

**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**

<b>Trustees and directors</b>	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)
<b>Company status</b>	Limited by guarantee	
<b>Chief Executive</b>	K Alderson	
<b>Principal and registered office</b>	Unit 8 Hill View Business Park Old Ipswich Road CLAYDON IP6 0AJ	
<b>Charity number</b>	1069937	
<b>Company number</b>	3507600	
<b>Auditor</b>	Ensors Accountants LLP Chartered Accountants & Registered Auditors Connexions, 159 Princes St, Ipswich IP1 1QJ	
<b>Bankers</b>	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 20<sup>th</sup> 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 £
<b>INCOME FROM:</b>						
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
<b>TOTAL INCOME</b>		114,945	2,574,870	-	2,689,815	2,385,000
<b>EXPENDITURE ON:</b>						
<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
<b>TOTAL EXPENDITURE</b>	6	349,725	2,055,522	350	2,405,597	2,306,274
<b>NET INCOME/(EXPENDITURE)</b>		(234,780)	519,348	(350)	284,218	78,726
Transfers between funds	15	274,375	(274,375)	-	-	-
<b>NET MOVEMENT IN FUNDS FOR THE YEAR</b>		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 £
<b>INCOME FROM:</b>						
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
<b>TOTAL INCOME</b>		94,548	2,290,636	(184)	2,385,000	2,053,155
<b>EXPENDITURE ON:</b>						
<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
<b>TOTAL EXPENDITURE</b>	6	314,485	1,986,797	4,992	2,306,274	1,924,319
<b>NET INCOME/(EXPENDITURE)</b>		(219,937)	303,839	(5,176)	78,726	128,836
Transfers between funds	14	270,509	(270,509)	-	-	-
<b>NET MOVEMENT IN FUNDS FOR THE YEAR</b>		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 £
<b>FIXED ASSETS</b>			
Tangible assets	9	70,956	51,002
Intangible assets	10	6,460	10,540
		<u>77,416</u>	<u>61,542</u>
<b>CURRENT ASSETS</b>			
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
<b>CREDITORS: Amounts falling due within one year</b>	12	<u>(170,720)</u>	<u>(136,938)</u>
<b>NET CURRENT ASSETS</b>		<u>1,713,590</u>	<u>1,445,246</u>
<b>NET ASSETS</b>		<u>1,791,006</u>	<u>1,506,788</u>
<b>FUNDS</b>			
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 20<sup>th</sup> 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 £
<b>Cash flows from operating activities</b>			
Cash generated from operations	20	360,143	202,399
<b>Cash flows from investing activities</b>			
Purchase of property, plant and equipment		(40,428)	(52,950)
Interest received		8,091	9,952
<b>Net cash inflow from investing activities</b>		(32,337)	(42,998)
<b>Net movement in cash and cash equivalents</b>		327,806	159,401
<b>Cash and cash equivalents at beginning of the year</b>		1,514,209	1,354,808
<b>Cash and cash equivalents at end of the year</b>		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**

	<b>2021</b>	<b>2020</b>
	<b>£</b>	<b>£</b>
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**

	<b>2021</b>	<b>2020</b>
	<b>£</b>	<b>£</b>
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**

	<b>2021</b>	<b>2020</b>
	<b>£</b>	<b>£</b>
Room hire	-	1,584
	<u>-</u>	<u>1,584</u>

**5. INVESTMENT INCOME**

	<b>2021</b>	<b>2020</b>
	<b>£</b>	<b>£</b>
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
	<b>524,967</b>	<b>74,014</b>	<b>12,190</b>	<b>15,955</b>	<b>23,156</b>	<b>10,251</b>	<b>72,451</b>	<b>732,984</b>	<b>748,965</b>

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
	<u>1,919,722</u>	<u>1,684,255</u>
Staff travel	10,251	65,349
Staff training	23,156	26,372
	<u>1,953,129</u>	<u>1,775,976</u>

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
	<u>88</u>	<u>82</u>

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 £
<b>COST</b>					
At 1 April 2020	1,175	39,604	10,724	129,917	181,420
Additions	-	2,813	-	37,615	40,428
Disposals	-	-	-	-	-
<b>At 31 March 2021</b>	<u>1,175</u>	<u>42,417</u>	<u>10,724</u>	<u>167,532</u>	<u>221,848</u>
<b>DEPRECIATION</b>					
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	-	-	-	-	-
<b>At 31 March 2021</b>	<u>1,175</u>	<u>39,206</u>	<u>8,533</u>	<u>101,978</u>	<u>150,892</u>
<b>NET BOOK VALUE</b>					
<b>At 31 March 2021</b>	<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 £
<b>COST</b>		
At 1 April 2020	20,400	20,400
Additions	-	-
Disposals	-	-
<b>At 31 March 2021</b>	<u>20,400</u>	<u>20,400</u>
<b>AMORTISATION</b>		
At 1 April 2020	9,860	9,860
Charge for the year	4,080	4,080
On Disposals	-	-
<b>At 31 March 2021</b>	<u>13,940</u>	<u>13,940</u>
<b>NET BOOK VALUE</b>		
<b>At 31 March 2021</b>	<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
<b>Cash generated from operations</b>	<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)	<u>1,048,913</u>	<u>921,823</u>
	<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.