position a significant budget deficit has been agreed by the Trustees.

The results for the year, and the charity's financial position at the end of the year, are shown in the attached financial statements.

Principal funding sources

These are set out in notes 2 and 3 to the accounts. The majority of funding continues to be from Suffolk-based local authorities and NHS bodies, along with the National Lottery, Big Lottery Fund. The charity also benefits from donations from charitable funds and individuals.

SUFFOLK FAMILY CARERS LIMITED

TRUSTEES' ANNUAL REPORT

FOR THE YEAR ENDED 31 MARCH 2021

Investments

Our principal bank is Bank of Scotland, however cash is also held in other banks to obtain best possible interest rates and Financial Services Compensation Scheme cover. There are no funds "invested". The cash position is consistent with the composition of funds balances which is shown in the Statement of Financial Activities on page 16. The majority of the cash balance is associated with restricted funds.

Reserves Policy

It is essential that sufficient reserves are held to minimise the impact of significant loss of income. In the event of reduced income the main concerns of the trustees are:

- That the services provided can be wound down in a controlled manner with minimum impact on family carers, possibly allowing time for transfer of support given to family carers to other services.
- Suffolk Family Carers liabilities can be met.
- Staff commitments can be met and staff can continue working whilst new funding is secured.

The trustees have agreed to keep a level of reserves that would allow the organisation to operate for a period of between 6 to 12 months in a worst case scenario. Based on the above policy target reserves for 2020/21 were between £286,000 and £572,000. Unrestricted reserves at £391,885, being the total unrestricted balance, not including designated funds, are within that parameter. Total free unrestricted reserves are £318,270, being the balance minus the unrestricted assets value. The level of reserves will be monitored monthly by the Senior Management Team and reported to the trustee Finance and Audit committee. If the forecast balance is outside the target totals then the trustees will consider what action, if any, may be appropriate taking into account any special circumstances. The policy will be reviewed annually.

Grants Policy

SFC provides two types of grant funding to family carers:

1. The charity applies for small grant funding on behalf of beneficiaries. The criteria for making grants depends on the conditions attached by the funder to each activity/project. Examples of grant usage are, a new mattress and funding towards a ramp.
2. The charity also provides individual grants to family carers for respite and grants to overcome short term hardship.

During the year the charity provided 52 grants totalling £9,561 (2020: 148 grants totalling £54,471).

Asset cover for funds

Note 15 sets out an analysis of the assets attributable to the various funds. These assets are sufficient to meet the charity's obligations on a fund by fund basis.

Support

The charity is grateful for the free provision of a regular payroll service by Ensors Accountants LLP and as detailed in Note 22, for the hours of volunteer help.

SUFFOLK FAMILY CARERS LIMITED

TRUSTEES' ANNUAL REPORT

FOR THE YEAR ENDED 31 MARCH 2021

Structure, Governance and Management

Across all areas of our work we live by our FAIR values:

- *Family Carer Focus* - Listening and responding to family carers' needs and those of their families.
- *Accountability* - Responsible for the decisions we make and the actions we take.
- *Integrity* - Working professionally.
- *Respect* - Valuing family carers, staff, volunteers and all stakeholders; recognising and promoting equality and diversity.

PQASSO Quality Mark

In October 2017 the charity was proud to be awarded PQASSO Quality Mark at Level 2.

PQASSO is the most widely used quality system within the charity sector and has been adopted by thousands of organisations wishing to become more efficient and effective.

The Quality Mark shows that the charity has met the PQASSO standards.

Governing Document

Suffolk Family Carers is a registered company in England and Wales limited by guarantee (No: 3507600) governed by its Memorandum and Articles of Association dated 10 February 1998. It is registered as a charity with the Charity Commission (No: 1069937). The registered office is: Unit 8, Hill View Business Park, Old Ipswich Road, Claydon, IP6 0AJ.

Trustee recruitment and appointment

Trustees are recruited through a mixture of local and national advertisements and via personal recommendation. They take part in an interview process and a key requirement is to have an affinity with the work we do.

Trustee board members give their time to the charity on a purely voluntary basis except where the organisation employs them in a professional capacity. Any expenses reclaimed from the charity and related party transactions, are set out in note 19 to the accounts.

Trustee induction and training

New trustees are given an overview of the organisation at an induction meeting with a senior manager. They are given copies of various organisation documents including "The Good Trustee Guide" by NCVO and our "Memorandum and Articles of Association". Experience of day to day work on the frontline is obtained by shadowing various members of staff as they perform their daily duties. Trustees are then invited to contribute to specialist working groups where appropriate. Trustees also attend training courses as appropriate.

Organisation

The charity is managed by the Board of Trustees as set out on page one. The board meets six times a year and there are sub-committees who report to the board covering development, governance, HR and finance and audit. A Chief Executive officer is appointed by the trustees to manage the day to day operations of the charity.

Pay policy for senior staff

Pay at all levels is set in line with the organisational pay structure and is scrutinised by the HR Committee. Pay for the Chief Executive Officer is considered and agreed outside of this process by the Chair of Trustees and the Chair of HR Committee.

SUFFOLK FAMILY CARERS LIMITED

TRUSTEES' ANNUAL REPORT

FOR THE YEAR ENDED 31 MARCH 2021

Risk Management

The senior management team at the charity maintains a risk register which is actively reviewed at each governance sub-committee and at the Board of Trustees annually, or when necessity arises. The risk register is maintained using a simple scoring system to enable major risks to be identified and action plans created. The trustees review and agree policies, systems, and procedures to mitigate those risks identified.

The main risks arising from the charity's operations are reduction in funding, liquidity risk, cash flow risk, and interest rate risk.

Funding Risk

The charity seeks to manage funding risk by continuing to identify and apply for grant funding for new services rather than rely on statutory funding. The charity is developing tender documents, in preparation for future tenders, by consulting with family carers and funding commissioners and ensuring service levels remain high and meet family carers' needs.

Liquidity risk

The charity seeks to manage financial risk by ensuring sufficient liquidity is available to meet foreseeable needs and to invest cash in assets safely and profitably. Short-term flexibility is achieved by having sufficient unrestricted reserves. The charity finances its investment in tangible fixed assets through operating lease contracts. The future obligations arising from these contracts are set out in note 17 of the financial statements.

Cash flow risk

The charity needs to manage cash-flow in order to meet its debts as they fall due. Management and the trustees therefore consistently monitor this and produce cash-flow forecasts to ensure there are sufficient cash reserves available in the charity.

Interest rate risk

The charity maintains sufficient funds on current account to meet short term demand. Surplus short term funds are held on deposit to obtain some interest, albeit because of the current economic climate, returns are meagre. The charity manages its exposure to interest rate fluctuations on its longer term cash investments by entering into fixed rate agreements.

Fundraising

The charity does not actively fundraise from members of the public or engage third parties to fundraise on its behalf, the main fund raising approach is to apply for funding from grant awarding bodies.

Project workers within service areas identify need and apply for specific grant funding.

The charity receives many unsolicited donations from members of the public and local organisations, often from people who have benefited from the services provided or others who have heard of the impact of the services in their communities and want to support the cause. The charity is very grateful for the continued support of such donations.

The charity continues to believe its fund raising approach does not warrant signing up to a fundraising standard, and we are pleased to report we have not received any complaints about fundraising.

SUFFOLK FAMILY CARERS LIMITED

TRUSTEES' ANNUAL REPORT

FOR THE YEAR ENDED 31 MARCH 2021

Trustees' Responsibilities

Company and charity 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 surplus or deficit 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;
- make judgements and estimates that are reasonable and prudent;
- state whether applicable 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 have overall responsibility for ensuring that the charity has appropriate systems of controls, financial and otherwise. They are also responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the charity and enable them to ensure that the financial statements comply with the Companies Act 2006 and the Statement of Recommended Practice, "Accounting and Reporting by Charities". They 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 and to provide reasonable assurance that:

- the charity is operating efficiently and effectively;
- its assets are safeguarded against unauthorised use or disposition;
- proper records are maintained and financial information used within the charity or for publication is reliable; and
- the charity complies with relevant laws and regulations.

In accordance with company law, as the company's directors, we certify that:

- so far as we are aware, there is no relevant information of which the company's auditors are unaware; and
- as the directors of the company we have taken all the steps that we ought to have taken in order to make ourselves aware of any relevant audit information and to establish that the company's auditors are aware of that information.

Auditors

The Trustees have agreed to invite audit tenders for the ensuing year, with the intention that the chosen auditor will be proposed at the annual general meeting in accordance with section 415 of the Companies Act 2006.

The Trustees' Report has been prepared in accordance with the special provisions relating to small companies within Part 15 of the Companies Act 2006.

Signed by order of the Trustees

J DILLAWAY
Chair

Approved by the trustees on 20th October 2021

SUFFOLK FAMILY CARERS LIMITED
INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS
FOR THE YEAR ENDED 31 MARCH 2021

Opinion

We have audited the financial statements of Suffolk Family Carers Limited (the 'charitable company') for the year ended 31 March 2021 which comprise the Statement of Financial Activities, the Balance Sheet, the Statement of Cash Flows and the notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 *The Financial Reporting Standard applicable in the UK and Republic of Ireland* (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2021 and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

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

Conclusions relating to going concern

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

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

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

Other information

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

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

We have nothing to report in this regard.

SUFFOLK FAMILY CARERS LIMITED

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS

FOR THE YEAR ENDED 31 MARCH 2021 (*continued*)

Opinions on other matters prescribed by the Companies Act 2006

In our opinion, based on the work undertaken in the course of our 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 charitable company 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; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit; or
- the trustees were not entitled to prepare the financial statements in accordance with the small companies regime and take advantage of the small companies' exemptions in preparing the trustees' report and from the requirement to prepare a strategic report.

Responsibilities of Trustees

As explained more fully in the Statement of Trustees' Responsibilities, 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 the Trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

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

Auditor's responsibilities for the audit of the financial statements

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

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

Our audit was designed, after obtaining suitable knowledge and understanding of the Charitable Company and its operating systems, controls and culture, to include tests of detail together with supportive analytical procedures, to enable us to obtain reasonable assurance that the financial statements are free from material misstatements. This included higher levels of work on areas where we considered there to be a higher risk of fraud or misstatement, including revenue recognition and areas where there is a risk of management override of systems and controls or where there are high levels of uncertainty regarding an estimate or judgement.

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

SUFFOLK FAMILY CARERS LIMITED
INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS
FOR THE YEAR ENDED 31 MARCH 2021 (*continued*)

Use of our report

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006 and regulations made under that Act. Our audit work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in an auditors' report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and its members as a body, for our audit work, for this report, or for the opinions we have formed.

Helen Rumsey (Senior Statutory Auditor)

23 December 2021

For and on behalf of:
Ensors Accountants LLP, Statutory Auditor
Connexions
159 Princes St
Ipswich
Suffolk
IP1 1QJ

SUFFOLK FAMILY CARERS LIMITED

STATEMENT OF FINANCIAL ACTIVITIES INCLUDING AN INCOME AND EXPENDITURE ACCOUNT

FOR THE YEAR ENDED 31 MARCH 2021

	Note	Unrestricted £	Restricted £	Designated £	Total 2021 £	Total 2020 £
INCOME FROM:						
Donations & legacies	2	106,854	1,143,676	-	1,250,530	1,403,102
Charitable activities	3	-	1,431,194	-	1,431,194	966,433
<i>Other trading activities</i> - Fundraising activities	4	-	-	-	-	1,584
Investments	5	8,091	-	-	8,091	13,881
TOTAL INCOME		114,945	2,574,870	-	2,689,815	2,385,000
EXPENDITURE ON:						
<i>Raising funds:</i>						
- Cost of generating donations		3,238	21,980	-	25,218	37,846
<i>Charitable activities</i>						
- Carer support services		346,487	2,033,542	350	2,380,379	2,268,428
TOTAL EXPENDITURE	6	349,725	2,055,522	350	2,405,597	2,306,274
NET INCOME/(EXPENDITURE)		(234,780)	519,348	(350)	284,218	78,726
Transfers between funds	15	274,375	(274,375)	-	-	-
NET MOVEMENT IN FUNDS FOR THE YEAR		39,595	244,973	(350)	284,218	78,726
Fund balances at 1 April 2020		352,290	1,029,674	124,824	1,506,788	1,428,062
Fund balances at 31 March 2021		391,885	1,274,647	124,474	1,791,006	1,506,788

All of the above results are derived from continuing activities.

The notes on pages 20 to 36 form part of these financial statements.

SUFFOLK FAMILY CARERS LIMITED

STATEMENT OF FINANCIAL ACTIVITIES INCLUDING AN INCOME AND EXPENDITURE ACCOUNT

FOR THE YEAR ENDED 31 MARCH 2020

	Note	Unrestricted £	Restricted £	Designated £	Total 2020 £	Total 2019 £
INCOME FROM:						
Donations & legacies	2	79,083	1,324,203	(184)	1,403,102	1,481,320
Charitable activities	3	-	966,433	-	966,433	563,828
<i>Other trading activities</i>						
- Fundraising activities	4	1,584	-	-	1,584	2,462
Investments	5	13,881	-	-	13,881	5,545
TOTAL INCOME		94,548	2,290,636	(184)	2,385,000	2,053,155
EXPENDITURE ON:						
<i>Raising funds:</i>						
- Cost of generating donations		216	37,630	-	37,846	36,849
<i>Charitable activities</i>						
- Carer support services		314,269	1,949,167	4,992	2,268,428	1,887,470
TOTAL EXPENDITURE	6	314,485	1,986,797	4,992	2,306,274	1,924,319
NET INCOME/(EXPENDITURE)		(219,937)	303,839	(5,176)	78,726	128,836
Transfers between funds	14	270,509	(270,509)	-	-	-
NET MOVEMENT IN FUNDS FOR THE YEAR		50,572	33,330	(5,176)	78,726	128,836
Fund balances at 1 April 2019		301,718	996,344	130,000	1,428,062	1,299,226
Fund balances at 31 March 2020		352,290	1,029,674	124,824	1,506,788	1,428,062

All of the above results are derived from continuing activities.

The notes on pages 20 to 36 form part of these financial statements.

SUFFOLK FAMILY CARERS LIMITED

BALANCE SHEET

AS AT 31 MARCH 2021

	Note	2021 £	2020 £
FIXED ASSETS			
Tangible assets	9	70,956	51,002
Intangible assets	10	6,460	10,540
		<u>77,416</u>	<u>61,542</u>
CURRENT ASSETS			
Debtors	11	42,295	67,975
Cash at bank and in hand		<u>1,842,015</u>	<u>1,514,209</u>
		1,884,310	1,582,184
CREDITORS: Amounts falling due within one year	12	<u>(170,720)</u>	<u>(136,938)</u>
NET CURRENT ASSETS		<u>1,713,590</u>	<u>1,445,246</u>
NET ASSETS		<u>1,791,006</u>	<u>1,506,788</u>
FUNDS			
Unrestricted	14	391,885	352,290
Restricted	14	1,274,647	1,029,674
Designated	14	<u>124,474</u>	<u>124,824</u>
		<u>1,791,006</u>	<u>1,506,788</u>

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

J DILLAWAY (Chair)
Trustee

J TUCKER (Treasurer)
Trustee

Approved by the Trustees on 20th October 2021

The notes on pages 20 to 36 form part of these financial statements.

Company Registration No. 3507600

Charity Registration No. 1069937

SUFFOLK FAMILY CARERS LIMITED

CASH FLOW STATEMENT

FOR THE YEAR ENDED 31 MARCH 2021

	Note	2021 £	2020 £
Cash flows from operating activities			
Cash generated from operations	20	360,143	202,399
Cash flows from investing activities			
Purchase of property, plant and equipment		(40,428)	(52,950)
Interest received		8,091	9,952
Net cash inflow from investing activities		(32,337)	(42,998)
Net movement in cash and cash equivalents		327,806	159,401
Cash and cash equivalents at beginning of the year		1,514,209	1,354,808
Cash and cash equivalents at end of the year		1,842,015	1,514,209

SUFFOLK FAMILY CARERS LIMITED

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2021

1. ACCOUNTING POLICIES

Basis of accounting

The financial statements have been prepared under the historical cost convention, and in accordance with the Charities Act 2011, the Statement of Recommended Practice for Charities (FRS 102), the Companies Act 2006 and applicable accounting standards (FRS 102) except where detailed below. The financial statements have been prepared in pounds sterling and have been rounded to the nearest pound.

Suffolk Family Carers Limited is a public benefit entity.

Suffolk Family Carers Limited is a private company limited by guarantee incorporated in England and Wales, and a registered charity. The registered office is Unit 8, Hill View Business Park, Old Ipswich Road, Claydon, IP6 0AJ.

Going concern

As noted in the Trustees Report, the global shock of COVID19 has had a major impact on the services that the charity provides. Early preparation for the lockdown ensured that Suffolk Family Carers Limited was agile enough to quickly respond to changing beneficiary and staff needs. In agreement with funders, the charity has successfully adapted its services. As it is not exposed to charity shop income or community fund raising, Suffolk Family Carers Limited has not seen an immediate effect on its expected income and does not consider the risk to be high.

The Trustees are aware that the challenge to secure future income may be more difficult as the COVID19 impact hits the charity sector and the wider economic environment. The financial position of Suffolk Family Carers Limited will be carefully monitored but if a potential shortfall is identified, the existing reserves will allow the charity sufficient time to take appropriate action.

The charity has made a surplus this year of £284,218 (2020: £78,726). The unrestricted reserves are within the target level and so the Trustees consider that the charity has adequate reserves to continue in operational existence for the foreseeable future. Thus, the trustees continue to adopt the going concern basis of accounting in preparing the financial statements. This expectation has taken into consideration the effects that COVID19 may have on the charity going forwards, which at this time are largely unknown.

Fund Accounting

General funds are unrestricted funds which are available for use at the discretion of the Trustees in furtherance of the general objectives of the charity and which have not been designated for other purposes.

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors or which have been raised by the charity for particular purposes. The costs of raising and administering such funds are charged against the specific fund. The aim and use of each restricted fund is set out in the notes to the financial statements.

Designated funds comprise unrestricted funds which have been set aside at the discretion of the Trustees for specific purposes. The purposes and uses of the designated funds are set out in the notes to the financial statements.

SUFFOLK FAMILY CARERS LIMITED

NOTES TO THE FINANCIAL STATEMENTS *(continued)*

FOR THE YEAR ENDED 31 MARCH 2021

1. ACCOUNTING POLICIES

Incoming Resources

Income from donations includes legacies, membership, donations from individuals and organisations, and grants from charitable foundations and statutory sources. Income from charitable activities includes income earned from supply of services under contractual agreements.

Legacies are accounted for on a receivable basis when the following conditions for their receipt have been met:

- the final estate accounts have been approved
- the legacy is capable of measurement and
- there is no reversionary interest

Grants and contracts have been recognised in the Financial Statements in the period in which they are receivable and are reflected in restricted or unrestricted funds depending on the conditions attached to them.

Income is the amount derived from the provision of charitable activities and stated after discounts, sales taxes and VAT where relevant.

Resources expended

Expenditure is recognised on an accruals basis as a liability is incurred. Expenditure includes any VAT which cannot be fully recovered and is reported as part of the expenditure to which it relates.

Costs of raising funds comprise the costs associated with attracting voluntary income.

Expenditure on charitable activities comprises those costs incurred by the charity in the delivery of its activities and services. It includes both costs that can be allocated directly to such activities and those costs of an indirect nature necessary to support them.

All costs are allocated between the expenditure categories of the Statement of Financial Activities on a basis designed to reflect the use of the resource. Costs relating to a particular activity are allocated directly, others are apportioned on an appropriate basis, e.g. employee numbers or staff time, as set out in Note 6.

Grants payable

Grants payable are accounted for when approved by the Trustees.

Employee benefits

The costs of short-term employee benefits are recognised as a liability and an expense, unless those costs are required to be recognised as part of the cost of stock or fixed assets.

Termination benefits are recognised immediately as an expense when the company is demonstrably committed to terminate the employment of an employee or to provide termination benefits.

SUFFOLK FAMILY CARERS LIMITED

NOTES TO THE FINANCIAL STATEMENTS *(continued)*

FOR THE YEAR ENDED 31 MARCH 2021

1. ACCOUNTING POLICIES

Tangible fixed assets and depreciation

Tangible fixed assets costing more than £1,000 are capitalised and included at cost, including any incidental expenses of acquisition.

Depreciation is calculated to write off the cost, less estimated residual value of fixed assets, over their estimated useful lives as follows:

Computers	33% on cost
Office equipment	10% on cost
Plant & equipment	10% on cost
Motor vehicles	33% to 50% on cost

Intangible fixed assets

Intangible assets acquired are recognised at cost and are subsequently measured at cost less accumulated amortisation and accumulated impairment losses.

Amortisation is recognised so as to write off the cost or valuation of assets less their residual values over their useful lives on the following basis:

Website	20% on cost
---------	-------------

Amortisation costs in the year are included under Charitable activities: carer support services.

Impairment of fixed assets

At each reporting period date, the charity reviews the carrying amount of its fixed assets to determine whether there is any indication that those assets have suffered an impairment loss. If any such indication exists, the recoverable amount of the asset is estimated in order to determine the extent of the impairment loss (if any).

If the recoverable amount of the asset is estimated to be less than its carrying value, the carrying amount of the asset is reduced to its recoverable amount. Any impairment loss is recognised immediately in profit or loss.

Cash at bank and in hand

Cash at bank and in hand are basic financial assets and include cash in hand, deposits held at call with banks, other short-term liquid investments with original maturities of three months or less, and bank overdrafts. Bank overdrafts are shown within borrowings in current liabilities.

Financial instruments

The charity has elected to apply the provisions of Section 11 'Basic Financial Instruments' and Section 12 'Other Financial Instruments Issues' of FRS 102 to all of its financial instruments.

Financial instruments are recognised in the charity's balance sheet when the charity becomes party to the contractual provisions of the instrument.

Financial assets and liabilities are offset, with the net amounts presented in the financial statements, when there is a legally enforceable right to set off the recognised amounts and there is an intention to settle on a net basis or to realise the asset and settle the liability simultaneously.

SUFFOLK FAMILY CARERS LIMITED

NOTES TO THE FINANCIAL STATEMENTS *(continued)*

FOR THE YEAR ENDED 31 MARCH 2021

1. ACCOUNTING POLICIES

Basic financial assets

Basic financial assets, which include debtors and cash and bank balances, are initially measured at transaction price including transaction costs and are subsequently carried at amortised cost using the effective interest method unless the arrangement constitutes a financing transaction, where the transaction is measured at the present value of the future receipts discounted at a market rate of interest. Financial assets classified as receivable within one year are not amortised.

Basic financial liabilities

Basic financial liabilities, including creditors, are initially recognised at transaction price unless the arrangement constitutes a financing transaction, where the debt instrument is measured at the present value of the future payments discounted at a market rate of interest. Financial liabilities classified as payable within one year are not amortised.

Creditors are obligations to pay for goods or services that have been acquired in the ordinary course of activities from suppliers. Amounts payable are classified as current liabilities if payment is due within one year or less. If not, they are presented as non-current liabilities. Creditors are recognised initially at transaction price and subsequently measured at amortised cost using the effective interest method.

Operating Leases

Rentals payable under operating leases are charged against income on a straight-line basis over the period of the lease.

Pensions

The pension costs charged in the accounts represent the contributions payable by the charity during the year.

Value added tax

Value added tax is not recoverable by the charity, and as such is included in the relevant costs in the Statement of Financial Activities.

SUFFOLK FAMILY CARERS LIMITED
NOTES TO THE FINANCIAL STATEMENTS *(continued)*
FOR THE YEAR ENDED 31 MARCH 2021

Judgements and key sources of estimation uncertainty

In the application of the charity's accounting policies, the Trustees are required to make judgements, estimates and assumptions about the carrying amount of assets and liabilities that are not readily apparent from other sources. The estimates and associated 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 where the revision affects only that period, or in the period of the revision and future periods where the revision affects both current and future periods.

SUFFOLK FAMILY CARERS LIMITED
NOTES TO THE FINANCIAL STATEMENTS *(continued)*
FOR THE YEAR ENDED 31 MARCH 2021

2. DONATIONS AND LEGACIES

	2021	2020
	£	£
AXA	2,000	-
BBC Children in Need	50,002	40,621
Big Lottery Fund	135,650	193,668
Bury Abbey Rotary	500	1,000
Carers Trust	13,020	21,027
Cheshire Community Foundation	2,760	-
Coop Local Community Fund	17,750	300
Armed Forces Covenant Fund	48,766	45,528
Duke of Edinburgh	-	1,172
East Suffolk Council	1,000	-
Elle and Tyne Events	-	1,000
Global Make Some Noise	25,000	-
Groundwork UK – Tesco Bags of Help	-	3,000
GSK Group	-	40,000
L D Rope Third Charitable Trust	1,294	3,915
Leading Lives	3,000	-
Legacy	68,646	-
Membership fees	825	705
Murphy-Neuman Charity	-	1,500
NHS	60,000	63,750
Noise Solutions	24,875	24,783
Rotary Club Ipswich and East	320	-
Rotary Club of High Suffolk	1,000	1,000
Scarfe Charitable Trust	-	1,500
Southall Trust	-	1,500
Suffolk Coastal District	-	9,636
Suffolk Community Foundation		
- Anglian Water Positive Difference Fund	1,600	-
- Birketts Fund	-	2,000
- Catalyst Fund	995	-
- Community Chest Fund	1,575	-
- East Suffolk Community Chest Fund	10,000	-
- Frank Jackson Foundation Fund	2,308	5,000
- Harris Family Fund	1,787	-
- High Sheriff Award	-	1,000
- Martineau Fund	2,000	-
- RJB Grantmaking Fund	1,000	1,000
- Suffolk Coronavirus Community Fund	6,276	-
- Suffolk Giving Fund	1,990	-
- Suffolk Police & Crime Commissioner's Fund	-	11,226
- Suffolk Hardship Fund	500	-
- #iwill Fund	2,500	-
Suffolk County Council (Social Services)	661,307	826,604
Suffolk Libraries	74,375	74,375
Sundry grants & donations	9,224	22,292
The DC Moncrieff Charitable Trust	-	1,000
The Ganzoni Charitable Trust	-	2,000
The Martineau Trust	1,685	-
The Veteran's Foundation	15,000	-
Wickham Project	-	1,000
	<u>1,250,530</u>	<u>1,403,102</u>

SUFFOLK FAMILY CARERS LIMITED
NOTES TO THE FINANCIAL STATEMENTS *(continued)*
FOR THE YEAR ENDED 31 MARCH 2021

3. CHARITABLE ACTIVITIES

	2021	2020
	£	£
NHS	479,852	420,922
East Suffolk Council	265,003	205,785
Care Development East	3,600	-
Suffolk County Council	498,359	156,478
Turning Point	50,000	59,333
Voiceability	134,380	123,915
	<u>1,431,194</u>	<u>966,433</u>

4. OTHER TRADING ACTIVITIES

	2021	2020
	£	£
Room hire	-	1,584
	<u>-</u>	<u>1,584</u>

5. INVESTMENT INCOME

	2021	2020
	£	£
Bank Interest	8,091	13,881
	<u>8,091</u>	<u>13,881</u>

The bank interest represents income from financial assets measured at amortised cost.

SUFFOLK FAMILY CARERS LIMITED

NOTES TO THE FINANCIAL STATEMENTS *(continued)*

FOR THE YEAR ENDED 31 MARCH 2021

6. EXPENDITURE

	Direct Costs		Grant		2021	2020
	Salaries	Other	Funding	Support	Total	Total
	£	£	£	£	£	£
<i>Cost of generating donations</i>						
Fundraising	24,900	318	-	-	25,218	37,846
<i>Expenditure on charitable activities</i>						
Young People's Service	248,919	41,713	847	93,017	384,496	410,918
Core Services	75,055	49,806	-	248,671	373,532	331,470
Adult Carers Services	508,520	125,868	8,234	132,070	774,692	632,470
Health Service	301,579	28,337	-	95,699	425,615	452,926
Mental Health and Wellbeing	235,782	22,255	480	99,650	358,167	390,099
Governance	-	-	-	63,877	63,877	50,545
	1,394,755	268,297	9,561	732,984	2,405,597	2,306,274

SUFFOLK FAMILY CARERS LIMITED

NOTES TO THE FINANCIAL STATEMENTS *(continued)*

FOR THE YEAR ENDED 31 MARCH 2021

6. EXPENDITURE *(continued)*

SUPPORT COSTS BY ACTIVITY

	Support Salaries	Rent and Utilities	Audit and Charity Admin	Insura nce	Training	Travel	IT Support and Licences	2021 Total	2020 Total
<i>Basis of allocation</i>	<i>Staff time</i>	<i>Staff time</i>	<i>Actual</i>	<i>Staff time</i>	<i>Direct</i>	<i>Direct</i>	<i>Computer usage</i>		
	£	£	£	£	£	£	£	£	£
Fundraising	-	-	-	-	-	-	-	-	-
Young People's Service	58,400	12,750	-	2,279	253	6,134	13,201	93,017	99,288
Core Services	207,789	10,953	-	1,723	16,103	108	11,995	248,671	212,957
Adult Carers Services	71,652	24,062	-	7,749	3,561	2,025	23,021	132,070	148,799
Health Service	63,849	14,460	-	2,310	51	1,847	13,182	95,699	101,274
Mental Health & Wellbeing	71,590	11,789	-	1,894	3,188	137	11,052	99,650	136,102
Governance	51,687	-	12,190	-	-	-	-	63,877	50,545
	524,967	74,014	12,190	15,955	23,156	10,251	72,451	732,984	748,965

Governance costs includes payments to the auditors of £9,300 (2020: £9,000) for audit fees. Non-audit fees payable to the auditors of £0 (2020: £360) representing tax advisory services are also included within governance costs.

During the year 52 grants totaling £9,561 (2020: 148 grants totaling £54,471) were paid to individuals to provide respite breaks and hardship grants. The total amount of support costs allocated to grant making activities was £287 (2020: £1,634).

SUFFOLK FAMILY CARERS LIMITED

NOTES TO THE FINANCIAL STATEMENTS *(continued)*

FOR THE YEAR ENDED 31 MARCH 2021

7. STAFF COSTS

	2021 £	2020 £
Wages & salaries	1,676,718	1,483,696
Social security costs	127,992	96,377
Other pension costs	110,537	92,766
Redundancy costs	4,475	11,416
	1,919,722	1,684,255
Staff travel	10,251	65,349
Staff training	23,156	26,372
	1,953,129	1,775,976

There was 1 employee earned more than £60,000 (including employers national insurance) during the year (2020 (as restated): 1).

Number of employees

The average number of employees during the year was:

Charity Support Workers and Management	74	64
Administration	14	18
	88	82

The average number of full-time equivalent employees during the year was 63 (2020: 61).

8. CORPORATION TAXATION

The charity is exempt from tax on income and gains falling within Part 11 Corporation Tax Act 2010 or Section 256 of the Taxation of Chargeable Gains Act 1992 to the extent that these are applied to its charitable objects.

SUFFOLK FAMILY CARERS LIMITED

NOTES TO THE FINANCIAL STATEMENTS *(continued)*

FOR THE YEAR ENDED 31 MARCH 2021

9. TANGIBLE FIXED ASSETS

	Office Equipment £	Computers £	Plant & Equipment £	Motor Vehicles £	Total £
COST					
At 1 April 2020	1,175	39,604	10,724	129,917	181,420
Additions	-	2,813	-	37,615	40,428
Disposals	-	-	-	-	-
At 31 March 2021	<u>1,175</u>	<u>42,417</u>	<u>10,724</u>	<u>167,532</u>	<u>221,848</u>
DEPRECIATION					
At 1 April 2020	1,175	37,633	7,460	84,150	130,418
Charge for the year	-	1,573	1,073	17,828	20,474
On Disposals	-	-	-	-	-
At 31 March 2021	<u>1,175</u>	<u>39,206</u>	<u>8,533</u>	<u>101,978</u>	<u>150,892</u>
NET BOOK VALUE					
At 31 March 2021	<u>-</u>	<u>3,211</u>	<u>2,191</u>	<u>65,554</u>	<u>70,956</u>
At 31 March 2020	<u>-</u>	<u>1,971</u>	<u>3,264</u>	<u>45,767</u>	<u>51,002</u>

10. INTANGIBLE FIXED ASSETS

	Website £	Total £
COST		
At 1 April 2020	20,400	20,400
Additions	-	-
Disposals	-	-
At 31 March 2021	<u>20,400</u>	<u>20,400</u>
AMORTISATION		
At 1 April 2020	9,860	9,860
Charge for the year	4,080	4,080
On Disposals	-	-
At 31 March 2021	<u>13,940</u>	<u>13,940</u>
NET BOOK VALUE		
At 31 March 2021	<u>6,460</u>	<u>6,460</u>
At 31 March 2020	<u>10,540</u>	<u>10,540</u>

The remaining amortisation period of the website is 1 year and seven months.

SUFFOLK FAMILY CARERS LIMITED

NOTES TO THE FINANCIAL STATEMENTS *(continued)*

FOR THE YEAR ENDED 31 MARCH 2021

11. DEBTORS

	2021	2020
	£	£
Other debtors	9,531	43,369
Prepayments and accrued income	32,764	24,606
	<u>42,295</u>	<u>67,975</u>

12. CREDITORS: Amounts falling due within one year

	2021	2020
	£	£
Other creditors	24,044	27,863
Taxation and social security	30,968	31,852
Accruals and deferred income	115,708	77,223
	<u>170,720</u>	<u>136,938</u>

13. DEFERRED INCOME

	2021	2020
	£	£
Balance brought forward	68,222	33,955
Amount released to income earned from charitable activities	(68,222)	(33,955)
Amount deferred in year	<u>102,235</u>	<u>68,222</u>
Carried forward	<u>102,235</u>	<u>68,222</u>

Deferred income relates to grants received by the charity for a future period that are paid in advance, with the charity recognising the income over the life of the donation period.

SUFFOLK FAMILY CARERS LIMITED

NOTES TO THE FINANCIAL STATEMENTS *(continued)*

FOR THE YEAR ENDED 31 MARCH 2021

14. FUNDS

As at 31 March 2021

Summary of movements on all funds by Category of Fund	Balance at 1 April 2020	Income	Expenses	Transfers Between Funds	Balance at 31 March 2021
	£	£	£	£	£
Core Service (unrestricted)	352,290	114,945	(349,725)	274,375	391,885
Core Service (restricted)	17,868	75,000	(65,959)	(14,270)	12,639
Core Service (designated)	-	-	-	-	-
Young People's Service	266,487	453,186	(395,029)	(34,833)	289,811
Health Service	255,777	563,253	(438,040)	(324,676)	56,314
Mental Health and Wellbeing	197,684	448,573	(368,405)	(48,375)	229,477
Adult Carers Services	291,858	1,034,858	(788,089)	147,779	686,406
Adult Carers Services (designated)	124,824	-	(350)	-	124,474
	1,506,788	2,689,815	(2,405,597)	-	1,791,006

As at 31 March 2020

Summary of movements on all funds by Category of Fund	Balance at 1 April 2019	Income	Expenses	Transfers Between Funds	Balance at 31 March 2020
	£	£	£	£	£
Core Service (unrestricted)	301,718	94,548	(314,485)	270,509	352,290
Core Service (restricted)	15,887	75,000	(62,669)	(10,350)	17,868
Core Service (designated)	130,000	-	-	(130,000)	-
Young People's Service	252,481	481,394	(415,556)	(51,832)	266,487
Health Service	243,726	534,492	(459,688)	(62,753)	255,777
Mental Health and Wellbeing	225,214	428,124	(400,148)	(55,506)	197,684
Adult Carers Services	259,036	771,626	(648,736)	(90,068)	291,858
Adult Carers Services (designated)	-	(184)	(4,992)	130,000	124,824
	1,428,062	2,385,000	(2,306,274)	-	1,506,788

Fund Category Description

Core Service

This service supports the activities provided to family carers. It includes the CEO office functions, human resources, finance, contracts management, communications and the volunteering project.

Young People's Service

We support young people from age 5 years up to 24 years of age, who care for a parent, grandparent or sibling. The aim of the service is to support young people to reduce inappropriate or excessive caring and to ensure that young carers have a chance to be children, first and foremost, by receiving opportunities to have a break from their caring roles, relax and make new friends and make successful transitions into adulthood. Support has included information, advice, one to one support, drop-ins at schools and colleges, peer support, monthly clubs, activities, life skill workshops and residential trips.

Health Service

We provide support to family carers in GP surgeries across East and West Suffolk and hospital based carer support in the Ipswich, West Suffolk, and James Paget hospitals. We also provide a variety of services which help family carers stay well.

SUFFOLK FAMILY CARERS LIMITED

NOTES TO THE FINANCIAL STATEMENTS *(continued)*

FOR THE YEAR ENDED 31 MARCH 2021

14. FUNDS *(continued)*

Mental Health and Wellbeing Service

We provide a range of services and support to family carers who are looking after someone with dementia or mental health and/or substance misuse issues. We offer a range of information and support programmes to help family carers maintain and improve their own emotional wellbeing and bring resilience to their caring role.

Adult Carers Services

We provide information, advice, guidance and advocacy to adult family carers in Suffolk. We ensure family carers access appropriate services and support from us and we put them in touch with other organisations which can help them.

Transfers

Transfers from restricted to unrestricted funds represent a proportion of support and development services which include strategic planning and management, contract management, finance and personnel, and are chargeable to restricted funds.

15. ANALYSIS OF NET ASSETS BETWEEN RESTRICTED AND UNRESTRICTED FUNDS

As at 31 March 2021	Unrestricted £	Restricted £	Designated £	Total £
Tangible fixed assets	3,801	67,155	-	70,956
Intangible fixed assets	6,460	-	-	6,460
Net current assets	318,270	1,270,846	124,474	1,713,590
	391,885	1,274,647	124,474	1,791,006

As at 31 March 2020	Unrestricted £	Restricted £	Designated £	Total £
Tangible fixed assets	2,835	48,167	-	51,002
Intangible fixed assets	10,540	-	-	10,540
Net current assets	338,915	981,507	124,824	1,445,246
	352,290	1,029,674	124,824	1,506,788

16. CAPITAL COMMITMENTS

	2021 £	2020 £
Contracted for, but not provided in the financial statements	-	36,615

SUFFOLK FAMILY CARERS LIMITED

NOTES TO THE FINANCIAL STATEMENTS *(continued)*

FOR THE YEAR ENDED 31 MARCH 2021

17. OPERATING LEASE COMMITMENTS

Operating lease payments recognised as an expense in the year total £65,912 (2020: £66,338).

At 31 March 2021 the charity had outstanding commitments for future minimum lease payments under non-cancellable operating leases, which fall due as follows:

	Land and buildings		Other	
	2021	2020	2021	2020
	£	£	£	£
Operating leases which expire:				
within one year	56,367	56,367	4,355	4,127
between one and five years	-	-	5,294	5,828
over five years	-	-	-	-

18. PENSION COMMITMENTS

The Charity operates a group personal pension scheme, the assets of which are held in an independently administered fund. Employers' contributions paid during the period amounted to £110,537 (2020: £92,766).

All direct staff are allocated a project fund which they work on. This project fund will dictate the charity activity the employer pension contributions should go against as an expense. All projects are noted as being restricted or unrestricted funds and so the project fund allocated for the employee to work on will also dictate whether the individual employer pension contributions go against restricted or unrestricted funds.

For support costs the employer pension contributions are worked out on an apportionment basis. All staff members' salaries are split in varying percentages, according to job class, to cost of raising funds, direct charitable activities, project management, finance management, HR, and governance. All salary support costs represent the elements allocated to project management, finance management, and HR.

SUFFOLK FAMILY CARERS LIMITED

NOTES TO THE FINANCIAL STATEMENTS *(continued)*

FOR THE YEAR ENDED 31 MARCH 2021

19. RELATED PARTY TRANSACTIONS

Remuneration of key management personnel

The remuneration of key management personnel is as follows:

	2021 £	2020 £
Aggregate compensation	<u>301,258</u>	<u>323,954</u>

None of the Trustees (or any persons connected with them) received any remuneration during the year, and no expenses were paid, (2020: 2 trustees were paid a total of £349 for mileage expenses).

Total unconditional donations made from Trustees to the charity in the year total £55 (2020: £438).

The charity has purchased trustee indemnity insurance in both the current and previous years although this cost formed part of a wider insurance package and it is therefore not possible to separately identify the amount.

During the year, the company received advice and software support amounting to £8,765 (2019: £2,760) from Scrutton Bland LLP, an entity in which J Tucker (Trustee and Treasurer) is a partner. At 31 March 2021, the charity owed Scrutton Bland LLP £696 (2020: £2,670) as a trading balance under normal credit terms.

There were no other related party transactions requiring disclosure within the current or previous year.

20. CASH GENERATED FROM OPERATIONS

	2021 £	2020 £
Surplus/(Deficit) for the year	284,218	78,726
Adjustments for:		
Depreciation of tangible fixed assets	20,474	8,874
Amortisation of intangible fixed assets	4,080	4,080
Interest received	(8,091)	(9,952)
Movements in working capital:		
(Increase)/decrease in debtors	25,681	81,245
Increase/(decrease) in creditors	33,781	39,426
Cash generated from operations	<u>360,143</u>	<u>202,399</u>

21. ANALYSIS OF CASH AND CASH EQUIVALENTS

	2021 £	2020 £
Cash in hand and at bank	793,102	592,386
Notice deposits (less than 12 months)	1,048,913	921,823
	<u>1,842,015</u>	<u>1,514,209</u>

SUFFOLK FAMILY CARERS LIMITED

NOTES TO THE FINANCIAL STATEMENTS *(continued)*

FOR THE YEAR ENDED 31 MARCH 2021

22. VOLUNTEERS

Volunteers have, and continue to make a significant contribution to Suffolk Family Carers and to wider society. Volunteers bring their skills, expertise, carer knowledge and experience to Suffolk Family Carers. During the pandemic, furloughed staff from various organisations volunteered to help us contact carers for a dedicated Covid talk and support service. In total 75 volunteers donated 3,000 hours of their time. If paid at a suitable rate of pay this would equate to £35,510.

- Our volunteers carry out 12 different roles across the organisation, helping with administration, taking incoming calls from the Information Hub and assisting at Young Carers' activities.
- A team of trained volunteers provide friendly telephone support and a listening ear (Talk & Support) for family carers who are isolated, or have a particularly difficult caring role.
- Our volunteers range in age from 17 to 84 years.
- 25 new volunteers were recruited throughout the year.
- Volunteers attended 5 training courses on anti-racism, Mental Health First Aid, Listener self-care along with Talk and Support induction training sessions, all delivered on-line.
- Some of our volunteers were able to continue with their volunteer roles online from their homes.
- A COVID check in service was implemented during lockdown to provide volunteer telephone support for those family carers who were feeling particularly isolated due to the COVID restrictions.

Our Talk and Support project has been running for 13 years, during that time we have gained valuable experience along the way, overcoming funding, technical and pandemic hurdles, now thanks to the dedicated volunteers we are confident we can take on any new challenges and continue to provide the valuable and appreciated service to our family carers across Suffolk.

We would like to take this opportunity to thank all the volunteers who have helped deliver an exceptional service to our family carers during some very difficult times for everyone. During the year we have welcomed new volunteers and have as a result been able to increase the number of family carers we support. An amazing achievement, thank you all.

23. CONSTITUTION

The company is limited by guarantee. Each of the members has undertaken to contribute an amount not exceeding £10 towards the assets of the company in the event of the same being wound up, while he is a member, or within one year after he ceases to be a member, and the assets being insufficient to cover the company's debts and liabilities.