

CARERS' SUPPORT CENTRE

England & Wales · Charity number 1070028

Details

Status Registered

Legal form Charitable company

Company number [03540988](#)

Registered 1998-06-12

Register [View on the Charity Commission register](#)

Contact

Address 11 Redcombe Lane
Brigg
DN20 8AU

Phone 01652650585

Email info@carerssupportcentre.com

Website www.carerssupportcentre.com

Activities

Objects: "TO PROMOTE THE RELIEF OF AGED, SICK OR DISABLED PEOPLE IN NORTH LINCOLNSHIRE AND SURROUNDING AREAS BY THE PROVISION OF SUCH SERVICES AS SHALL RELIEVE OR ALLEVIATE THEIR SUFFERING. FOR THE PURPOSES OF THE MEMORANDUM OF ASSOCIATION OF THE CHARITY A CARER SHALL BE DEFINED AS PERSONS WHOSE LIFE IS, OR HAS BEEN RESTRICTED BY THE RESPONSIBILITY FOR THE CARE AND WELL BEING OF AGED, SICK OR DISABLED PEOPLE"

Activities: Provides a range of support services for Carers. These include ;-
Information;advocacy;befriending; training and activities;carer group support;counselling and a listening ear;dementia support

Classification

- **How:** Makes Grants To Individuals, Provides Services, Provides Advocacy/advice/information
- **What:** Education/training, The Advancement Of Health Or Saving Of Lives, Disability, The Prevention Or Relief Of Poverty
- **Who:** Elderly/old People, People With Disabilities, Other Defined Groups

Geography

- **Area of benefit:** NORTH LINCOLSHIRE
- Lincolnshire
- North East Lincolnshire
- North Lincolnshire

Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£1,088,492	£1,065,129	£1,538,430	33
2024-03-31	£1,023,725	£1,058,769	£1,495,667	34
2023-03-31	£961,783	£941,617	£910,564	25
2022-03-31	£941,726	£970,717	£886,398	43
2021-03-31	£989,291	£871,077	£915,389	46

Trustees

Name	Role	Appointed
Jan CliftWilliams-	Chair	
ANDREW HOLDEN		2019-01-22
Darren Crombie		2025-12-11
Dave Carlile		2024-01-23
Jane Smith		2019-11-12
Katherine Knapton		2020-12-13
Peter Ashley		2019-01-22

Accounts

Charity registration number 1070028 (England and Wales)

Company registration number 03540988

CARERS' SUPPORT CENTRE
ANNUAL REPORT AND FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2025

CARERS' SUPPORT CENTRE

LEGAL AND ADMINISTRATIVE INFORMATION

Trustees

Mr Peter Ashley
Mr Dave Carlile
Ms Janice Clift-Williams
Mr A Holden
Ms KS Knapton
Ms M Morley
Ms H Redshaw
Ms J Smith
Ms PA Taylor

Secretary

Mr Michael Humphries

Senior management

Mr Michael Humphries
Mrs H Wilson

Chief executive officer
Chief executive officer

Charity number (England and Wales)

1070028

Company number

03540988

Registered office

11 Redcombe Lane
Brigg
North Lincolnshire
United Kingdom
DN20 8AU

Auditor

Finnies Accountants Limited
4-6 Swaby's Yard
Walkergate
Beverley
East Yorkshire
United Kingdom
HU17 9BZ

Bankers

Unity Trust Bank plc
PO Box 7193
Planetary Road
Willenhall
WV1 9DG

CARERS' SUPPORT CENTRE

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CARERS' SUPPORT CENTRE

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT)

FOR THE YEAR ENDED 31 MARCH 2025

Trustees Annual Report (including Directors report) for the year ended 31 March 2025

The Trustees (who are also directors of the Charity for the purpose of the Companies Act) present their Annual Report together with the audited financial statements of Carers' Support Centre (the Charity) for the year ended 31 March 2025. The Trustees confirm that the Annual Report and financial statements of the Charity comply with the current statutory requirements, the requirements of the Charity's governing document and the provision of the Statement of Recommended Practice (SORP), applicable to charities preparing their accounts in accordance with the Financial reporting Standard applicable in the UK and Republic of Ireland (FRS102) (effected 1 January 2015 as amended).

Since the Charity qualifies as small under section 383, the strategic report required of medium and large companies under The Companies Act 2006 (Strategic Report and Director's Report) Regulations 2013 is not required.

Objectives and activities

The objective of the charity as stated in the company's Memorandum and Articles of Association are principally for the benefit of the community in North Lincolnshire and surrounding areas.

In developing the main objectives for the following year, the Trustees have given regard to the Charity Commission guidance on public benefit.

The Charity's objectives are;

- To promote the relief of the aged, sick, or disabled people in North Lincolnshire and surrounding areas by the provision of such services as shall relieve or alleviate their suffering.
- To advance the education of Carers by the provision of training and advice to such persons.
- To relieve those Carers who are need by reason of their responsibilities as a Carer.

A Carer shall be defined as a person whose life is, or has been, restricted by the responsibility for the care and well being of aged, sick, and disabled people.

The policies adopted in furtherance of these objectives, by the Trustees are;

- To bring together members to fulfil the aforesaid objectives.
- To gather and disseminate information for members and Carers.
- To advise and inform relevant bodies of the needs of Carers.
- To promote the setting up of appropriate support systems for Carers.
- To organise fund raising activities.
- To employ members of staff as appropriate.

Mission statement

Carers' Support Centre is the first choice for Carers, their family, and Commissioners. We are a trusted and respected organisation.

Vision

Carers are valued and can access the help they need to thrive and live the life they choose.

Aims

1. Raise the profile and importance of Carers across communities
2. Identify and reach a greater number of Carers
3. Ensure support to Carers is accessible
4. Ensure support to Carers is inclusive and makes a positive difference
5. Sustain and grow a vibrant, supported, inclusive and high performing team
6. Strengthen our financial sustainability and operational efficiency

CARERS' SUPPORT CENTRE

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2025

Achievements and Performance

Foreword from the Chair

This year has seen a remarkable expansion in terms of service delivery, partnerships, and recognition. As demand continues to grow, we've responded with innovation, strengthened systems, and a focus on quality, equity, and sustainability. We remain committed to supporting all unpaid Carers in North and North East Lincolnshire and people living with dementia in North Lincolnshire.

Jan Clift-Williams

Chair, Board of Trustees

Key Highlights

- 8,535 individual Carers supported – a 10% increase year-on-year
- 2,102 new Carers registered – our highest ever, up 7% from last year
- 67,766 direct contacts made with Carers, families, professionals, and communities – an 18% increase
- Carers Trust Quality Mark awarded: "Excellence for Carers"
- £2.47 million in benefits gained for Carers
- 164 hardship grants awarded, totalling £33,925
- 3,587 volunteer hours donated, supporting over 1,000 Carers
- Tender success in North Lincolnshire secures services for five more years

Growing Our Reach and Impact

Our outreach and awareness-raising work has been transformative. We delivered:

- 324 training and awareness sessions for professionals and community groups
- 1,906 hours of outreach in libraries, supermarkets, schools, hospitals, and local events
- New Carers Champions recruited across health, care and community settings
- Active engagement with local employers to create Carer-friendly workplaces

"I had no idea I was entitled to support. The Carers' Support Service opened my eyes and helped me access help I didn't even know existed."

Strengthening Carer Support

To ensure Carers receive timely and proportionate support:

- Helpline calls, Text messaging and a seven-day service ensure flexible access
- Carer peer support groups met 243 times, supporting 290 individuals
- 1,416 hours of counselling were provided by trained volunteers
- Connecting Communities award for workplace health and wellbeing – the first organisation to achieve this in North East Lincolnshire.

"Having someone to talk to who understands what it's like to be a Carer made all the difference."

"Just knowing that someone is there, who actually listens, has helped me cope with daily stresses."

"Being able to talk to other Carers made me realise I'm not alone — it's given me hope."

Hospital-Based Carer Support

The Hospital Carers Project continues to set the standard in integrated Carer support.

- This work led to a 30% increase in hospital-identified Carers.
- Showcased the hospital services at the ADASS Conference
- Collaborated with NLAG and HUTH to highlight how supporting Carers in a hospital setting impacts on the patient, resulting in their faster movement through recovery to discharge.

"You helped me with a crisis I didn't know how to deal with. I will never forget that."

Dementia Direct

- 49 dementia café sessions delivered, with 806 attendances (53% increase)
- 1,067 open cases (up from 662 last year)
- 57 Carers attended monthly Dementia Carer Information Groups
- 10 training courses with 102 Carers attending

"Thank you for recognising me as a Carer and making me feel valued."

Training and Activities

- 182 training events (+42%), attended by 785 Carers (+33%)
- 123 activity events, attended by 984 Carers
- Popular groups included: Tai Chi, Men in Sheds, Art Group, Lunch Club

"The workshops and information sessions are excellent. I always come away feeling more confident and capable."

CARERS' SUPPORT CENTRE

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2025

Volunteer Contributions

- 3,587 hours volunteered across counselling, befriending, admin, and events
 - Supported 1,068 carers; 425 hours of befriending provided
 - 43 volunteers celebrated through appreciation events
- "It's the only place I feel like a person, not just a Carer."

Financial Wellbeing and Hardship Support

- £2.47 million gained for Carers across 635 households
 - 164 carers received hardship grants, totalling £33,925
- "I'm so grateful for the benefits advice. I wouldn't have managed without the help they gave me."

Innovations and New Developments

- New Carer groups launched, therapy services expanded
 - Carers Voice launched the first Carers Guide to Services
 - Embedding Carers in co-production with services shaped by their voices and informed by their stories
 - Responding to local Carer research which highlighted the need for services and support to be delivered locally
- "They gave me space and reassurance when I needed it most."

Organisational Milestones

- Awarded the Carers Trust Quality Mark: Excellence for Carers
- Successful tender award to deliver North Lincolnshire services until 2030
 - Strategic partnerships expanded
 - Carers Voice key partners in reshaping the Carers Needs Assessment

Reserves Policy

Cash and deposit balances are maintained to be able to meet outgoings and grant obligations.

The financial position of the charity on 31st March 2025 is considered to be satisfactory, with sufficient reserves to meet current commitments.

The charity has a reserves policy which is reviewed on an bi annual basis. The current reserves policy adopted by the Trustees ensures that there are sufficient monies available to cover costs should the Charity have to cease, including redundancy costs. The Trustees are particularly mindful of the need to contain the risk where the Charity cannot meet the payments to which it is committed if the income of the Trust declines.

Plans for Future Periods

- Embed new North Lincolnshire service model
- Expand support for younger adult Carers
- Develop a Carers Community Hub in North Lincolnshire
- Launch a triage system across all referral routes
- Increase flexible access to support with WhatsApp messaging, and digital bookings
- Introduce a bespoke digital self-help hub with Bridgit Care
- Expand the Welfare Rights service across North Lincolnshire

Structure, Governance and Management

Carers' Support Centre is a registered charity and a company limited by guarantee governed by its Memorandum and Articles of Association adopted on 31 March 1998 and amended on 27 December 2012 and 11 January 2023.

Every member of the Charity undertakes to contribute a maximum of £10 in the event of the charity winding up.

CARERS' SUPPORT CENTRE

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2025

The trustees, who are also the directors for the purpose of company law, and who served during the year and up to the date of signature of the financial statements were:

Mr Peter Ashley
Mr Dave Carlile
Ms Janice Clift-Williams
Mr A Holden
Ms KS Knapton
Ms M Morley
Ms H Redshaw
Ms J Smith
Ms PA Taylor

Recruitment and Appointment of New Trustees

The Trustees keep the membership of the board under review and understand the need to have access to a good mix of skills. The Board of Trustees completes an annual skills audit showing that there are no gaps in the expertise of the board. There will be an ongoing focus of ensuring diversity on our board and in our team.

The Articles of Association states that the number of Trustees must not be less than three but shall not be subject to any maximum.

Induction and training of new Trustees

New Trustees undergo induction training, provided by the Chief Executive. The induction includes a discussion about the role and responsibilities of Trustees, the activities, aims and objectives of the Charity, the structure of the organisation, Board of Trustees, general procedures of the organisation. New Trustees are introduced to members of staff and other Trustees, and are provided with the Charity Commissions 'Roles and Responsibilities of Trustees', the Articles and Memorandum of Association, the business plan, the latest statutory financial statements, Annual Report, and financial reports provided to the Board of Trustees. Any additional training required by new Trustees will be identified during induction, and may be requested at any point by new and existing Trustees, where it is considered useful to their role as Trustee. Trustees are also invited to attend staff events and activities in order to develop a better all-round understanding of the organisation.

Organisational Structure

The Board of Trustees manages the Charity, and aims to consider only strategic decisions at its meetings. Trustees are aware that any conflicts of interest are declared and minuted. The Board meets every two months. The Chief Executive is appointed by the Trustees to manage the day-to-day operations of the Charity, and also has authority to delegate as appropriate to other staff members. Ad-hoc committees are set up when the need arises.

Risk management

The Trustees have a duty to identify and review the risks to which the charity is exposed and to ensure appropriate controls are in place to provide reasonable assurance against fraud and error.

The Trustees have considered the major risks to which the charity is exposed and have reviewed those risks and established systems and procedures to manage them. The Trustees have put in place a risk register, and this is reviewed and re-evaluated annually.

Equal Opportunities

In furtherance of the Objects the charity shall at all times take into consideration the principles of equality of opportunity irrespective of age, gender, race, colour, nationality, ethnic origin, religion, sexual orientation or disability.

Auditor

In accordance with the company's articles, a resolution proposing that Fannies Accountants Limited be reappointed as auditor of the company will be put at a General Meeting.

CARERS' SUPPORT CENTRE

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2025

Final Reflections

The past year has tested us, but it has also inspired us. Carers are at the centre of everything we do. With growing demand, tighter funding, and rising complexity, we remain agile, ambitious, and Carer-led.

"The support I received made me feel stronger and less isolated. It's changed how I feel about myself."

"The counselling service has been a lifeline — I feel like I can breathe again."

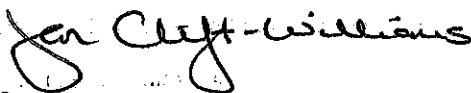
"It helped me feel like I could carry on. I was close to breaking point before I contacted you."

"I've received more support from you than from any other organisation. Thank you so much."

"The staff are incredibly kind, understanding, and knowledgeable. I always feel welcome and never judged."

Thank you to our staff, volunteers, funders, trustees, and – most importantly – to the Carers we work alongside every day.

The trustees' report was approved by the Board of Trustees.



Ms Janice Cliff-Williams
Trustee

11 November 2025

CARERS' SUPPORT CENTRE

STATEMENT OF TRUSTEES' RESPONSIBILITIES

FOR THE YEAR ENDED 31 MARCH 2025

The charity Trustees are responsible for preparing a Trustees' Annual Report and financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the charity Trustees to prepare financial statements for each year which give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period. In preparing the financial statements, the Trustees are required to:

- select suitable accounting policies and then apply them consistently.
- observe the methods and principles in the Charities SORP.
- make judgements and 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 business.

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

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

CARERS' SUPPORT CENTRE

INDEPENDENT AUDITOR'S REPORT

TO THE TRUSTEES OF CARERS' SUPPORT CENTRE

Opinion

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

In our opinion, the financial statements:

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

Basis for opinion

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

Conclusions relating to going concern

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

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

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

Other information

The 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 contained within the annual report. Our opinion on the financial statements does not cover the other information and 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.

Matters on which we are required to report by exception

We have nothing to report in respect of the following matters in relation to which the Charities (Accounts and Reports) Regulations 2008 requires us to report to you if, in our opinion:

- the information given in the financial statements is inconsistent in any material respect with the trustees' report; or
- sufficient accounting records have not been kept; or
- the financial statements are not in agreement with the accounting records; or
- we have not received all the information and explanations we require for our audit.

CARERS' SUPPORT CENTRE

INDEPENDENT AUDITOR'S REPORT (CONTINUED) TO THE TRUSTEES OF CARERS' SUPPORT CENTRE

Responsibilities of trustees

As explained more fully in the statement of trustees' responsibilities, the trustees, who are also the directors of the charity for the purpose 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 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

We have been appointed as auditor under section 144 of the Charities Act 2011 and report in accordance with the Act and relevant regulations made or having effect thereunder.

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.

The extent to which our procedures are capable of detecting irregularities, including fraud, is detailed below.

Enquiry of management and those charged with governance around actual and potential litigation and claims.

Discussions with management and those charged with governance including consideration of known or suspected instances of non-compliance with laws and regulations and fraud.

Understanding and evaluation of the operating effectiveness of management's entity level controls designed to prevent and detect irregularities.

Reviewing minutes of meetings of those charged with governance.

Reviewing financial statement disclosures and testing supporting documentation to assess compliance with applicable laws and regulations.

Auditing the risk of management override of controls, including through testing journal entries and other adjustments for appropriateness, and evaluating the business rationale of significant transactions outside the normal course of business.

Testing over period end adjustments.

There are inherent limitations in the audit procedures described above. We are less likely to become aware of instances of non-compliance with laws and regulations that are not closely related to events and transactions reflected in the financial statements. Also, the risk of not detecting a material misstatement due to fraud is higher than the risk of not detecting one resulting from error, as fraud may involve deliberate concealment by, for example, forgery or intentional misrepresentations, or through collusion. Our audit testing might include testing complete populations of certain transactions and balances, possibly using data auditing techniques. However, it typically involves selecting a limited number of items for testing, rather than testing complete populations. We will often seek to target particular items for testing based on their size or risk characteristics. In other cases, we will use audit sampling to enable us to draw a conclusion about the population from which the sample is selected.

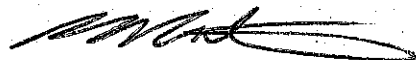
A further description of our responsibilities is available on the Financial Reporting Council's website at: <https://www.frc.org.uk/auditorsresponsibilities>. This description forms part of our auditor's report.

CARERS' SUPPORT CENTRE

INDEPENDENT AUDITOR'S REPORT (CONTINUED) TO THE TRUSTEES OF CARERS' SUPPORT CENTRE

Use of our report

This report is made solely to the charity's trustees, as a body, in accordance with Part 4 of the Charities (Accounts and Reports) Regulations 2008. Our audit work has been undertaken so that we might state to the charity's trustees 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 trustees as a body, for our audit work, for this report, or for the opinions we have formed.



Nicholas Michael Auton (Senior Statutory Auditor)

For and on behalf of Fannies Accountants Limited

Statutory Auditor

Chartered Certified Accountants

4-6 Swaby's Yard

Walkergate

Beverley

East Yorkshire

HU17 9BZ

United Kingdom

Date: 17 December 2025

Fannies Accountants Limited is eligible for appointment as auditor of the charity by virtue of its eligibility for appointment as auditor of a company under section 1212 of the Companies Act 2006.

CARERS' SUPPORT CENTRE

STATEMENT OF FINANCIAL ACTIVITIES INCLUDING INCOME AND EXPENDITURE ACCOUNT

FOR THE YEAR ENDED 31 MARCH 2025

		Unrestricted funds 2025 £	Restricted funds 2025 £	Total 2025 £	Unrestricted funds 2024 £	Restricted funds 2024 £	Total 2024 £
	Notes						
Income from:							
Donations and legacies	3	3,368	-	3,368	14,440	2,000	16,440
Charitable activities	4	988,313	89,197	1,077,510	964,432	40,519	1,004,951
Investments	5	7,614	-	7,614	2,334	-	2,334
Total income		999,295	89,197	1,088,492	981,206	42,519	1,023,725
Expenditure on:							
Charitable activities	6	981,853	56,188	1,038,041	1,011,016	44,288	1,055,304
General Activities		27,088	-	27,088	-	-	-
Other expenditure	11	-	-	-	3,465	-	3,465
Total expenditure		1,008,941	56,188	1,065,129	1,014,481	44,288	1,058,769
Net income/(expenditure)		(9,646)	33,009	23,363	(33,275)	(1,769)	(35,044)
Transfers between funds		19,761	(4,485)	15,276	(38,987)	38,987	-
Other recognised gains and losses:							
Revaluation of tangible fixed assets		4,124	-	4,124	654,379	-	654,379
Net movement in funds	8	14,239	28,524	42,763	582,117	37,218	619,335
Reconciliation of funds:							
Fund balances at 1 April 2024		1,458,207	37,460	1,495,667	876,090	242	876,332
Fund balances at 31 March 2025		1,472,446	65,984	1,538,430	1,458,207	37,460	1,495,667

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

CARERS' SUPPORT CENTRE

BALANCE SHEET

AS AT 31 MARCH 2025

	Notes	2025 £	£	2024 £	£
Fixed assets					
Tangible assets	13		991,463		991,995
Current assets					
Debtors	14	24,936		44,548	
Cash at bank and in hand		579,314		520,134	
		604,250		564,682	
Creditors: amounts falling due within one year	15	(57,283)		(61,010)	
Net current assets			546,967		503,672
Total assets less current liabilities			1,538,430		1,495,667
The funds of the charity					
Restricted income funds	16		65,984		37,460
Unrestricted funds	17		620,541		610,426
Unrestricted funds - revaluation	17		851,905		847,781
			1,538,430		1,495,667

The company is entitled to the exemption from the audit requirement contained in section 477 of the Companies Act 2006, for the year ended 31 March 2025.

The directors acknowledge their responsibilities for complying with the requirements of the Companies Act 2006 with respect to accounting records and the preparation of financial statements.

The members have not required the company to obtain an audit of its financial statements under the requirements of the Companies Act 2006, for the year in question in accordance with section 476.

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

Notwithstanding the above exemption from audit under the Companies Act 2006, these financial statements have been audited under the Charities Act 2011.

The financial statements were approved by the trustees on 11 November 2025

Ms Janice Clift-Williams
Trustee



Company registration number 03540988 (England and Wales)

CARERS' SUPPORT CENTRE

STATEMENT OF CASH FLOWS

FOR THE YEAR ENDED 31 MARCH 2025

	Notes	2025 £	£	2024 £	£
Cash flows from operating activities					
Cash generated from operations	20		57,614		32,232
Investing activities					
Purchase of tangible fixed assets		(6,048)		(11,325)	
Investment income received		7,614		2,334	
Net cash generated from/(used in) investing activities			1,566		(8,991)
Net cash generated from financing activities			-		-
Net increase in cash and cash equivalents			59,180		23,241
Cash and cash equivalents at beginning of year			520,134		496,893
Cash and cash equivalents at end of year			579,314		520,134

CARERS' SUPPORT CENTRE

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2025

1 Accounting policies

Charity information

Carers' Support Centre is a private company limited by guarantee incorporated in England and Wales. The registered office is 11 Redcombe Lane, Brigg, North Lincolnshire, DN20 8AU, United Kingdom.

1.1 Accounting convention

The financial statements have been prepared in accordance with the charity's governing document, the Companies Act 2006, FRS 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland" and the Charities SORP "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)". The charity is a Public Benefit Entity as defined by FRS 102.

The financial statements are prepared in sterling, which is the functional currency of the charity. Monetary amounts in these financial statements are rounded to the nearest £.

The financial statements have been prepared under the historical cost convention, modified to include the revaluation of freehold properties and to include investment properties and certain financial instruments at fair value. The principal accounting policies adopted are set out below.

1.2 Going concern

At the time of approving the financial statements, the trustees have a reasonable expectation that the charity has adequate resources 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.

1.3 Charitable funds

Unrestricted funds are available for use at the discretion of the trustees in furtherance of their charitable objectives.

Designated funds comprise 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.

Restricted funds are subject to specific conditions by donors or grantors as to how they may be used. The purposes and uses of the restricted funds are set out in the notes to the financial statements.

Endowment funds are subject to specific conditions by donors that the capital must be maintained by the charity.

1.4 Income

Income is recognised when the charity is legally entitled to it after any performance conditions have been met, the amounts can be measured reliably, and it is probable that income will be received.

Cash donations are recognised on receipt. Other donations are recognised once the charity has been notified of the donation, unless performance conditions require deferral of the amount. Income tax recoverable in relation to donations received under Gift Aid or deeds of covenant is recognised at the time of the donation.

Legacies are recognised on receipt or otherwise if the charity has been notified of an impending distribution, the amount is known, and receipt is expected. If the amount is not known, the legacy is treated as a contingent asset.

CARERS' SUPPORT CENTRE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2025

1 Accounting policies

(Continued)

Grants in respect of capital expenditure are credited to the statement of financial activities upon receipt. If the grant is unrestricted a designated fund representing the assets written down value is created. This fund is then reduced over the useful economic life of the asset in line with its depreciation. Grants of a revenue nature which are made to give immediate financial support or to reimburse costs previously incurred are credited to the statement of financial activities in the period in which they become receivable. Grants of a revenue nature which are made to finance general activities of a specific period or to compensate for a loss of current or future income are credited to the statement of financial activities when receivable.

1.5 Expenditure

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

Expenditure is classified by activity. The costs of each activity are made up of the total of direct costs and shared costs, including support costs involved in undertaking each activity. Direct costs attributable to a single activity are allocated directly to that activity. Shared costs which contribute to more than one activity and support costs which are not attributable to a single activity are apportioned between those activities on a basis consistent with the use of resources. Central staff costs are allocated on the basis of time spent, and depreciation charges are allocated on the portion of the asset's use.

1.6 Tangible fixed assets

Tangible fixed assets are initially measured at cost and subsequently measured at cost or valuation, net of depreciation and any impairment losses.

Depreciation is recognised so as to write off the cost or valuation of assets less their residual values over their useful lives on the following bases:

Freehold land and buildings	2% straight line
Leasehold land and buildings	2% straight line
Fixtures and fittings	25% on net book value

The gain or loss arising on the disposal of an asset is determined as the difference between the sale proceeds and the carrying value of the asset, and is recognised in the statement of financial activities.

1.7 Impairment of fixed assets

At each reporting end date, the charity reviews the carrying amounts of its tangible 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).

1.8 Cash and cash equivalents

Cash and cash equivalents 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.

CARERS' SUPPORT CENTRE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2025

1 Accounting policies

(Continued)

1.9 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.

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 and bank loans 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.

Debt instruments are subsequently carried at amortised cost, using the effective interest rate method.

Trade creditors are obligations to pay for goods or services that have been acquired in the ordinary course of operations 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. Trade creditors are recognised initially at transaction price and subsequently measured at amortised cost using the effective interest method.

Derecognition of financial liabilities

Financial liabilities are derecognised when the charity's contractual obligations expire or are discharged or cancelled.

1.10 Taxation

Carers' Support Centre is a UK registered charity, number 224505. All the Society's income is applied to its charitable objects and the Society is, therefore, exempt under current legislation from most forms of taxation. Value Added Tax is not recoverable by the Society and is therefore charged to the statement of financial activities or balance sheet as incurred.

1.11 Employee benefits

The cost of any unused holiday entitlement is recognised in the period in which the employee's services are received.

Termination benefits are recognised immediately as an expense when the charity is demonstrably committed to terminate the employment of an employee or to provide termination benefits.

1.12 Retirement benefits

Payments to defined contribution retirement benefit schemes are charged as an expense as they fall due.

CARERS' SUPPORT CENTRE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2025

2 Critical accounting estimates and judgements

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.

3 Income from donations and legacies

	Unrestricted funds 2025 £	Restricted funds 2025 £	Total 2025 £	Unrestricted funds 2024 £	Restricted funds 2024 £	Total 2024 £
Donations and gifts	168	-	168	14,155	-	14,155
Legacies	-	-	-	-	2,000	2,000
Membership fees	200	-	200	285	-	285
Other	3,000	-	3,000	-	-	-
	<u>3,368</u>	<u>-</u>	<u>3,368</u>	<u>14,440</u>	<u>2,000</u>	<u>16,440</u>

4 Income from charitable activities

	Carers Activities 2025 £	Contract Services 2025 £	Carers Grants 2025 £	Carers Hub 2025 £	Total 2025 £	General Funding 2024 £
Activity Income	823	2,208	-	-	3,031	2,390
Services provided under contract	23,821	957,678	-	-	981,499	958,411
Grant Income	19,295	6,010	53,669	5,000	83,974	40,519
Room rental income	70	1,360	-	-	1,430	3,631
Donations and fundraising	3,328	4,248	-	-	7,576	-
	<u>47,337</u>	<u>971,504</u>	<u>53,669</u>	<u>5,000</u>	<u>1,077,510</u>	<u>1,004,951</u>
Analysis by fund						
Unrestricted funds	16,809	971,504	-	-	988,313	964,432
Restricted funds	30,528	-	53,669	5,000	89,197	40,519
	<u>47,337</u>	<u>971,504</u>	<u>53,669</u>	<u>5,000</u>	<u>1,077,510</u>	<u>1,004,951</u>

CARERS' SUPPORT CENTRE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2025

5 Income from investments

	Unrestricted funds 2025 £	Unrestricted funds 2024 £
Interest receivable	7,614	2,334

6 Expenditure on charitable activities

	Carers Activities 2025 £	Contract Services 2025 £	Carers Grants 2025 £	Carers Hub 2025 £	Total 2025 £	General Activities 2024 £
Direct costs						
Staff costs	8,136	613,220	-	-	621,356	633,028
Training	-	1,876	-	-	1,876	5,327
Marketing	841	17,476	-	-	18,317	36,395
Project expenditure	17,866	43,611	150	-	61,627	63,654
Travel expenses	159	10,637	-	-	10,796	12,433
Equipment expenses	-	7,779	-	300	8,079	3,405
Premises costs	164	75,599	-	-	75,763	80,023
Insurance	-	7,300	-	-	7,300	10,532
Administration costs	-	43,499	-	-	43,499	20,266
Subscriptions	-	5,661	-	-	5,661	10,139
Professional fees	-	3,525	2,213	-	5,738	2,629
Bank Charges	10	35	-	-	45	-
	<u>27,176</u>	<u>830,218</u>	<u>2,363</u>	<u>300</u>	<u>860,057</u>	<u>877,831</u>
Grant funding of activities (see note)	-	-	43,078	-	43,078	25,139
Share of support and governance costs (see note 7)						
Support	-	117,157	-	-	117,157	110,449
Governance	-	17,749	-	-	17,749	41,885
	<u>27,176</u>	<u>965,124</u>	<u>45,441</u>	<u>300</u>	<u>1,038,041</u>	<u>1,055,304</u>
Analysis by fund						
Unrestricted funds	16,579	965,124	150	-	981,853	1,011,016
Restricted funds	10,597	-	45,291	300	56,188	44,288
	<u>27,176</u>	<u>965,124</u>	<u>45,441</u>	<u>300</u>	<u>1,038,041</u>	<u>1,055,304</u>

CARERS' SUPPORT CENTRE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2025

7 Support costs allocated to activities

	2025 £	2024 £
Staff costs	101,938	78,480
Depreciation	25,981	10,506
Administration Costs	16,326	21,463
Governance costs	17,749	41,885
	<u>161,994</u>	<u>152,334</u>
Analysed between:		
General Activities	27,088	52,391
Contract Services	134,906	99,943
	<u>161,994</u>	<u>152,334</u>

8 Net movement in funds

	2025 £	2024 £
The net movement in funds is stated after charging/(crediting):		
Fees payable to the charity's auditor:		
- for the audit of the charity's financial statements	8,300	11,268
- for other assurance services	2,500	-
Depreciation of owned tangible fixed assets	25,981	10,506
Loss on disposal of tangible fixed assets	-	3,465
	<u></u>	<u></u>

9 Trustees

None of the trustees (or any persons connected with them) received any remuneration or benefits from the charity during the year.

10 Employees

The average monthly number of employees during the year was:

	2025 Number	2024 Number
Directors /Trustees	10	11
Management & Administration	6	5
Project Work	17	18
	<u></u>	<u></u>
Total	<u>33</u>	<u>34</u>

CARERS' SUPPORT CENTRE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2025

10 Employees

(Continued)

Employment costs	2025 £	2024 £
Wages and salaries	723,294	711,497
Other pension costs	-	11
	<u>723,294</u>	<u>711,508</u>

There were no employees whose annual remuneration was more than £60,000.

11 Other expenditure

	Unrestricted funds 2025 £	Unrestricted funds 2024 £
Net loss on disposal of tangible fixed assets	-	3,465

12 Taxation

The charity is exempt from taxation on its activities because all its income is applied for charitable purposes.

CARERS' SUPPORT CENTRE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2025

13 Tangible fixed assets

	Freehold land and buildings	Leasehold land and buildings	Fixtures and fittings	Total
	£	£	£	£
Cost or valuation				
At 1 April 2024	1,054,379	54,140	47,407	1,155,926
Additions	-	-	6,048	6,048
Revaluation	19,400	-	-	19,400
At 31 March 2025	1,073,779	54,140	53,455	1,181,374
Depreciation and impairment				
At 1 April 2024	84,379	49,706	29,845	163,930
Depreciation charged in the year	19,400	1,478	5,103	25,981
At 31 March 2025	103,779	51,184	34,948	189,911
Carrying amount				
At 31 March 2025	970,000	2,956	18,507	991,463
At 31 March 2024	970,000	4,434	17,561	991,995

Land and buildings with a carrying amount of £900,000 were revalued at 17 April 2024 by CP Surveying Services, independent valuers not connected with the charity on the basis of market value. The valuation conforms to International Valuation Standards and was based on recent market transactions on arm's length terms for similar properties.

At 31 March 2025, had the revalued assets been carried at historic cost less accumulated depreciation and accumulated impairment losses, their carrying amount would have been approximately £142,712 (2024 - £146,836).

The revaluation surplus is disclosed in note 17.

14 Debtors

	2025	2024
	£	£
Amounts falling due within one year:		
Trade debtors	3,398	378
Other debtors	-	31,882
Prepayments and accrued income	21,538	12,288
	24,936	44,548

CARERS' SUPPORT CENTRE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2025

15 Creditors: amounts falling due within one year

	2025 £	2024 £
Other taxation and social security	11,705	10,832
Trade creditors	11,946	13,433
Other creditors	14,045	10,298
Accruals and deferred income	19,587	26,447
	<u>57,283</u>	<u>61,010</u>

16 Restricted funds

The restricted funds of the charity comprise the unexpended balances of donations and grants held on trust subject to specific conditions by donors as to how they may be used.

	At 1 April 2024 £	Incoming resources £	Resources expended £	Transfers £	At 31 March 2025 £
Household Grants	-	27,555	(23,401)	(4,154)	-
Carers Trust Grants	4,601	26,114	(21,455)	234	9,494
Independence at Home	-	-	(435)	435	-
NL Health Inequalities	60	2,959	(1,228)	-	1,791
NEL Health Inequalities	1,844	7,368	(1,234)	-	7,978
NEL Carers Forum	1,000	-	-	-	1,000
NEL Carers Strategy	5,703	17,988	(2,284)	(1,000)	20,407
NEL Young Carers	14,398	2,213	(5,851)	-	10,760
NL Carer & Community Room Development	9,854	5,000	(300)	-	14,554
	<u>37,460</u>	<u>89,197</u>	<u>(56,188)</u>	<u>(4,485)</u>	<u>65,984</u>

Previous year:

	At 1 April 2023 £	Incoming resources £	Resources expended £	Transfers £	At 31 March 2024 £
	<u>242</u>	<u>42,519</u>	<u>(44,288)</u>	<u>38,987</u>	<u>37,460</u>

CARERS' SUPPORT CENTRE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2025

17 Unrestricted funds

The unrestricted funds of the charity comprise the unexpended balances of donations and grants which are not subject to specific conditions by donors and grantors as to how they may be used. These include designated funds which have been set aside out of unrestricted funds by the trustees for specific purposes.

	At 1 April 2024 £	Incoming resources £	Resources expended £	Transfers £	Gains and losses £	At 31 March 2025 £
Building Improvements	10,000	-	5,372	10,000	-	14,628
Innovation Funds	744	256	400	1,233	-	1,833
Staff Wellbeing Support & Development	10,516	-	1,751	-	-	8,765
NL Carers Voice Forum	1,657	-	635	-	-	1,022
Gen Z	995	-	-	-	-	995
NL Young Carers	591	-	174	-	-	417
NEL - Lunch Club	1,000	2,000	1,444	-	-	1,556
NEL - Men in Sheds	4,356	2,606	440	(2,522)	-	4,000
NEL - Bennett Suite	8,688	6,730	10,364	1,120	-	6,174
NEL - Art Club	1,000	500	765	-	-	735
NEL Cooking Club	-	4,977	3,014	(963)	-	1,000
NEL - Carers Forum (Commissioned)	2,620	-	-	(1,120)	-	1,500
NL - Me Time Grant	6,983	-	2,430	(1,218)	-	3,335
General funds	561,276	982,226	966,877	(2,045)	-	574,580
	610,426	999,295	(993,665)	4,485	-	620,541
Revaluation reserve	847,781	-	-	-	4,124	851,905
Previous year:	At 1 April 2023 £	Incoming resources £	Resources expended £	Transfers £	Gains and losses £	At 31 March 2024 £
General funds	682,688	981,206	(1,014,481)	(38,987)	-	610,426
Revaluation reserve	193,402	-	-	-	654,379	847,781

CARERS' SUPPORT CENTRE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2025

18 Analysis of net assets between funds

	Unrestricted funds 2025 £	Restricted funds 2025 £	Total 2025 £
At 31 March 2025:			
Tangible assets	143,682	-	143,682
Current assets/(liabilities)	480,983	65,984	546,967
	<u>624,665</u>	<u>65,984</u>	<u>690,649</u>

	Unrestricted funds 2024 £	Restricted funds 2024 £	Total 2024 £
At 31 March 2024:			
Tangible assets	144,214	-	144,214
Current assets/(liabilities)	466,212	37,460	503,672
	<u>610,426</u>	<u>37,460</u>	<u>647,886</u>

19 Related party transactions

There were no disclosable related party transactions during the year (2024 - none).

20 Cash generated from operations

	2025 £	2024 £
Surplus/(deficit) for the year	38,638	(35,044)
Adjustments for:		
Investment income recognised in statement of financial activities	(7,614)	(2,334)
(Gain)/loss on disposal of tangible fixed assets	-	3,465
Depreciation and impairment of tangible fixed assets	10,705	10,506
Movements in working capital:		
Decrease in debtors	19,612	34,719
(Decrease)/increase in creditors	(3,727)	20,920
Cash generated from operations	<u>57,614</u>	<u>32,232</u>

21 Analysis of changes in net funds

The charity had no material debt during the year.

Accounts

Carers' Support Centre

Carers' Support Centre

(A company limited by guarantee)

Trustees Report and Financial Statements

For the Year Ended 31st March 2024

Carers' Support Centre

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Carers' Support Centre

Trustees Annual Report (including Directors report) For the year ended 31 March 2024

The Trustees (who are also directors of the Charity for the purpose of the Companies Act) present their Annual Report together with the audited financial statements of Carers' Support Centre (the Charity) for the year ended 31 March 2024. The Trustees confirm that the Annual Report and financial statements of the Charity comply with the current statutory requirements, the requirements of the Charity's governing document and the provision of the Statement of Recommended Practice (SORP), applicable to charities preparing their accounts in accordance with the Financial reporting Standard applicable in the UK and Republic of Ireland (FRS102) (effected 1 January 2015 as amended).

Since the Charity qualifies as small under section 383, the strategic report required of medium and large companies under The Companies Act 2006 (Strategic Report and Director' Report) Regulations 2013 is not required.

Trustees' responsibilities statement

The charity Trustees are responsible for preparing a Trustees' Annual Report and financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the charity Trustees to prepare financial statements for each year which give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period. In preparing the financial statements, the Trustees are required to:

- select suitable accounting policies and then apply them consistently.
- observe the methods and principles in the Charities SORP.
- make judgements and 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 business.

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

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

Carers' Support Centre

Trustees Annual Report (including Directors report) For the year ended 31 March 2024

Statement of disclosure of information to Auditor

We, the Trustees of the Charitable Company who held office at the date of approval of these financial statements, each confirm so far as we are aware, that:

- there is no relevant information of which the charitable company's auditors are unaware; and
- we have taken all the steps that we ought to have taken as Trustees to make ourselves aware of any relevant information and to establish that the auditors are aware of that information.

Company Secretary:

Mr Michael Humphries

Day to Day Management of the Charity:

Chief Executive (Joint)

Mr Michael Humphries

Chief Executive (Joint)

Mrs Helen Wilson

Auditor:

Finnies Accountants Limited
Chartered Certified Accountants
4-6 Swaby's Yard
Walkergate
Beverley
HU17 9BZ

Bankers:

Unity Trust Bank
Nine Brindleyplace
4 Oozels Square
Birmingham
B1 2HB

Carers' Support Centre

Trustees Annual Report (including Directors report) For the year ended 31 March 2024

Structure, Governance and Management

Governing Document

Carers' Support Centre is a registered charity and a company limited by guarantee governed by its Memorandum and Articles of Association adopted on 31 March 1998 and amended on 27 December 2012 and 11 January 2023.

Every member of the Charity undertakes to contribute a maximum of £10 in the event of the charity winding up.

Recruitment and appointment of new Trustees

The Trustees keep the membership of the board under review and understand the need to have access to a good mix of skills. The Board of Trustees completes an annual skills audit showing that there are no gaps in the expertise of the board. There will be an ongoing focus of ensuring diversity on our board and in our team.

The Articles of Association states that the number of Trustees must not be less than three but shall not be subject to any maximum.

Induction and training of new Trustees

New Trustees undergo induction training, provided by the Chief Executive. The induction includes a discussion about the role and responsibilities of Trustees, the activities, aims and objectives of the Charity, the structure of the organisation, Board of Trustees, general procedures of the organisation. New Trustees are introduced to members of staff and other Trustees, and are provided with the Charity Commissions 'Roles and Responsibilities of Trustees', the Articles and Memorandum of Association, the business plan, the latest statutory financial statements, Annual Report, and financial reports provided to the Board of Trustees. Any additional training required by new Trustees will be identified during induction, and may be requested at any point by new and existing Trustees, where it is considered useful to their role as Trustee. Trustees are also invited to attend staff events and activities in order to develop a better all-round understanding of the organisation.

Organisational Structure

The Board of Trustees manages the Charity, and aims to consider only strategic decisions at its meetings. Trustees are aware that any conflicts of interest are declared and minuted. The Board meets every two months. The Chief Executive is appointed by the Trustees to manage the day-to-day operations of the Charity, and also has authority to delegate as appropriate to other staff members. Ad-hoc committees are set up when the need arises.

Carers' Support Centre

Trustees Annual Report (including Directors report) For the year ended 31 March 2024

Risk management

The Trustees have a duty to identify and review the risks to which the charity is exposed and to ensure appropriate controls are in place to provide reasonable assurance against fraud and error. The Trustees have considered the major risks to which the charity is exposed and have reviewed those risks and established systems and procedures to manage them. The Trustees have put in place a risk register, and this is reviewed and re-evaluated annually.

Reserves policy

Cash and deposit balances are maintained to be able to meet outgoings and grant obligations.

The financial position of the charity on 31st March 2024 is considered to be satisfactory, with sufficient reserves to meet current commitments.

The charity has a reserves policy which is reviewed on an bi annual basis. The current reserves policy adopted by the Trustees ensures that there are sufficient monies available to cover costs should the Charity have to cease, including redundancy costs. The Trustees are particularly mindful of the need to contain the risk where the Charity cannot meet the payments to which it is committed if the income of the Trust declines.

Trustees

J Clift-Williams- Chairperson
M Morley
P Taylor
B Dunderdale - resigned April 2023
H Redshaw
M Keyworth – resigned April 2023
P Ashley
P Caswell
K Hague
A Holden
J Smith
K Knapton
D Carlile – appointed January 2024

Company Secretary and registered office:

Michael Humphries CEO, Carers' Support Centre, 11 Redcombe Lane, Brigg, North Lincolnshire, DN20 8AU registered charity number 1070028 company number 3540988

Carers' Support Centre

Trustees Annual Report (including Directors report) For the year ended 31 March 2024

Objectives and Aims

The objective of the charity as stated in the company's Memorandum and Articles of Association are principally for the benefit of the community in North Lincolnshire and surrounding areas.

In developing the main objectives for the following year, the Trustees have given regard to the Charity Commission guidance on public benefit.

The Charity's objectives are;

- To promote the relief of the aged, sick, or disabled people in North Lincolnshire and surrounding areas by the provision of such services as shall relieve or alleviate their suffering.
- To advance the education of Carers by the provision of training and advice to such persons.
- To relieve those Carers who are need by reason of their responsibilities as a Carer.

A Carer shall be defined as a person whose life is, or has been, restricted by the responsibility for the care and well being of aged, sick, and disabled people.

The policies adopted in furtherance of these objectives, by the Trustees are; - To bring together members to fulfil the aforesaid objectives.

- To gather and disseminate information for members and Carers.
- To advise and inform relevant bodies of the needs of Carers.
- To promote the setting up of appropriate support systems for Carers.
- To organise fund raising activities.
- To employ members of staff as appropriate.

Mission statement

Carers' Support Centre is the first choice for Carers, their family, and Commissioners. We are a trusted and respected organisation.

Vision

Carers are valued and can access the help they need to thrive and live the life they choose.

Carers' Support Centre

Trustees Annual Report (including Directors report) For the year ended 31 March 2024

Aims

1. Raise the profile and importance of Carers across communities
2. Identify and reach a greater number of Carers
3. Ensure support to Carers is accessible
4. Ensure support to Carers is inclusive and makes a positive difference
5. Sustain and grow a vibrant, supported, inclusive and high performing team
6. Strengthen our financial sustainability and operational efficiency

Equal opportunities

In furtherance of the Objects the charity shall at all times take into consideration the principles of equality of opportunity irrespective of age, gender, race, colour, nationality, ethnic origin, religion, sexual orientation or disability.

Achievements and Performance

This year we have undertaken a significant amount of outreach work across the whole of Northern Lincolnshire. We have had a presence at events such as Armed Forces days, Pride, and summer shows such as the Winterton Show as well as working with Employers raising Carer awareness with staff teams and management, and running sessions with for example local councillors, Community Hubs, Adult Social Care, hospital-based teams and Ongo Homes.

Working with partners and taking active roles in various working groups such as Dementia Action Alliance and the Domestic Abuse Partnership

We continue to develop new services and grow existing support. Carer Groups have developed in Crowle, Carers Together at Lindsey Lodge Hospice and a group called Generation X for younger adult Carers. A memory café has also been developed in conjunction with Friendship at home meeting at our centre in Grimsby. The therapy service has re launched in North Lincolnshire funded through the Carers Trust, offering Carers much needed relaxation therapies such as body massage, reiki, and hypnotherapy.

Our most significant developments have been our Dementia Direct service supporting people living with dementia and their Carers, in North Lincolnshire, and our work based at Diana Princess of Wales Hospital (Grimsby), Scunthorpe General and Great Oaks.

Carers' Support Centre

Trustees Annual Report (including Directors report) For the year ended 31 March 2024

We have seen significant increase in the number of Carers accessing all our services such as Peer Support groups, training and activities and counselling. Peer Support groups met 242 times during the year supporting 310 individual Carers.

The helpline offering a listening ear, information and guidance has been the busiest ever, and in the year to March 2024 we registered the highest number of new Carers to the service with 1971 Carers registering, a 14.5% increase on the previous year.

We had 7,793 unique carers accessing information, advice and support during the year, an increase of over 125 on the previous year.

It has been another year of significant growth, development, and change for the charity. Carers are coming forward in greater numbers and more and more people and services are becoming carer aware. As a consequence a record number of Carers are now receiving the services and support, they need.

A Step Change for Carers at our Local Hospitals

After the success of the Pilot Project at Diana Princess of Wales Hospital we secured additional funding to continue the project for another year to March 2024 and have now secured a further year of funding to March 2025.

At both Diana Princess of Wales Hospital in Grimsby and Scunthorpe General Hospital we continue with our work with staff to raise the awareness and profile of Carers, building strong links with key staff. A Carers Charter is now displayed in most wards, making clear the hospitals commitment to supporting Carers.

This summer saw the launch of the Carers Lanyard. This is given to Carers to enable them to stay with the person they care for where the person has extra support needs. It gives the Carer the freedom to be at the hospital as much as is needed.

In addition to this, Carers who are part of the new Carers Voice in North East Lincolnshire have created a Carers Guide to the hospital, written by Carers for Carers. The guide clearly explains what support is available for Carers when the person they care for visits hospital, the things Carers need to consider and the questions they need to ask.

This work has had a big impact on the number of Carers being identified at the hospitals, and subsequently we have had a 30% increase in the number of Carers registering for our support.

Carers' Support Centre

Trustees Annual Report (including Directors report) For the year ended 31 March 2024

Increasingly Carers are being pro-actively involved in patient care, and their wellbeing considered alongside the health and wellbeing of the patient. Carers have described the change in support they now receive at the hospitals as 'night and day'.

This work has securely embedded the Carers' Support Service in practices and procedures across both hospitals.

The hospital-based work was funded through The Better Care Fund, and we were a guest speaker at the Northern Better Care Fund National Conference where we spoke about the hospital project work and how we delivered services, maximising the funding.

Dementia Direct North Lincolnshire

The service started in January 2023 and this year has seen the service embedded in the support offer to both Carers and those living with Dementia.

During the year four dementia cafés have been developed in Brigg, Scunthorpe, Epworth, and Barton. There are various activities along with refreshments at each of the cafes.

There have been 49 café events involving 180 individuals with an overall attendance at the cafes of 528

As well as the cafes, Carers and the person living with dementia can access ongoing support, guidance, and information from dedicated Dementia Advisors. The service has seen a significant increase in people registering with the service.

Open cases have increased from 130 in the first quarter of the project to 662 open cases in March 2024.

North and North East Lincs services both have Carer Dementia Information Groups that meet each month with 44 Carers attending these groups.

Understanding Dementia training is also available to Carers with the four-session course running in both North Lincs and North East Lincs and on-line in the evening.

Eleven courses have taken place with 98 individual Carers attending.

Carers' Support Centre

Trustees Annual Report (including Directors report) For the year ended 31 March 2024

Training and Events

This year our robust package of training opportunities to Carers has been expanded further. While there remains a strong emphasis on well-being there are also courses and workshops geared to Carers interests and hobbies.

Extra funding was secured through the Health Inequalities Fund and a Carers Wellbeing programme was delivered. This consisted of monthly Carer fitness sessions and monthly PLWD fitness sessions for people living with dementia. Each course was tailored to the needs of the group and the fully accessible sessions focused on building strength, balance, and mobility in a social setting as well as monthly sound bath/meditation relaxation sessions, and a continuation for a year for the cooking club, tai chi club and art club.

During this year there has been 127 training events with attendance of 589 Carers, a 58% increase in attendance on last year.

Courses have included anxiety management, legal matters, sound bath, meditation, and various courses focusing on equipping Carers to manage their care such as Caring and Coping.

There are several activity groups meeting regularly and many activity days. The Art Group, Luncheon Club, Tai Chi Groups and Men in Sheds group remain very popular. Activity Days have included glass engraving, cooking classes, and Ceramic and Craft workshops. There have been 194 events with 1167 Carers attending these meetings during the year.

Grants

We apply for grants from external organisations where Carers need financial support to help with their caring role. This year we have applied for grants for a range of things, such as washing machines and tumble dryers, wheelchairs, beds, child car seats, holidays, and driving lessons. This year we secured Grants for 79 Carers, totalling £16,259.

Benefits Advice Service

As a result of this guidance 561 Carers' households have seen an increase in their income. The total amount of benefit gained for the year was £2,176,066.

Carers' Support Centre

Trustees Annual Report (including Directors report) For the year ended 31 March 2024

Awareness Raising and Outreach Work

The Carers' Support Service continues to strengthen and embed relationships with local organisations and has developed many new ones. We are working more closely with employers on Carer friendly policies and procedures, training staff teams on Carer awareness, attending organisation wellbeing events, educating students at local colleges, recruiting Carers Champions across health, social care, community organisations and the private sector. The aim is to ensure Carers can identify themselves as Carers early in their caring journey, can be supported to recognise themselves as Carers by professionals, can access information right across the county and are referred to the Carers' Support Service for support wherever they present themselves.

This year we have provided 287 training and awareness raising sessions to professionals, organisations, and community groups. We conducted 1876 hours of community outreach.

Volunteers

The Carers' Support Centre makes a significant use of volunteers while undertaking its charitable activities. Our thanks go to all of them.

Volunteers help to transport Carers to and from Carers Groups and support Carers within the groups. Volunteers also provide counselling, befriending, computer tuition, alternative therapies and beauty treatments, handyman and admin support. There are currently 69 volunteers supporting us with our work across the charity.

We celebrated the contribution of our volunteers with an invitation to a lunch at Healing Manor during Volunteers Week in June and a lunch during the Christmas period. They were attended by 43 of our volunteers.

Carers Week

During Carers Week working alongside North Lincolnshire Council, we hosted an event for professionals with the intention of raising the profile of Carers and the services available to them. The event was attended by over 80 delegates.

Strategy

This year we implemented our five-year strategy to support Carers. It sets out our values and priorities for the next five years and recognises the vitally important service that Carers provide, and it affirms our commitment and determination to support Carers in their caring role and with maintaining their health and wellbeing.

Carers' Support Centre

Trustees Annual Report (including Directors report) For the year ended 31 March 2024

Staff Health and Wellbeing Sessions

We have focused time this year on our biggest resource, our staff team. We have provided the opportunity for them to access various health and well-being sessions. Two recent events have been Sound bath sessions and A Building Resilience Workshop – Work Armour and Mindfulness.

Royal Visit

We were honoured this year, with Her Royal Highness, Princess Royal visiting our Carers' Centre in Grimsby Town Centre. We were able to show HRH the various services on offer to Carers and time was spent meeting and talking with many Carers themselves. Eighty-Eight people attended the event.

Charity Ball

In September we held our first Charity Ball since before lockdown. Nearly 100 people enjoyed a meal and a dance with a live band at Forest Pines Hotel. It raised not only funds for the charity but also the profile of Carers within a different setting and group.

Carers Registered on 31st March 2024	No.
Type of Carer	
Carer	4,333
Carer (CFP In Res care)	223
Parent Carer (Cfp Under 18)	888
Sandwich Carer (Carer For A Disabled Child AND Adult	118
Young Carer (Under 18)	14
Ex Carer	295
Total	5,871

This represents a 10% increase, year on year figures.

Carers' Support Centre

Trustees Annual Report (including Directors report) For the year ended 31 March 2024

Number of 'Contacts' in the year with ...	
Carer	33,638
Carer (Cared For Person In Res Care)	1,874
Parent Carer (Cared For Person Under 18)	7,002
Sandwich Carer (Carer For A Disabled Child AND Adult	1,363
Young Carer (Under 18)	21
Ex Carer	4,544
Organisation (GP, school, Hospital ward etc)	6,369
Anonymous (unregistered Carers)	723
Grand Total	55,534

This represents a 17% increase year on year.

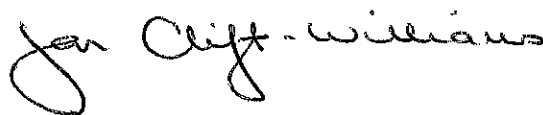
In addition, 56,000 text messages were sent to Carers and 32,000 Newsletters.

Plans for the Future.

The Carers' Support Service will:

- Ensure that it continues to be able to offer all Carers the support and information they need in a timely manner. To enable the service to manage the increasing demand we will develop a triage system based on Carer need and urgency of the situation and develop the website resources to enable self-directed support.
- Focus some time and resources on support for younger adult Carers.
- Develop a Community Hub space for individual carers and groups to meet and access resources.
- Develop the Carers hospital guide for Scunthorpe General Hospital
- Increase the variety of training on offer of an evening to attract more working Carers.

On Behalf of the Board:



J Clift-Williams – Chairperson

Date: 8th October 2024

Carers' Support Centre

INDEPENDENT AUDITOR'S REPORT TO THE TRUSTEES AND DIRECTORS OF CARERS' SUPPORT CENTRE

OPINION

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

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2024 and of its 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.
- have been prepared in accordance with the requirements of the Charities Act 2011.

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 Auditors' 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 United Kingdom, including the Financial Reporting Council's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

CONCLUSIONS RELATING TO GOING CONCERN

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

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

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

Carers' Support Centre

INDEPENDENT AUDITOR'S REPORT TO THE TRUSTEES AND DIRECTORS OF CARERS' SUPPORT CENTRE (continued)

OTHER INFORMATION

The Trustees are responsible for the other information. The other information comprises the information included in the Annual Report, other than the financial statements and our Auditors' Report thereon. Our opinion on the financial statements does not cover the other information and 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.

OPINION ON OTHER MATTERS PRESCRIBED BY THE COMPANIES ACT 2006

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

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

MATTERS ON WHICH WE ARE REQUIRED TO REPORT BY EXCEPTION

We have nothing to report in respect of the following matters in relation to which the Charities (Accounts and Reports) Regulations 2008 require us to report to you if, in our opinion:

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:

- the information given in the financial statements is inconsistent in any material respect with the trustees' report; or
- sufficient accounting records have not been kept; or
- the financial statements are not in agreement with the accounting records; or
- we have not received all the information and explanations we require for our audit.

RESPONSIBILITIES OF TRUSTEES

As explained more fully in the statement of trustees' responsibilities, the Trustees and directors, who are also the directors of the charity for the purpose 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 and directors 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 and directors are responsible for

Carers' Support Centre

INDEPENDENT AUDITOR'S REPORT TO THE TRUSTEES AND DIRECTORS OF CARERS' SUPPORT CENTRE (continued)

and for such internal control as the Trustees and directors 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 and directors 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 and directors either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

AUDITORS' RESPONSIBILITIES FOR THE AUDIT OF THE FINANCIAL ACCOUNTS

We have been appointed as auditor under section 144 of the Charities Act 2011 and report in accordance with the Act and relevant regulations made or having effect thereunder.

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.

The extent to which our procedures are capable of detecting irregularities, including fraud, is detailed below.

Enquiry of management and those charged with government around actual and potential litigation and claims.

Discussions with management and those charged with governance including consideration of known or suspected instances of non-compliance with laws and regulations and fraud.

Understanding and evaluation of the operating effectiveness of management's entity level controls designed to prevent and detect irregularities.

Reviewing minutes of meetings of those charged with governance.

Reviewing financial statement disclosures and testing supporting documentation to assess compliance with applicable laws and regulations.

Auditing the risk of management override of controls, including through testing journal entries and other adjustments for appropriateness, and evaluating the business rationale of significant transactions outside the normal course of business.

Testing over period end adjustments.

There are inherent limitations in the audit procedures described above. We are less likely to become aware of instances of non-compliance with laws and regulations that are not closely related to events and transactions reflected in the financial statements. Also, the risk of not detecting a material misstatement due to fraud is higher than the risk of not detecting one resulting from error, as fraud may involve deliberate concealment by, for example, forgery or intentional misrepresentations, or through collusion. Our audit testing might include testing complete populations of certain transactions and balances, possibly using data auditing techniques. However, it typically involves

Carers' Support Centre

INDEPENDENT AUDITOR'S REPORT TO THE TRUSTEES AND DIRECTORS OF CARERS' SUPPORT CENTRE (continued)

selecting a limited number of items for testing, rather than testing complete populations. We will often seek to target particular items for testing based on their size or risk characteristics. In other cases, we will use audit sampling to enable us to draw a conclusion about the population from which the sample is selected.

A further description of our responsibilities is available on the Financial Reporting Council's website at: <https://www.frc.org.uk/auditorsresponsibilities>. This description forms part of our auditor's report.

OTHER MATTERS

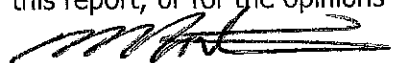
The corresponding figures were unaudited.

Your attention is drawn to the fact that the charity has prepared financial statements in accordance with "Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)" (as amended) in preference to the Accounting and Reporting by Charities: Statement of Recommended Practice issued on 1 April 2005 which is referred to in the extant regulations but has now been withdrawn.

This has been done in order for the financial statements to provide a true and fair view in accordance with current Generally Accepted Accounting Practice.

USE OF OUR REPORT

This report is made solely to the company's members, as a body, in accordance with section 391 of the Companies Act 2014. Our audit work has been undertaken so that we might state to the company's members those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the company and the company's members as a body, for our audit work, for this report, or for the opinions we have formed.



**Nicholas Michael Auton (Senior Statutory Auditor)
for and on behalf of Fannies Accountants Limited
Chartered Certified Accountants
Statutory Auditor**

4-6 Swaby's Yard
Walkergate
Beverley
HU17 9BZ

Date: 21st October 2024

Fannies Accountants Limited is eligible for appointment as auditor of the charity by virtue of its eligibility for appointment as auditor of a company under section 1212 of the Companies Act 2006.

Carers' Support Centre

Statement of Financial Activities Year Ended 31st March 2024 (incorporating Income and Expenditure Account)

	Note	Unrestricted Funds	Restricted Funds	Total 2024	Total 2023 (restated)
		£	£	£	£
Income and endowments from:					
Donations and legacies	2	972,566	42,519	1,015,085	947,141
Charitable Activities	3	285	-	285	1,007
Activities for generating funds	4	6,021	-	6,021	17,635
Investments	5	2,334	-	2,334	-
Total		981,206	42,519	1,023,725	965,783
Expenditure on:	6				
Charitable activities		972,596	44,288	1,016,884	950,165
Governance costs		41,885	-	41,885	25,684
Total resources expended		1,014,481	44,288	1,058,769	975,850
Operating income/(expenditure)		(33,275)	(1,769)	(35,044)	(10,066)
Transfers		(38,987)	38,987	-	-
Gain/(loss) revaluation of investment		-	-	-	-
Net income/(expenditure)		(72,262)	37,218	(35,044)	(10,066)
Other recognised gains/losses					
Gain on the revaluation of fixed assets		654,379	-	654,379	-
Transfers		(654,379)	-	(654,379)	-
Net movement in funds		(72,262)	37,218	(35,044)	(10,066)
Reconciliation of funds					
Funds balances b/fwd at 1st April 2023		682,688	242	682,930	692,996
Fund balances c/fwd at 31st March 2024		610,426	37,460	647,886	682,930

Carers' Support Centre

Statement of Financial Activities year ended 31st March 2023 (incorporating Income and Expenditure account) – Previous year.

	Note	Unrestricted Funds (restated) £	Restricted Funds £	Total 2023 (restated) £	Total 2022 £
Income and endowments from:					
Donations and legacies	2	943,141	4,000	947,141	911,783
Charitable Activities	3	1,007	-	1,007	600
Activities for generating funds	4	17,635	-	17,635	29,343
Investments	5	-	-	-	-
Total		961,783	4,000	965,783	941,726
Expenditure on:	6				
Charitable activities		946,407	3,759	950,166	967,150
Governance costs		25,684	-	25,684	3,567
Total resources expended		972,091	3,759	975,850	970,717
Operating income/(expenditure)		(10,308)	242	(10,066)	(28,991)
Transfers		-	-	-	-
Gain/(loss) revaluation of investment					
Net income/(expenditure)		(10,308)	242	(10,066)	(28,991)
Other recognised gains/losses					
Gain on disposal of fixed assets					
Net movement in funds		(10,308)	242	(10,066)	(28,991)
Reconciliation of funds					
Funds balances b/fwd at 1st April 2022		692,996	-	692,996	721,987
Funds balances c/fwd at 31st March 2023		682,688	242	682,930	692,996

Carers' Support Centre

Balance Sheet Year Ended 31st March 2024

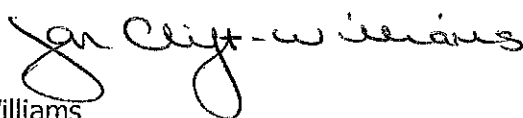
		2024		2023 (restated)	
	Note	£	£	£	£
Fixed assets					
Tangible assets	12		991,995		340,262
Current assets					
Debtors	13	43,548		79,267	
Cash at bank and in hand		520,134		496,893	
		564,682		576,160	
Creditors: amounts falling due within one year					
Creditors	14	61,010		40,090	
Net current assets			503,672		536,070
Net assets			1,495,667		876,332
Funds of the charity					
Revaluation reserve	17		847,781		193,402
Restricted funds	16		37,460		242
Unrestricted funds	18		161,276		235,498
Designated funds	18		449,150		447,190
			1,495,667		876,332

The company is entitled to the exemption from the audit requirement contained in section 477 of the Companies Act 2006, for the year ended 31 March 2024, although an audit has been carried out under section 144 of the Charities Act 2011.

The directors acknowledge their responsibilities for complying with the requirements of the Companies Act 2006 with respect to accounting records and the preparation of financial statements.

The members have not required the company to obtain an audit of its financial statements under the requirements of the Companies Act 2006, for the year in question in accordance with section 476.

The financial statements were approved and authorised for issue by the Trustees on 8/10/24 and signed on their behalf by:



J Clift-Williams
Chairperson

Carers' Support Centre

Cash Flow Year Ended 31st March 2024

	2024	2023	Table
	£	£	
Cash flows from operating activities:	32,230	86,862	A
Cashflows from investing activities:			
Dividends from investments	-	-	
Bank interest received	2,334	-	
Proceeds from the sale of property, plant & equipment	-	-	
Payments to acquire investments	-	-	
Purchase of property, plant and equipment	(11,323)	(16,856)	
Net cash provided by/(used in) investing activities	(8,989)	(16,856)	
Change in cash and cash equivalents in the reporting period	23,241	70,006	
Cash and cash equivalents at the start of the reporting period	496,893	426,887	
Cash and cash equivalents at the end of the reporting period	520,134	496,893	B

Table A: Reconciliation of net income/(expenditure) to net cash flow from operating activities

	2024	2023
	£	£
Net income/(expenditure) for the reporting period (as per the statement of financial activities)	(35,044)	24,166
Adjustments for :		
Depreciation charges	10,506	6,346
Loss on sale of fixed assets	3,465	-
(Gains)/losses on investments	-	-
Dividends, interest and rents from investments	(2,334)	-
Decrease/(increase) in debtors	34,719	41,023
Increase/(decrease) in creditors	20,918	15,327
Net cash provided by/(used in) operating activities	32,230	86,862

Table B: Analysis of net debt, cash and cash equivalents

	2024	2023
	£	£
Cash in hand	518	-
Cash at bank	519,616	496,893
Total cash and cash equivalents	520,134	496,893

Carers' Support Centre

Notes to the Financial Statements Year Ended 31st March 2024

1). Accounting Policies

a). General information and basis of preparation

The charity constitutes a public benefit entity as defined by FRS 102. The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) issued on 16 July 2014 (as updated), the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS 102), the Charities Act 2011, the Companies Act 2006 and UK Generally Accepted Accounting Practice. The financial statements are prepared on a going concern basis under the historical cost convention, modified to include certain items at fair value. The financial statements are presented in sterling which is the functional currency of the charity and rounded to the nearest £. The significant accounting policies applied in the preparation of these financial statements are set out below. These policies have been consistently applied to all years presented unless otherwise stated.

b). Funds

Unrestricted funds 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. Designated funds comprise unrestricted funds that have been set aside by the Trustees for particular purposes. The aim and use of each designated fund is set out in the notes to the financial statements. 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 cost 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.

c). Income

All incoming resources are included in the Statement of Financial Activities (SoFA) when the charity is legally entitled to the income after any performance conditions have been met, the amount can be measured reliably and it is probable that the income will be received. Cash donations and gifts are included in full in the financial statements as they are received. Significant non-cash donations are included in the financial statements at the Trustee's estimate of their market value when received. No amount is included in the financial statements for volunteer time in line with the SORP (FRS 102). For legacies, entitlement is the earlier of the charity being notified of an impending distribution or the legacy being received. At this point income is recognised. On occasion legacies will be notified to the charity however it is not possible to measure the amount expected to be distributed. On these occasions, the legacy is treated as a contingent asset and disclosed. Investment income is earned through holding assets for investment purposes such as shares. It includes dividends and interest. Where it is not practicable to identify investment management costs incurred within a scheme with reasonable accuracy the investment income is reported net of these costs. It is included when the amount can be measured reliably. Interest income is recognised using the effective interest method and dividend income is recognised as the charity's right to receive payment is established.

Carers' Support Centre

Notes to the Financial Statements Year Ended 31st March 2024

d). Expenditure

This is accounted for on an accruals basis but when expenditure is incurred relating to more than one cost category, the expenditure is apportioned over all relevant headings. The basis of apportionment used reflects the time and resources expended under specific headings.

e). Tangible fixed assets

Tangible fixed assets are stated at cost less depreciation. Depreciation is provided at rates calculated to write off the cost less estimated residual value of each asset over its expected useful life as follows (see note 12).

Freehold property	2% straight line basis
Leasehold property	20% straight line basis
Fixtures and fittings	25% reducing balance basis

f). Operating leases

Rentals payable under operating leases are charged to the statement of financial activities over the period of the lease on a straight line basis.

g). Grants and specific donations

Grants in respect of capital expenditure are credited to the statement of financial activities upon receipt. If the grant is unrestricted a designated fund representing the assets written down value is created. This fund is then reduced over the useful economic life of the asset in line with its depreciation. Grants of a revenue nature which are made to give immediate financial support or to reimburse costs previously incurred are credited to the statement of financial activities in the period in which they become receivable. Grants of a revenue nature which are made to finance general activities over a specific period or to compensate for a loss of current or future income are credited to the statement of financial activities when receivable.

i). Fixed assets

Expenditure of a capital nature is capitalised on all items and not in accordance to expended amount.

j). Pension costs

Contributions to provide pensions and related benefits are charged to the income and expenditure accounts as incurred.

Carers' Support Centre

Notes to the Financial Statements Year Ended 31st March 2024

k). Going concern

After making reasonable enquiries, the directors have a reasonable expectation that the charitable company has adequate resources to continue in operations existence for the foreseeable future. Accordingly, they continue to adopt the going concern basis in preparing the financial statements.

i). Preparation of group financial statements

The charity/charitable company has taken advantage of the option not to prepare consolidated financial statements contained in Section 398 of the Companies Act 2006 on the basis that the charity/charitable company and its subsidiary undertaking comprise a small group.

m). Recognition basis or creditors

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

n). Financial instruments

The charity only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value.

o). Taxation

Carers' Support Centre is a UK registered charity, number 224505. All the Society's income is applied to its charitable objects and the Society is, therefore, exempt under current legislation from most forms of taxation. Value Added Tax is not recoverable by the Society and is therefore charged to the statement of financial activities or balance sheet as incurred.

Carers' Support Centre

Notes to the Financial Statements Year Ended 31st March 2024

8). Staff costs

The average number of persons employed by the Charity during the period was as follows:

	2024 Number	2023 Number
Directors/trustees	11	13
Management & Administration	5	5
Project Work	18	16
Total	34	34
Actual average monthly number of staff		

The aggregate payroll costs in respect of these employees were as follows:

	2024	2023
Wages and Salaries	653,686	557,473
Social security	44,365	39,175
Pension costs	13,457	10,512
Total	711,508	607,160

No employee received emoluments of more than £60,000.

The charity runs a stakeholder pension scheme for the benefit of its employees. Total pension costs for the year were £13,457 (2023: £10,512). Total contributions due to the scheme as at 31 March 2024 were £4 (2023: £nil).

9). Trustees' remuneration

The Trustees were not entitled to and did not receive any remuneration from the charity during the year (2023: £nil). Trustees were reimbursed travel expenses from the charity during the year £114 (2023: £nil).

Donations from Trustees during the year total £nil (2023: £nil).

Carers' Support Centre

Notes to the Financial Statements Year Ended 31st March 2024

10). Operating lease rentals

	2024	2023
	£	£
Plant and equipment	2,149	1,909

11). Net incoming resources for the year

This is stated after charging:

	2024	2023
	£	£
Audit	9,000	-
Independent Examination	2,268	2,365
Depreciation	10,506	6,346

12). Tangible assets

	Freehold Property	Leasehold Property	Fixtures & Fittings	Total
	£	£	£	£
Cost (valuation)				
At 1st April 2023	400,000	54,140	114,129	568,269
Additions	-	-	11,325	11,325
Disposals	-	-	(78,047)	(78,047)
Revaluation	654,379	-	-	654,379
At 31st March 2024	1,054,379	54,140	47,407	1,155,926
Depreciation				
At 1st April 2023	80,255	48,228	99,524	228,007
Provided during the year	4,124	1,478	4,904	10,506
Disposals	-	-	(74,582)	(74,582)
Eliminated on Revaluation	-	-	-	-
At 31st March 2024	84,379	49,706	29,846	163,931
Net book value				
At 31st March 2023	319,745	5,912	14,605	340,262
At 31st March 2024	970,000	4,434	17,561	991,995

Carers' Support Centre

Notes to the Financial Statements Year Ended 31st March 2024

13). Debtors

	2024	2023 (restated)
	£	£
<i>Amounts falling due within one year</i>		
Trade debtors	378	47,385
Other Debtors	31,882	31,882
Prepayments and accrued income	12,288	-
Total debtors	44,548	79,267

14). Creditors

	2024	2023 (restated)
	£	£
Trade creditors	13,433	8,342
Accruals and deferred income	26,447	9,115
Tax and social security	10,832	12,408
Other creditors	10,298	10,225
Total creditors	61,010	40,090

15). Operating lease commitments

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

	2024	2023
	£	£
Not later than 1 year	2,539	2,539
Later than 1 year and not later than 5 years	8,253	10,793

Carers' Support Centre

Notes to the Financial Statements Year Ended 31st March 2024

16). Restricted Funds

The income funds of the charity include restricted funds comprising the following unexpended balances of donations and grants held to be applied for specific purposes:

	Balance at 31st March 2023	Incoming resources	Resources expended	Transfers of Funds	Balance at 31st March 2024
	£	£	£	£	£
Household Grants	242	-	(1,100)	858	-
Carers Trust Grants	-	21,921	(21,232)	3,912	4,601
Independence at home	-	2,183	(2,581)	398	-
NL Health Inequalities	-	1,500	(1,440)	-	60
NEL Health Inequalities	-	5,060	(3,217)	-	1,844
NEL Carers Forum	-	-	-	1,000	1,000
NEL Carers Strategy	-	2,000	(10,980)	14,683	5,703
NEL Young Carers	-	-	(3,738)	18,136	14,398
NL Carer & Community Room Development	-	9,854	-	-	9,854
Total	242	42,518	(44,288)	38,987	37,460

	Balance at 31st March 2022	Incoming resources	Resources expended	Transfers of Funds	Balance at 31st March 2023
	£	£	£	£	£
Household Grants	-	4,000	(3,759)	-	242
Total	-	4,000	(3,759)	-	242

17). Revaluation reserves

	Balance at 31st March 2023	Income	Expenditure	Transfer	Balance at 31st March 2024
		£	£	£	
Revaluation Reserve	193,402	-	-	654,379	847,781
Total	193,402	-	-	654,379	847,781

	Balance at 31st March 2022	Income	Expenditure	Transfer	Balance at 31st March 2023
		£	£	£	
Revaluation Reserve	193,402	-	-	-	193,402
Total	193,402	-	-	-	193,402

Carers' Support Centre

Notes to the Financial Statements Year Ended 31st March 2024

18). Unrestricted Funds

	Balance at 31st March 2023 (restated) £	Income £	Expenditure £	Transfer £	Balance at 31st March 2024 £
General funds	235,498	974,498	(975,294)	(73,426)	161,276
Designated funds:					
Core costs	400,000	-	-	-	400,000
Research & Development	10,000	-	-	(10,000)	-
Building Improvements	-	-	(18,436)	28,436	10,000
Innovation Funds	-	-	(419)	1,163	744
Carers In Partnership	-	-	(247)	247	-
Staff Wellbeing Support & Development	-	-	(1,903)	12,419	10,516
Carers Voice Forum	-	-	(1,674)	3,331	1,657
Gen Z	-	-	(5)	1,000	995
Carers Peer Support Group	-	6	(712)	706	-
North East Lincolnshire:					
Carers Strategy Delivery	15,182	-	-	(15,182)	-
Bennet Sulte	3,788	4,019	(10,696)	11,577	8,688
Carers forum	1,000	-	-	1,620	2,620
Lunch Club	-	338	(1,521)	2,183	1,000
Men in Sheds	-	2,050	(1,811)	4,117	4,356
Art Club	-	295	(1,563)	2,268	1,000
North/ North East Lincolnshire – Joint projects	13,354	-	-	(13,354)	-
North Lincolnshire:					
Carers card	3,866	-	-	(3,866)	-
Young Carers	-	-	-	591	591
Me Time	-	-	(200)	7,183	6,983
Total Designated Funds	447,190	6,708	(39,187)	34,439	449,150
Total Unrestricted Funds	682,688	981,206	(1,014,481)	(38,987)	610,426

Carers' Support Centre

Notes to the Financial Statements Year Ended 31st March 2024

	Balance at 31st March 2022	Income	Expenditure (restated)	Transfer	Balance at 31st March 2023 (restated)
	£	£	£	£	£
General funds	245,805	961,783	(972,091)	-	235,497
Designated funds:					
Core costs	400,000				400,000
Research & Development	10,000				10,000
North East Lincolnshire:					
Carers Strategy Delivery	15,182				15,182
Bennet Suite	3,788				3,788
Carers forum	1,000				1,000
North/ North East Lincolnshire – Joint projects	13,354				13,354
North Lincolnshire – Carers card	3,867				3,867
Total	692,996	961,783	(972,091)	-	682,688

Funds balances at 31st March 2024 are represented by:

	Revaluation Reserve	Unrestricted Funds	Restricted Funds	Designated Funds	Total Funds
	£	£	£	£	£
Tangible fixed assets	847,781	144,214	-	-	991,995
Current assets		78,072	37,460	449,150	564,682
Creditors due within one year		(61,010)	-	-	(61,010)
Total	847,781	161,276	37,460	449,150	1,495,667

Funds balances at 31st March 2023 are represented by:

	Revaluation Reserve	Unrestricted Funds (restated)	Restricted Funds	Designated Funds	Total Funds (restated)
	£	£	£	£	£
Tangible fixed assets	193,402	146,860			340,262
Current assets		128,728	242	447,190	576,160
Creditors due within one year		(40,090)			(40,090)
Total	193,402	235,498	242	447,190	876,332

Carers' Support Centre

Notes to the Financial Statements Year Ended 31st March 2024

19). Called up share capital

There is no called up share capital as the Company is limited by Guarantee. In the event of the Company being wound up each Director has undertaken to contribute to the assets of the Society such amount as may be required to discharge its debts, the amount not to exceed £10 per Director.

20). Related party transactions

There are no related party transactions during the year (2023-£nil) in addition to the transactions with Trustees as disclosed in Note 9.

21). Prior Period Adjustment

Changes to the balance sheet

At 31 March 2023

	As previously reported	Adjustment	As restated
	£	£	£
Fixed assets			
Tangible assets	420,517	(80,255)	340,262
Current assets			
Other debtors	-	31,882	31,882
Current liabilities			
Other creditors	24,366	14,141	10,225
Capital Funds			
Restricted funds	242	-	242
Unrestricted funds	910,322	(34,232)	876,090
Total funds	910,564	(34,232)	876,332

Changes to the SOFA

At 31 March 2023

	As previously reported	Adjustment	As restated
	£	£	£
Net Book Value	400,000	(76,130)	323,870
Depreciation	6,346	4,124	10,470
Wages	31,881	(31,881)	-
Revenue	14,141	(14,141)	-
Net movement in funds	716,920	(34,232)	682,688

Carers' Support Centre

The comparative figures for the prior year have been restated to reflect the correction. The adjustments made are summarized below:

- Depreciation has not been provided on the freehold property since acquisition is September 2000, initial cost and subsequent improvements made in May 2011 should have been depreciated.
- Wages were double counted for part of the year ended 31 March 2020.
- Liabilities relating to Ideal Community Care Solutions C.I.C, a former subsidiary of Carers' Support Centre, existed in the balance sheet after the company had been dissolved.

The prior year adjustments have no impact on the charity's cash flow or overall operational performance, but it ensures that the financial statements reflect a true and fair view of the charity's financial position as of 31 March 2024. Moving forward, procedures have been implemented to ensure accurate depreciation calculation in line with the charity's policies and balances held within the financial statements are verified.

Accounts

**Carers' Support Centre
(A company limited by guarantee)**

Report and Financial Statements

For the year ended 31 March 2023

Carers' Support Centre

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Carers' Support Centre

Company Information

For the year ended 31 March 2023

CHIEF EXECUTIVE OFFICER: M. Humphries

REGISTERED OFFICE: 11 Redcombe Lane
Brigg
North Lincolnshire
DN20 8AU

TRUSTEES:	J Clift- Williams	M Keyworth
	M Morley	P Ashley
	K White (Resigned 13.12.2022)	P Caswell
	P Taylor	K Hague
	D Thomas (Resigned 17.03.2023)	A Holden
	B Dunderdale	J Smith
	H Redshaw	K Knapton

INDEPENDENT EXAMINER: Jon Lister FCCA
Enterprise Chartered Certified Accountants
8 Castlegate
Tickhill
Doncaster
DN11 9QU

BANKERS: Unity Trust Bank
Nine Brindleyplace
4 Oozels Square
Birmingham
B1 2HB

Carers' Support Centre

Report of the Directors (including the Trustees' Report) **For the year ended 31 March 2023**

The trustees, who are also directors of the charity for the purposes of the Companies Act, submit their annual report and the financial statements for the year ended 31st March 2023. The trustees have adopted the provisions of the Statement of Recommended Practice (SORP) (FRS 102) issued in 2015 in preparing the annual report and financial statements of the charity.

The charity is a charitable company and is limited by guarantee. The charity's governing document is its Memorandum and Articles of Association, which restricts the charity's operations to all lawful acts as are necessary or incidental to its Objects.

Trustees' responsibilities statement

Company law requires the trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for the year. In preparing the financial statements, the trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP;
- make judgements and 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 statement;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company 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 charitable company 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 charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

In so far as the Trustees are aware:

- there is no relevant information of which the charitable company's Independent examiner is unaware;
- the trustees have taken all steps that they ought to have taken to make themselves aware of any relevant information.

Structure, governance and management

The trustees have responsibility to direct the charity's affairs in such a way as to promote the Objects.

Carers' Support Centre

Report of the Directors (including the Trustees' Report) - Continued **For the year ended 31 March 2023**

Structure, governance and management continued

Day to day management

The day to day management of the charity is carried out by the Chief Executive Officer, responsible to the Executive Committee made up of the trustees of the company.

General meetings are held bi-monthly to discuss matters and for decision making. Meetings are carried out in line with the Articles of Association of the company.

Other major roles in the charity include the individual project managers and supervisors and the finance officer who performs accounting duties.

Recruitment and training of trustees

Trustees are recruited based on their knowledge and experience in the services the charity provides to meet its objectives. Formal training is provided to new trustees based on their existing knowledge. Training is available as it be required.

Risk management

The board of trustees have overall responsibility for ensuring that the charity has appropriate systems of controls, financial or otherwise. They are also responsible for keeping proper accounting records, for safeguarding the assets of the charity and 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
- The assets are safeguarded against unauthorised use or disposition
- Proper records are maintained and financial information used within the charity reliable
- The charity complies with relevant laws and regulations

Risk review

The trustees have conducted a review of the major risks to which the charity is exposed and appropriate systems have been established to mitigate those risks. Significant external risks to funding have lead to the development and implementation of a strategic plan. This will allow for the re-direction of funding and some activities.

Internal risks are minimised by the implementation of procedures for authorisation of all transactions and projects to ensure consistent quality of delivery for all operational aspects of the charity. These procedures are constantly reviewed to ensure that they still meet the needs of the charity.

Objectives and activities

The charity's objectives as stated in the company's Memorandum and Articles of Association are principally for the benefit of the community in North Lincolnshire and surrounding areas.

Carers' Support Centre

Report of the Directors (including the Trustees' Report) - continued **For the year ended 31 March 2023**

Objectives and activities continued

The Charity's objectives are;

- To promote the relief of the aged, sick, or disabled people in North Lincolnshire and surrounding areas by the provision of such services as shall relieve or alleviate their suffering.
- To advance the education of Carers by the provision of training and advice to such persons.
- To relieve those Carers who are need by reason of their responsibilities as a Carer.

A Carer shall be defined as a person whose life is, or has been, restricted by the responsibility for the care and well being of aged, sick, and disabled people.

The policies adopted in furtherance of these objectives, by the Trustees are;

- To bring together members to fulfil the aforesaid objectives.
- To gather and disseminate information for members and Carers.
- To advise and inform relevant bodies of the needs of Carers.
- To promote the setting up of appropriate support systems for Carers.
- To organise fund raising activities.
- To employ members of staff as appropriate.

Mission statement

Carers' Support Centre is the first choice for Carers, their family, and Commissioners. We are a trusted and respected organisation.

Vision

Carers are valued and can access the help they need to thrive and live the life they choose.

Aims

1. Raise the profile and importance of Carers across communities
2. Identify and reach a greater number of Carers
3. Ensure support to Carers is accessible
4. Ensure support to Carers is inclusive and makes a positive difference
5. Sustain and grow a vibrant, supported, inclusive and high performing team
6. Strengthen our financial sustainability and operational efficiency

Equal opportunities

In furtherance of the Objects the charity shall at all times take into consideration the principles of equality of opportunity irrespective of age, gender, race, colour, nationality, ethnic origin, religion, sexual orientation or disability.

Carers' Support Centre

Report of the Directors (including the Trustees' Report) - continued **For the year ended 31 March 2023**

Achievements and Performance

This year we have been able to deliver all our services and support out across the different communities in Northern Lincolnshire as well as at each of the centres as all lockdown rules ceased. As a result, we have seen significant increase in the number of Carers accessing various services such as Peer Support groups, training and activities and counselling.

The helpline offering a listening ear, information and guidance has been the busiest ever, and in the quarter to March 2023 we registered the highest number of new Carers to the service with 463 Carers registering.

It has also been a year of developing services and new services starting such as the lunch clubs, Men in Sheds Project, Cooking Club, Carers Voice, and the development of our hospital-based support expanding to work across Scunthorpe General, Great Oakes and Diana Princess of Wales Hospitals.

Our most significant development has been our new Dementia Direct service supporting people living with dementia and their Carers, in North Lincolnshire. The service started in January 2023 and in the first three months we have recruited three specialist staff and established clear referral pathways enabling 130 Carers and people living with dementia to be referred into the service.

We have also established two dementia cafés in Brigg and Barton with a plan to open two more in the coming months in Epworth and Scunthorpe.

A year of significant growth, development, and consolidation for the charity. Carers are coming forward in greater numbers and receiving greater recognition across the region by many organisations and service providers. As a consequence a record number of Carers are now receiving the services and support, they need.

Training and Events

This year, we have delivered a robust package of training opportunities to Carers. There remains a strong emphasis on well-being while introducing some courses and workshops geared to Carers interests and hobbies. Courses have included anxiety management, legal matters, first aid, mindfulness, and various courses on living with and understanding dementia.

During this year there has been 217 training events with attendance of 341 Carers

There are several activity groups meeting regularly and many activity days. The Art Group, Luncheon Club, Tai Chi Groups and Men in Sheds group have proved very popular. Activity Days have included Yoga sessions, and Ceramic and Craft workshops. There have been 397 meetings with 1649 Carers attending these meetings during the year.

Carers' Support Centre

Report of the Directors (including the Trustees' Report) - continued **For the year ended 31 March 2023**

Grants

Much of the support we provide to Carers is practical, such as advocacy and benefits advice. We also apply for grants from external organisations where Carers need financial support to help with their caring role. This year we have applied for grants for a range of things, such as washing machines and tumble dryers, wheelchairs, beds, child car seats, holidays, and driving lessons. This year North East Lincs were successful in obtaining £16,715 for 71 Carers, while North Lincs obtained £2,100 for 11 Carers.

A major grant for the Carers' Support Service of £10,000 came from the Carers Trust to develop the Men in Sheds project and Cooking club and to establish a Carer therapy service in Scunthorpe.

North East Lincolnshire was also given £14,000 to distribute to Carers as part of the Household Support Grant.

Benefits Advice Service

As a result of this guidance 649 Carers' households have seen an increase in their income. The total amount of benefit gained for the year was **£ 1,561,639**.

Awareness Raising and Outreach Work

The Carers' Support Service continues to strengthen and embed relationships with local organisations and developed many new ones. We are working more closely with employers on Carer friendly policies and procedures, we are training staff teams on Carer awareness, we are attending organisation wellbeing events, we are educating students at local colleges, we are recruiting Carers Champions across health, social care, community organisations and the private sector. The aim is to ensure Carers can identify themselves as Carers early in their caring journey, can be supported to recognise themselves as Carers by professionals, can access information right across the county and are referred to the Carers' Support Service for support wherever they present themselves.

This year we have provided 220 training and awareness raising sessions to professionals, organisations, and community groups. We conducted 1560 hours of community outreach.

Time has also been invested in developing our new brand and website and producing a number of Carers stories on film, which has supported all our outreach and awareness raising.

Carers' Support Centre

Report of the Directors (including the Trustees' Report) - continued **For the year ended 31 March 2023**

A Step Change for Carers at our Local Hospitals

This year we increased our presence in Diana Princess of Wales Hospital in Grimsby and Scunthorpe General Hospital. We have worked intensely with staff to raise the awareness and profile of Carers. We have built strong links with key staff right across the hospital and supported the hospital with the development of their own Carer policy, for staff and visiting carers. A carers charter is now displayed in most wards, making clear the hospitals commitment to supporting Carers. In addition to this, Carers who are part of the new Carers Voice have been working on a Carers Guide to the hospital, written by Carers for Carers, that will launch next year. The guide will clearly explain what support is available for Carers when the person they care for visits hospital, the things carers need to consider and the questions they need to ask.

This work has had a big impact on the number of Carers being identified at the hospitals, and subsequently we have had a 30% increase in the number of Carers registering for our support.

Increasingly Carers are being pro-actively involved in patient care, and their wellbeing considered alongside the health and wellbeing of the patient. Carers have described the change in support they now receive at the hospitals as 'night and day'.

This work has securely embedded the Carers' Support Service in practices and procedures across both hospitals.

Social Media and electronic communication

Social media is a key tool for communicating with Carers and the wider population of Northern Lincolnshire. More Carers are engaging with our messages and as a result we are seeing the reach of our posts increase, meaning more people are seeing our messages. A key element of our social media is our branding, which we have developed and are using consistently across our social media platforms. This means people are more likely to recognise a social media post as belonging to the Carers' Support Service when they scroll through their social media feeds. Social media is also a key tool that we use to drive people to our website, where people can find more information about the topic of the post they have seen on social media.

The social media platforms we are now using are Facebook, Twitter, and more recently Instagram. We are developing a presence on LinkedIn. Different platforms widen our audience. Instagram will help us reach more Young Adult Carers, while LinkedIn will help us reach professionals and working Carers, and assist in our networking with other organisations.

Our Facebook audience is now 2993 and our twitter audience is 1336. We have a new audience of 149 people on Instagram. Across these platforms, this is a total 10% increase on last year.

Our Facebook Reach this year was 58,106 and our Instagram Reach 1,547.

Carers' Support Centre

Report of the Directors (including the Trustees' Report) - continued

For the year ended 31 March 2023

Volunteers

The Carers' Support Centre makes a significant use of volunteers in the course of undertaking its charitable activities. Our thanks go to all of them.

Volunteers help to transport Carers to and from Carers Groups and support Carers within the groups. Volunteers also provide counselling, befriending, computer tuition, alternative therapies and beauty treatments and admin support. There are currently 93 volunteers supporting us with our work across the charity.

Carers Week

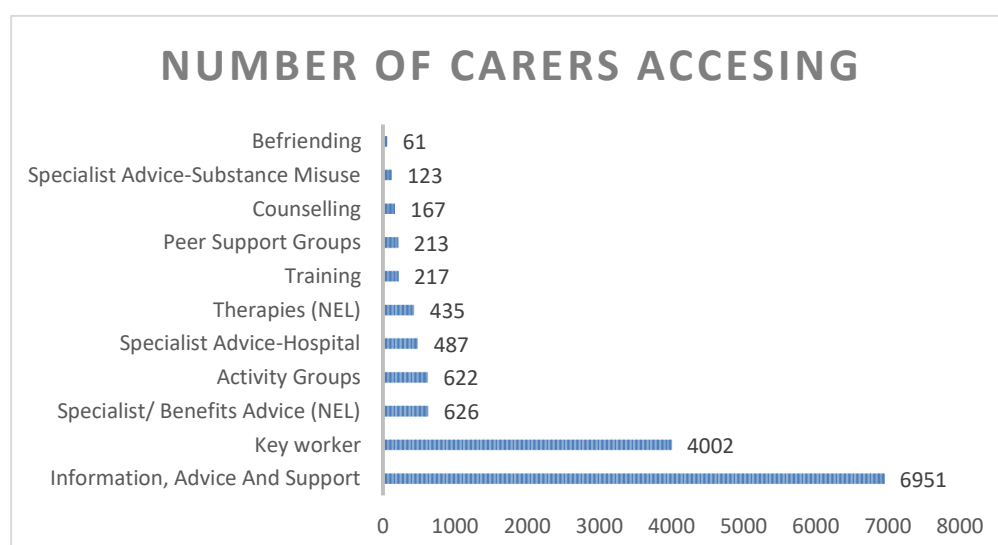
During Carers Week each area hosted a Conference – Make Caring Visible, Valued and Supported. They brought together 120 Carers and 80 professionals, and the various workshops and discussions focused on what Carers saw as their priorities for support and how these can be shaped. As an outcome of the conference in North Lincolnshire a group of Carers have come together to form the Carers Voice.

Detailed here are some figures about the Carers registered with the Carers Support Services and the services they are accessing.

Types of Carers Registered on 31st March 2023

Type of Carer	Number
Carer	3712
Carer (CFP In Res Care)	195
Parent Carer (Cfp Under 18)	892
Sandwich Carer (Carer For A Disabled Child AND Adult	198
Young Carer (Under 18)	12
Ex Carer	338
Total	5347

Unique Carers Accessing Services during the year.



Carers' Support Centre

Report of the Directors (including the Trustees' Report) - continued **For the year ended 31 March 2023**

Individual Attendances or Appointments during the year	
Specialist Advice (Financial)	1345
Peer Support Groups	1043
Befriending	585
Counselling	1430
Carer Training	341
Activity Groups	1540
Therapies	1440
Total	7300

Number of 'Contacts' in the year with...		
Carer	59%	28075
Carer (Cared For Person In Res Care)	4%	2004
Parent Carer (Cared For Person Under 18)	18%	8676
Sandwich Carer (Carer For A Disabled Child AND Adult)	3%	1379
Young Carer (Under 18)	0%	45
Ex Carer	9%	4037
Organisation (GP, school, Hospital ward etc)	7%	3082
Grand Total	100%	47298

In addition, 46,000 text messages were sent to Carers and 29,000 Newsletters.

Plans for the Future

The Carers' Support Service will:

Raise the profile and importance of Carers across communities.

Identify and reach a greater number of Carers.

Ensure support to Carers is accessible.

Ensure support to Carers is inclusive and makes a positive difference.

Sustain and grow a vibrant, supported, inclusive and high performing team.

Strengthen our financial sustainability and operational efficiency.

On Behalf of the Board:

.....
Trustee

Date:13th December 2023

Independent Examiners Report to the Trustees of
Carers' Support Centre
For the year ended 31 March 2023

We report on the accounts for the year ended 31 March 2023 set out on pages 11 to 20.

Retrospective responsibilities of trustees and examiner

The trustees (who are also the directors of the company for the purposes of company law) are responsible for the preparation of the accounts. The trustees consider that an audit is not required for this year under section 145(1) of the Charities Act 2011 and that an independent examination is needed.

Having satisfied myself that the charity is not subject to audit under company law and is eligible for independent examination, it is my responsibility to;

- examine the accounts under section 145 of the Charities Act 2011;
- to follow the procedures laid down in the general directions given by the Charity Commission under section 145(5)(b) of the Charities Act 2011; and
- to state whether particular matters have come to my attention.

Basis of independent examiner's report

My examination was carried out in accordance with the general directions given by the Charity Commission. An examination includes a review of the accounting records kept by the charity and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or disclosures in the accounts and seeking explanations from you as trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit and consequently no opinion is given as to whether the accounts present a 'true and fair view' and the report is limited to those matters set out in the statement below.

Independent examiner's statement

In connection with my examination, no matter has come to my attention:

- (1) which gives me reasonable cause to believe that in any material respects the requirements to keep accounting records in accordance with section 386 of the Companies Act 2006; and to prepare accounts which accord with accounting records, comply with the accounting requirements of section 386 of the Companies Act 2006 and with the method and principles of the Statement of Recommended Practice: Accounting and Reporting by Charities

have not been met; or

- (2) to which, in my opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached

Jon Lister FCCA

Enterprise Accountancy Services Limited

Dated:

8 Castlegate

Tickhill

Doncaster

South Yorkshire

DN11 9QU

Carers' Support Centre

Statement of Financial Activities (including Income & Expenditure Account) For the year ended 31 March 2023

	Notes	Unrestricted Funds 2023 £	Restricted Funds 2023 £	Total Funds 2023 £	Total Funds 2022 £
INCOMING RESOURCES					
Incoming resources from generated funds:					
<i>Activities for generating funds</i>					
Investment income		-	-	-	-
Rental and related income		16,740	-	16,740	25,050
Project delivery	2	895	-	895	4,293
Incoming resources from charitable activities:					
Grants	2	918,882	4,000	922,882	900,418
Membership fees		1,007	-	1,007	600
Donations and gifts		24,259	-	24,259	11,365
TOTAL INCOMING RESOURCES		961,783	4,000	965,783	941,726
RESOURCES EXPENDED					
Charitable activities	3	912,174	3,759	915,933	967,150
Governance costs	4	25,684	-	25,684	3,567
TOTAL RESOURCES EXPENDED		937,858	3,759	941,617	970,717
NET INCOMING RESOURCES	5	23,925	242	24,166	(28,991)
TRANSFER				-	-
Total funds brought forward		692,996	-	692,996	721,987
TOTAL FUNDS CARRIED FORWARD		716,921	242	717,162	692,996

The statement of financial activities includes all gains and losses in the year. All incoming resources and resources expended derive from continuing activities.

Carers' Support Centre**Registered Company Number: 3540988 (England and Wales)****For the year ended 31 March 2023**

		2023		2022	
	Notes	£	£	£	£
FIXED ASSETS					
Tangible assets	7		420,517		410,007
Investments	7		-		-
CURRENT ASSETS					
Debtors	8	47,385		88,408	
Cash at bank and in hand		496,893		426,887	
		544,278		515,295	
CURRENT LIABILITIES					
	9	54,231		38,904	
NET CURRENT ASSETS/(LIABILITIES)			490,047		476,391
TOTAL ASSETS LESS CURRENT LIABILITIES			910,564		886,398
FUNDS					
Revaluation reserve			193,402		193,402
Unrestricted funds	10		269,731		245,806
Designated funds	10		447,190		447,190
Restricted funds	10		242		-
TOTAL FUNDS	10		910,564		886,398

These financial statements have been prepared in accordance with the special provisions for small companies under Part 15 of the Companies Act 2006.

The company is entitled to exemption from the audit requirement contained within section 477 of the Companies Act 2006, for the year ended 31 March 2023. No member of the company has deposited a notice pursuant to section 476, requiring an audit of these accounts.

These financial statements were approved by the trustees on *****

The directors have acknowledged their responsibilities for preparing accounts which give a true and fair view of the Company and of the profit/loss (which ever is applicable for the year then ended in accordance with the requirements of the Companies Act 2006 and which otherwise comply with the requirements of this Act relating to accounts, so far as applicable to the Company.

The directors have acknowledged their responsibilities for ensuring that the Company keeps accounting records which comply with the Companies Act 2006.

Director

Date:

Carers' Support Centre

Notes to the Financial Statements

For the year ended 31 March 2023

1 ACCOUNTING POLICIES

Basis of accounting

The financial statements have been prepared under the historical cost convention and in accordance with the Financial Reporting Standard 102 (effective January 2015) and with the Accounting and Reporting by: Statement of Recommended Practice (FRS 102) (issued in January 2015).

Going concern

The financial statements have been prepared on a going concern basis. The company's activities are dependent upon the continued support of its key funders who have undertaken to provide such support for the foreseeable future.

If the going concern basis were not appropriate, adjustments would have to be made to reduce the value of assets to their recoverable values, to provide any further liabilities that may arise and reclassify fixed assets to current assets and long terms liabilities to current liabilities.

Cash flow statement

The trustees have taken advantage of the exemption in Financial Reporting Standard 102 from including a cash flow statement in the financial statement on the grounds that the charity is small.

Grants receivable

Revenue grants are credited to the Statement of Financial Activities in the year for which they are received.

Taxation

The company is a registered charity and its activities are not subject to taxation.

Tangible fixed assets

Tangible fixed assets are stated at cost less depreciation. Depreciation is provided at rates calculated to write off the cost less estimated residual value of each asset over its expected useful life, as follows;

Freehold property	Not depreciated
Leasehold property	20% Straight line basis
Fixtures and fittings	25% Reducing balance basis

Staff Costs and overhead expenses

Staff costs and overhead expenses are allocated to activities on the basis of time spent unless otherwise identified to a particular fund.

Carers' Support Centre

Notes to the Financial Statements - continued For the year ended 31 March 2023

Fund Accounting

Funds held by the charity are either:

Restricted funds - these are funds that can only be used for a particular restricted purposes within the objects of the charity. Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes.

Unrestricted funds - these are funds which can be used at the organisation's discretion in accordance with the objects of the charity.

Designated funds - these funds comprise unrestricted funds that have been set aside by the trustees for restricted purposes.

2 Project delivery income

	Unrestricted	Restricted	Total 2023	Total 2022
	£	£	£	£
Fees & Charges	895	-	895	4,293
Managed budgets/Individual Services	-	-	-	-
	895	-	895	4,293

Grant income

	Unrestricted	Restricted	Total 2023	Total 2022
	£	£	£	£
Contracts	885,303	-	885,303	820,847
Small grants	-	-	-	-
Grants	14,115	4,000	18,115	64,196
Client Grants	19,464	-	19,464	15,279
Covid-19 Income	-	-	-	96
	918,882	4,000	922,882	900,418

Carers' Support Centre

Notes to the Financial Statements - continued

For the year ended 31 March 2023

3 RESOURCES EXPENDED - CHARITABLE ACTIVITIES

	Unrestricted	Restricted	Total 2023	Total 2022
	£	£	£	£
Wages, salaries and pension costs	607,160	-	607,160	626,674
Training	5,403	-	5,403	8,351
Marketing & fundraising expenses	43,559	-	43,559	5,384
Project expenditure	55,970	-	55,970	68,055
Travel expenses	11,452	-	11,452	4,554
Equipment expenses	4,297	-	4,297	4,098
Grants	25,494	3,759	29,252	30,730
Premises costs	72,883	-	72,883	63,322
Insurance	7,158	-	7,158	5,659
Administration costs	56,089	-	56,089	66,442
Subscriptions	9,316	-	9,316	8,483
Professional fees	6,547	-	6,547	10,329
Bank charges	501	-	501	527
Depreciation	6,346	-	6,346	12,686
Bad debt write off		-	-	51,856
	912,174	3,759	915,933	967,150

4 RESOURCES EXPENDED - GOVERNANCE COSTS

	Unrestricted	Restricted	Total 2023	Total 2022
	£	£	£	£
Independent Examination	2,365	-	2,365	2,250
Accountancy & payroll fees	23,319	-	23,319	1,317
	25,684	-	25,684	3,567

Notes to the Financial Statements - continued
For the year ended 31 March 2023

5 NET INCOMING RESOURCES

Net incoming resources for the year is stated after charging:

	2023	2022
	£	£
Depreciation - owned assets	6,346	12,686
Independent Examiners	2,365	2,250

6 Information on Directors and employees

The average number of employees (FTE) during the year was made up as follows;

	2023	2022
Directors/trustees	13	13
Management and administration of the charity	6	6
Project work	19	24
	38	43

No employee received emoluments of more than £60,000.

No trustees' remuneration have been paid or waived during the year.

Carers' Support Centre

Notes to the Financial Statements - continued For the year ended 31 March 2023

7 TANGIBLE FIXED ASSETS

	Freehold Property £	Leasehold Property £	Fixtures & Fittings £	Total £
COST				
At 1st April 2022	400,000	46,750	104,663	551,413
Additions	-	7,390	9,466	16,856
Disposals	-	-	-	-
At 31st March 2023	400,000	54,140	114,129	568,269
DEPRECIATION				
At 1st April 2022	-	46,750	94,656	141,406
Charge for year	-	1,478	4,868	6,346
Disposals	-	-	-	-
At 31st March 2023	-	48,228	99,524	147,752
NET BOOK VALUE				
At 31st March 2023	400,000	5,912	14,605	420,517
At 31st March 2022	400,000	-	10,007	410,007

The property was revalued by the trustees on an open market value on 31 March 2020.

The trustees do not consider that there has been any impairment or change in the property's value at 31 March 2023.

Notes to the Financial Statements - continued
For the year ended 31 March 2023

8 DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2023	2022
	£	£
Trade debtors	47,385	64,258
Prepayments and accrued income	-	6,750
Amounts due from subsidiary undertakings	-	17,400
	47,385	88,408

9 CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2023	2022
	£	£
Trade creditors	8,342	-
Other taxes and social security	12,408	9,273
Accrued expenses and deferred income	9,115	4,442
Other creditors	24,366	25,190
	54,231	38,904

10 ANALYSIS OF NET ASSETS BETWEEN FUNDS

	Unrestricted Funds £	Restricted Funds £	Total Funds £
Tangible fixed assets	420,517	-	420,517
Current assets	544,278		544,278
Current liabilities	(54,231)	-	(54,231)
Net assets at 31st March 2023	910,564	-	910,564

Carers' Support Centre

Notes to the Financial Statements - continued For the year ended 31 March 2023

10 MOVEMENT IN FUNDS

	At 01.04.2022	Incoming Resources	Outgoing Resources	Transfers	At 31.03.2023
General funds	245,806	961,783	937,858		269,731
Designated funds					
Core costs	400,000	-	-		400,000
Research and development	10,000	-	-		10,000
North East Lincolnshire - Connecting Carers	-	-	-		-
North East Lincolnshire - Carers Innovation Fund	-	-	-		-
North East Lincolnshire - Carers Strategy Delivery	15,182	-	-		15,182
North East Lincolnshire - Bennett Suite	3,788	-	-		3,788
North East Lincolnshire - Carers forum	1,000	-	-		1,000
North/North East Lincolnshire - Joint projects	13,354	-	-		13,354
North Lincolnshire - Carers card	3,867	-	-		3,867
	<u>447,190</u>	<u>-</u>	<u>-</u>	<u>-</u>	<u>447,190</u>
Total unrestricted funds	<u>692,996</u>	<u>961,783</u>	<u>937,858</u>	<u>-</u>	<u>716,921</u>
Total restricted funds	-	4,000	3,759	-	242
Revaluation reserve	193,402	-	-	-	193,402
Total funds	<u>886,398</u>	<u>965,783</u>	<u>941,617</u>	<u>-</u>	<u>910,564</u>

Designated funds

In accordance with Charity Commission guidance the Trustees have designated funds to ensure that in the event of a funding shortfall the Carers' Support Centre can remain operational for a period of 12 months due to the vulnerable nature of its service users and their reliance on the services provided.

The Trustees have designated funds in the area of research & development to ensure that the Carers' Support Centre continues to deliver relevant services in the future.

Notes to the Financial Statements - continued
For the year ended 31 March 2023

11 MEMBERS

The company is limited by guarantee and therefore has no share capital. In the event of the company being wound up, the contribution of each member and members resigning in the previous year is limited to £1.

12 ULTIMATE CONTROLLING PARTY

In the opinion of the directors no one party controlled the company during the year under review. The company is controlled by its members.

RELATED PARTY TRANSACTIONS

There were no related party transactions with the trustees in the year under review.

Accounts

Carers' Support Centre
(A company limited by guarantee)

Report and Financial Statements

For the year ended 31 March 2022

Carers' Support Centre

Contents of the Financial Statements
For the year ended 31 March 2022

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Carers' Support Centre

Report of the Directors (including the Trustees' Report) **For the year ended 31 March 2022**

The trustees, who are also directors of the charity for the purposes of the Companies Act, submit their annual report and the financial statements for the year ended 31st March 2022. The trustees have adopted the provisions of the Statement of Recommended Practice (SORP) (FRS 102) issued in 2015 in preparing the annual report and financial statements of the charity.

The charity is a charitable company and is limited by guarantee. The charity's governing document is its Memorandum and Articles of Association, which restricts the charity's operations to all lawful acts as are necessary or incidental to its Objects.

Trustees' responsibilities statement

Company law requires the trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for the year. In preparing the financial statements, the trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP;
- make judgements and 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 statement;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company 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 charitable company 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 charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

In so far as the Trustees are aware:

- there is no relevant information of which the charitable company's Independent examiner is unaware;
- the trustees have taken all steps that they ought to have taken to make themselves aware of any relevant information.

Structure, governance and management

The trustees have responsibility to direct the charity's affairs in such a way as to promote the Objects.

Carers' Support Centre

Company Information

For the year ended 31 March 2022

CHIEF EXECUTIVE OFFICER: M. Humphries

REGISTERED OFFICE: 11 Redcombe Lane
Brigg
North Lincolnshire
DN20 8AU

TRUSTEES:

J Clift- Williams	M Keyworth
M Morley	P Ashley
K White	P Caswell
P Taylor	K Hague
D Thomas	A Holden
B Dunderdale	J Smith
H Redshaw	

INDEPENDENT EXAMINER: Jon Lister FCCA
Enterprise Chartered Certified Accountants
8 Castlegate
Tickhill
Doncaster
DN11 9QU

BANKERS: Unity Trust Bank
Nine Brindleyplace
4 Oozels Square
Birmingham
B1 2HB

Carers' Support Centre

Report of the Directors (including the Trustees' Report) - Continued **For the year ended 31 March 2022**

Structure, governance and management continued

Day to day management

The day to day management of the charity is carried out by the Chief Executive Officer, responsible to the Executive Committee made up of the trustees of the company.

General meetings are held bi-monthly to discuss matters and for decision making. Meetings are carried out in line with the Articles of Association of the company.

Other major roles in the charity include the individual project managers and supervisors and the finance officer who performs accounting duties.

Recruitment and training of trustees

Trustees are recruited based on their knowledge and experience in the services the charity provides to meet its objectives. Formal training is provided to new trustees based on their existing knowledge. Training is available as it be required.

Risk management

The board of trustees have overall responsibility for ensuring that the charity has appropriate systems of controls, financial or otherwise. They are also responsible for keeping proper accounting records, for safeguarding the assets of the charity and 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
- The assets are safeguarded against unauthorised use or disposition
- Proper records are maintained and financial information used within the charity reliable
- The charity complies with relevant laws and regulations

Risk review

The trustees have conducted a review of the major risks to which the charity is exposed and appropriate systems have been established to mitigate those risks. Significant external risks to funding have lead to the development and implementation of a strategic plan. This will allow for the re-direction of funding and some activities.

Internal risks are minimised by the implementation of procedures for authorisation of all transactions and projects to ensure consistent quality of delivery for all operational aspects of the charity. These procedures are constantly reviewed to ensure that they still meet the needs of the charity.

Objectives and activities

The charity's objectives as stated in the company's Memorandum and Articles of Association are principally for the benefit of the community in North Lincolnshire and surrounding areas.

Carers' Support Centre

Report of the Directors (including the Trustees' Report) - continued **For the year ended 31 March 2022**

Objectives and activities continued

The Charity's objectives are;

- To promote the relief of the aged, sick, or disabled people in North Lincolnshire and surrounding areas by the provision of such services as shall relieve or alleviate their suffering.
- To advance the education of Carers by the provision of training and advice to such persons.
- To relieve those Carers who are need by reason of their responsibilities as a Carer.

A Carer shall be defined as a person whose life is, or has been, restricted by the responsibility for the care and well being of aged, sick, and disabled people.

The policies adopted in furtherance of these objectives, by the Trustees are;

- To bring together members to fulfil the aforesaid objectives.
- To gather and disseminate information for members and Carers.
- To advise and inform relevant bodies of the needs of Carers.
- To promote the setting up of appropriate support systems for Carers.
- To organise fund raising activities.
- To employ members of staff as appropriate.

Mission statement

We will support the Carers of North and North East Lincolnshire and their families to reduce the impact of caring on their wellbeing. We will give Carers a voice and empower them to influence and affect change.

Vision

We will be the first choice for Carers, their families and commissioners. The support and services delivered will be of a high quality, accessible in the community, person centred and timely. They will be delivered by a competent, empathetic, local team.

Values

We make a positive difference to people's lives.

We take a holistic approach to supporting Carers.

We are Carer focused and Carer led.

Aims

- 1) Carers Support Centre and its services are embedded in the Local Community.
- 2) Carers Support Centre will be a strong, viable organisation which can continue to effectively deliver a range of services to Carers and their families.
- 3) Carers Support Centre will extend its reach, variety and capacity to deliver more services to Carers and their Families.

Equal opportunities

In furtherance of the Objects the charity shall at all times take into consideration the principles of equality of opportunity irrespective of age, gender, race, colour, nationality, ethnic origin, religion, sexual orientation or disability.

Carers' Support Centre

Report of the Directors (including the Trustees' Report) - continued **For the year ended 31 March 2022**

Public benefit

The trustees confirm that they have paid due regard to the Charities Commission guidance on public benefit in deciding which activities Carers' Support Centre should undertake.

Achievements and performance

This year we started to come out of the lockdown imposed on us due to the Corona Virus.

Services that were maintained through lockdown such as our telephone support and helpline to Carers continued to be offered throughout this period and Key Workers also provided ongoing support to Carers when times were particularly difficult with regular telephone calls.

Services that were developed to meet the needs of Carers during lockdown have also continued these include the many on line training courses and activities and on line peer support groups.

As we began to open up the buildings more face to face services began to be offered again. These included the therapy service, peer support groups and face to face counselling and befriending.

Training courses are now not only being offered in small group meetings face to face but also continue to be offered on line.

Training and Events

This year, we have delivered a robust package of training opportunities to Carers. There remains a strong emphasis on well-being while introducing some courses and workshops geared to Carers interests and hobbies. Courses have included anxiety management, Tai Chi, Assertive Communication, Understanding Dementia, Photography, and Ceramics.

During this year there has been 215 training events with attendance of 682 Carers

A number of activity groups started again this year, the Carers' Choir, an on line Quiz Group a luncheon Club and most recently a new Men in Sheds group. All have proved very popular. There have been 49 meetings with 150 Carers attending these meetings during the year.

Grants

Much of the support we provide to Carers is practical, such as advocacy and benefits advice. We also apply for grants from external organisations where Carers need financial support to help with their caring role. This year we have applied for grants for a range of things, such as washing machines and tumble dryers, wheelchairs, beds, child car seats, holidays, and driving lessons. The list goes on. Not every application is successful, but this year we have been granted £17,277 in grants for individual Carers.

In total, the Carers' Support Service over £38,000 in grants this year.

Carers' Support Centre

Report of the Directors (including the Trustees' Report) - continued **For the year ended 31 March 2022**

Benefits advice Service

This service has resulted in Carers household incomes increasing by a total of £901,838 for the year.

Awareness Raising and Outreach Work

The Carers' Support Service is a lead strategic partner in Northern Lincolnshire. Via our awareness raising and outreach we work with professionals, organisations, businesses and community groups to help ensure North and North East Lincolnshire councils meet their strategic aims and objectives for Carers.

The Carers' Support Service has strengthened existing relationships with local organisations and developed many new ones. We are working more closely with employers on Carer friendly policies and procedures, we are training staff teams on Carer awareness, we are attending organisation wellbeing events, we are educating students at local colleges, we are working with local hospitals on a Carers passport, we are recruiting Carers Champions across health, social care, community organisations and the private sector. The aim is to ensure Carers can identify themselves as Carers early in their caring journey, can be supported to recognise themselves as Carers by professionals, can access information right across the county and are referred to the Carers' Support Service for support wherever they present themselves.

This year we have provided 207 training and awareness raising sessions to professionals, organisations and community groups. We conducted 380 hours of community outreach.

Social Media and electronic communication

Social media remains a key tool for communicating with Carers and the wider population of Northern Lincolnshire. More Carers are engaging with our messages and as a result we are seeing the reach of our posts increase, meaning more people are seeing our messages. A key element of our social media is our branding, which we have developed and are using consistently across our social media platforms. This means people are more likely to recognise a social media post as belonging to the Carers' Support Service when they scroll through their social media feeds. Social media is also a key tool that we use to drive people to our website, where people can find more information about the topic of the post they have seen on social media.

The social media platforms we are now using are Facebook, Twitter, and more recently Instagram. We are also beginning to develop a presence on LinkedIn. Different platforms widen our audience. Instagram will help us reach more Young Adult Carers, while LinkedIn will help us reach professionals and working Carers, and assist in our networking with other organisations.

Our Facebook audience is now 2572, and our twitter audience is 1218. We have a new audience of 109 people on Instagram. Across these platforms, this is a total 24% increase on last year.

Carers' Support Centre

Report of the Directors (including the Trustees' Report) - continued **For the year ended 31 March 2022**

Social Media and electronic communication - Continued

Social media enables Carers to access live information and updates, and gives them another way of engaging and communicating with us.

Text messages continue to be an important tool to aid the delivery of support and improve appointment attendance, and attendance at groups, training and workshops. We find that we receive greater engagement with surveys and increased hits on our website when we include links in text messages.

Website

The Carers' Support Service website has had undergone a complete update, making it more user friendly, and to ensure it meets website accessibility standards for public sector organisations.

The website is our online 'shop front'. It is kept up-to-date and information that is useful for both Carers and professionals is regularly added.

Carers and professionals can find out all of the information they need about support for Carers across

Volunteers

The Carers' Support Centre makes a significant use of volunteers in the course of undertaking its charitable activities. Our thanks go to all of them.

Volunteers help to transport Carers to and from Carers Groups and support Carers within the groups. Volunteers also provide counselling, befriending, computer tuition, alternative therapies and beauty treatments and admin support. There are currently 72 volunteers supporting us with our work across the charity.

Detailed here are some figures about the Carers registered with the Carers Support Services and the services they are accessing.

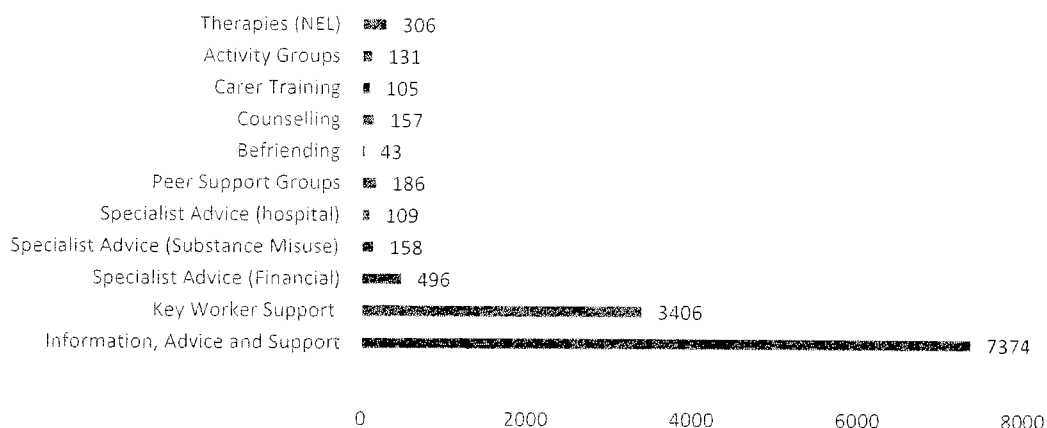
Types of Carers Registered at 31st March 2022

Type of Carer	Number
Carer	3604
Carer (CFP In Res Care)	227
Parent Carer (Cfp Under 18)	964
Sandwich Carer (Carer For A Disabled Child AND Adult	134
Young Carer (Under 18)	16
Ex Carer	152
Total	5097

Carers' Support Centre

Report of the Directors (including the Trustees' Report) - continued For the year ended 31 March 2022

Unique Carers Accessing Services during the year



Individual Attendances or Appointments during the year	
Specialist Advice (Financial)	964
Peer Support Groups	668
Befriending	897
Counselling	1239
Carer Training	213
Activity Groups	408
Therapies	1320
Total	5709

Number of 'Contacts' in the year with...		
Carer	56%	24356
Carer (Cared For Person In Res Care)	4%	1857
Parent Carer (Cared For Person Under 18)	20%	8584
Sandwich Carer (Carer For A Disabled Child AND Adult)	3%	1276
Young Carer (Under 18)	0%	37
Ex Carer	13%	5607
Organisation (GP, school, Hospital ward etc.)	5%	2092
Grand Total	100%	43809

In addition 21000 text messages and 23000 Newsletters were sent to Carers.

Carers' Support Centre

Report of the Directors (including the Trustees' Report) - continued For the year ended 31 March 2022

Plans for the Future

The Carers' Support Service will:

Strengthen existing partnerships and develop new ones

Strengthen our brand identity, so we are more recognisable in the community and online.

Further assert our position as a key strategic partner in Northern Lincolnshire via partnership boards and decision making forums, to ensure the needs of Carers are recognised and valued and that Carers are part of the conversation.

Lead on the development of a robust Carers Voice in North and North East Lincolnshire.

Publish a new five year internal strategy, that is more outcome focussed for the people we support, and that re-enforces the mission, vision and values of the Carers' Support Centre?

To this aim we will

Raise the profile and importance of Carers across communities

Identify and reach a greater number of Carers

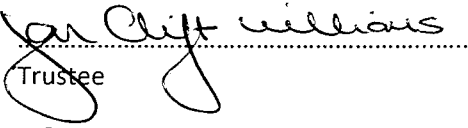
Ensure support to Carers is accessible

Ensure support to Carers is inclusive and makes a positive difference

Sustain and grow a vibrant, supported, inclusive and high performing team

Strengthen our financial sustainability and operational efficiency

On Behalf of the Board:


Trustee
J. Clift Williams

Date: 13th December 2022

Independent Examiners Report to the Trustees of
Carers' Support Centre
For the year ended 31 March 2022

We report on the accounts for the year ended 31 March 2022 set out on pages 11 to 20.

Retrospective responsibilities of trustees and examiner

The trustees (who are also the directors of the company for the purposes of company law) are responsible for the preparation of the accounts. The trustees consider that an audit is not required for this year under section 145(1) of the Charities Act 2011 and that an independent examination is needed.

Having satisfied myself that the charity is not subject to audit under company law and is eligible for independent examination, it is my responsibility to;

- examine the accounts under section 145 of the Charities Act 2011;
- to follow the procedures laid down in the general directions given by the Charity Commission under section 145(5)(b) of the Charities Act 2011; and
- to state whether particular matters have come to my attention.

Basis of independent examiner's report

My examination was carried out in accordance with the general directions given by the Charity Commission. An examination includes a review of the accounting records kept by the charity and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or disclosures in the accounts and seeking explanations from you as trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit and consequently no opinion is given as to whether the accounts present a 'true and fair view' and the report is limited to those matters set out in the statement below.

Independent examiner's statement

In connection with my examination, no matter has come to my attention:

- (1) which gives me reasonable cause to believe that in any material respects the requirements to keep accounting records in accordance with section 386 of the Companies Act 2006; and to prepare accounts which accord with accounting records, comply with the accounting requirements of section 386 of the Companies Act 2006 and with the method and principles of the Statement of Recommended Practice: Accounting and Reporting by Charities

have not been met; or

- (2) to which, in my opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached

Jon Lister FCCA

Enterprise Accountancy Services Limited

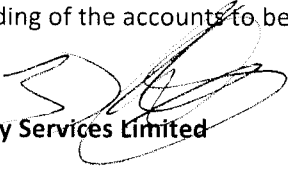
8 Castlegate

Tickhill

Doncaster

South Yorkshire

DN11 9QU

 - 
Dated: 13th December 2022

Carers' Support Centre

Statement of Financial Activities (including Income & Expenditure Account) For the year ended 31 March 2022

	Notes	Unrestricted Funds 2022 £	Restricted Funds 2022 £	Total Funds 2022 £	Total Funds 2021 £
INCOMING RESOURCES					
Incoming resources from generated funds:					
<i>Activities for generating funds</i>					
Investment income		-	-	-	-
Rental and related income		25,050	-	25,050	41,367
Project delivery	2	4,293	-	4,293	438
Incoming resources from charitable activities:					
Grants	2	900,418		900,418	932,651
Membership fees		600	-	600	776
Donations and gifts		11,365	-	11,365	14,059
TOTAL INCOMING RESOURCES		941,726	-	941,726	989,291
RESOURCES EXPENDED					
Charitable activities	3	967,150		967,150	865,451
Governance costs	4	3,567	-	3,567	5,626
TOTAL RESOURCES EXPENDED		970,717	-	970,717	871,077
NET INCOMING RESOURCES	5	(28,991)	-	(28,991)	118,214
TRANSFER					
Total funds brought forward		721,987	-	721,987	603,773
TOTAL FUNDS CARRIED FORWARD		692,996	-	692,996	721,987

The statement of financial activities includes all gains and losses in the year. All incoming resources and resources expended derive from continuing activities.

Carers' Support Centre**Registered Company Number: 3540988 (England and Wales)****For the year ended 31 March 2022**

		2022	2021
	Notes	£	£
FIXED ASSETS			
Tangible assets	7	410,007	422,693
Investments	7	-	1
CURRENT ASSETS			
Debtors	8	88,408	149,364
Cash at bank and in hand		426,887	409,619
		515,295	558,983
CURRENT LIABILITIES			
	9	38,904	66,288
NET CURRENT ASSETS/(LIABILITIES)		476,391	492,695
TOTAL ASSETS LESS CURRENT LIABILITIES		886,398	915,389
FUNDS			
Revaluation reserve		193,402	193,402
Unrestricted funds	10	245,806	297,465
Designated funds	10	447,190	424,522
Restricted funds	10	-	-
TOTAL FUNDS	10	886,398	915,389

These financial statements have been prepared in accordance with the special provisions for small companies under Part 15 of the Companies Act 2006.

The company is entitled to exemption from the audit requirement contained within section 477 of the Companies Act 2006, for the year ended 31 March 2022. No member of the company has deposited a notice pursuant to section 476, requiring an audit of these accounts.

These financial statements were approved by the trustees on 13th December 2022

The directors have acknowledged their responsibilities for preparing accounts which give a true and fair view of the Company and of the profit/loss (which ever is applicable for the year then ended in accordance with the requirements of the Companies Act 2006 and which otherwise comply with the requirements of this Act relating to accounts, so far as applicable to the Company.

The directors have acknowledged their responsibilities for ensuring that the Company keeps accounting records which comply with the Companies Act 2006.

Director

Date: 13th December 2022



Page 12

J Clift Williams

Carers' Support Centre

Notes to the Financial Statements **For the year ended 31 March 2022**

1 ACCOUNTING POLICIES

Basis of accounting

The financial statements have been prepared under the historical cost convention and in accordance with the Financial Reporting Standard 102 (effective January 2015) and with the Accounting and Reporting by: Statement of Recommended Practice (FRS 102) (issued in January 2015).

Going concern

The financial statements have been prepared on a going concern basis. The company's activities are dependent upon the continued support of its key funders who have undertaken to provide such support for the foreseeable future.

If the going concern basis were not appropriate, adjustments would have to be made to reduce the value of assets to their recoverable values, to provide any further liabilities that may arise and reclassify fixed assets to current assets and long terms liabilities to current liabilities.

Cash flow statement

The trustees have taken advantage of the exemption in Financial Reporting Standard 102 from including a cash flow statement in the financial statement on the grounds that the charity is small.

Grants receivable

Revenue grants are credited to the Statement of Financial Activities in the year for which they are received.

Taxation

The company is a registered charity and its activities are not subject to taxation.

Tangible fixed assets

Tangible fixed assets are stated at cost less depreciation. Depreciation is provided at rates calculated to write off the cost less estimated residual value of each asset over its expected useful life, as follows;

Freehold property	Not depreciated
Leasehold property	20% Straight line basis
Fixtures and fittings	25% Reducing balance basis

Staff Costs and overhead expenses

Staff costs and overhead expenses are allocated to activities on the basis of time spent unless otherwise identified to a particular fund.

Carers' Support Centre

Notes to the Financial Statements - continued For the year ended 31 March 2022

Fund Accounting

Funds held by the charity are either:

Restricted funds - these are funds that can only be used for a particular restricted purposes within the objects of the charity. Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes.

Unrestricted funds - these are funds which can be used at the organisation's discretion in accordance with the objects of the charity.

Designated funds - these funds comprise unrestricted funds that have been set aside by the trustees for restricted purposes.

2 Project delivery income

	Unrestricted	Restricted	Total 2022	Total 2021
	£	£	£	£
Fees & Charges	4,293	-	4,293	438
Managed budgets/Individual Services	-	-	-	-
	<u>4,293</u>	<u>-</u>	<u>4,293</u>	<u>438</u>

Grant income

	Unrestricted	Restricted	Total 2022	Total 2021
	£	£	£	£
Contracts	820,847	-	820,847	800,417
Small grants	-	-	-	-
Grants	64,196	-	64,196	31,849
Client Grants	15,279	-	15,279	12,048
Covid-19 Income	96	-	96	88,337
	<u>900,418</u>	<u>-</u>	<u>900,418</u>	<u>932,651</u>

Carers' Support Centre

Notes to the Financial Statements - continued For the year ended 31 March 2022

3 RESOURCES EXPENDED - CHARITABLE ACTIVITIES

	Unrestricted	Restricted	Total	Total
	2022		2022	2021
	£	£	£	£
Wages, salaries and pension costs	626,674	-	626,674	608,320
Training	8,351	-	8,351	7,218
Marketing & fundraising expenses	5,384	-	5,384	6,925
Project expenditure	68,055	-	68,055	41,271
Travel expenses	4,554	-	4,554	1,744
Equipment expenses	4,098	-	4,098	12,090
Grants	30,730	-	30,730	12,344
Premises costs	63,322	-	63,322	58,640
Insurance	5,659	-	5,659	4,411
Administration costs	66,442	-	66,442	90,192
Subscriptions	8,483	-	8,483	8,054
Professional fees	10,329	-	10,329	-
Bank charges	527	-	527	444
Depreciation	12,686	-	12,686	13,798
Bad debt write off	51,856	-	51,856	-
	967,150	-	967,150	865,451

4 RESOURCES EXPENDED - GOVERNANCE COSTS

	Unrestricted	Restricted	Total	Total
	2022		2022	2021
	£	£	£	£
Independent Examination	2,250	-	2,250	2,000
Accountancy & payroll fees	1,317	-	1,317	3,626
	3,567	-	3,567	5,626

Carers' Support Centre

Notes to the Financial Statements - continued For the year ended 31 March 2022

8 DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2022	2021
	£	£
Trade debtors	64,258	- 186
Prepayments and accrued income	6,750	6,157
Amounts due from subsidiary undertakings	17,400	143,393
	88,408	149,364

9 CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2022	2021
	£	£
Trade creditors	-	22,897
Other taxes and social security	9,273	14,809
Accrued expenses and deferred income	4,442	4,053
Other creditors	25,190	24,529
	38,904	66,288

10 ANALYSIS OF NET ASSETS BETWEEN FUNDS

	Unrestricted Funds £	Restricted Funds £	Total Funds £
Tangible fixed assets	410,007	-	410,007
Current assets	515,295	-	515,295
Current liabilities	(38,904)	-	(38,904)
Net assets at 31st March 2022	886,398	-	886,398

Carers' Support Centre

Notes to the Financial Statements - continued For the year ended 31 March 2022

10 MOVEMENT IN FUNDS

	At 01.04.2021	Incoming Resources	Outgoing Resources	Transfers	At 31.03.2022
General funds	297,465	941,726	970,717	(22,668)	245,806
Designated funds					
Core costs	400,000	-	-	-	400,000
Research and development	10,000	-	-	-	10,000
North East Lincolnshire - Connecting Carers	11,391	-	-	(11,391)	-
North East Lincolnshire - Carers Innovation Fund	2,949	-	-	(2,949)	-
North East Lincolnshire - Carers Strategy Delivery	182	-	-	15,000	15,182
North East Lincolnshire - Bennett Suite	-	-	-	3,788	3,788
North East Lincolnshire - Carers forum	-	-	-	1,000	1,000
North/North East Lincolnshire - Joint projects	-	-	-	13,354	13,354
North Lincolnshire - Carers card	-	-	-	3,867	3,867
	424,522	-	-	22,668	447,190
Total unrestricted funds	721,987	941,726	970,717	-	670,988
Total restricted funds	-	-	-	-	-
Revaluation reserve	193,402	-	-	-	193,402
Total funds	915,389	941,726	970,717	-	864,390

Designated funds

In accordance with Charity Commission guidance the Trustees have designated funds to ensure that in the event of a funding shortfall the Carers' Support Centre can remain operational for a period of 12 months due to the vulnerable nature of its service users and their reliance on the services provided.

The Trustees have designated funds in the area of research & development to ensure that the Carers' Support Centre continues to deliver relevant services in the future.

Carers' Support Centre

Notes to the Financial Statements - continued **For the year ended 31 March 2022**

11 MEMBERS

The company is limited by guarantee and therefore has no share capital. In the event of the company being wound up, the contribution of each member and members resigning in the previous year is limited to £1.

12 ULTIMATE CONTROLLING PARTY

In the opinion of the directors no one party controlled the company during the year under review. The company is controlled by its members.

RELATED PARTY TRANSACTIONS

There were no related party transactions with the trustees in the year under review.

Ideal Community Care Solutions CIC ceased trading on 31 December 2021 and was dissolved on 20 September 2022.

At the year end date the company was owed £17,400 (2021: £143,393)

Accounts

Carers' Support Centre
(A company limited by guarantee)

Report and Financial Statements

For the year ended 31 March 2021

Registered Company Number: 3540988 (England and Wales)

Registered Charity Number: 1070028

Carers' Support Centre

Contents of the Financial Statements
For the year ended 31 March 2021

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Independent Examiner's Report	8
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Balance Sheet	10
Notes to Financial Statements	11 - 18

Carers' Support Centre

Company Information

For the year ended 31 March 2021

CHIEF EXECUTIVE OFFICER: M. Humphries

REGISTERED OFFICE: 11 Redcombe Lane
Brigg
North Lincolnshire
DN20 8AU

TRUSTEES:	J Clift- Williams	M Keyworth
	M Morley	P Ashley
	K White	P Caswell
	P Taylor	K Hague
	D Thomas	A Holden
	B Dunderdale	J Smith
	H Redshaw	

INDEPENDENT EXAMINER: Jon Lister FCCA
Enterprise Chartered Certified Accountants
8 Castlegate
Tickhill
Doncaster
DN11 9QU

BANKERS: Unity Trust Bank
Nine Brindleyplace
4 Oozels Square
Birmingham
B1 2HB

Carers' Support Centre

Report of the Directors (including the Trustees' Report)

For the year ended 31 March 2021

The trustees, who are also directors of the charity for the purposes of the Companies Act, submit their annual report and the financial statements for the year ended 31st March 2021. The trustees have adopted the provisions of the Statement of Recommended Practice (SORP) (FRS 102) issued in 2015 in preparing the annual report and financial statements of the charity.

The charity is a charitable company and is limited by guarantee. The charity's governing document is its Memorandum and Articles of Association, which restricts the charity's operations to all lawful acts as are necessary or incidental to its Objects.

Trustees' responsibilities statement

Company law requires the trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for the year. In preparing the financial statements, the trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP;
- make judgements and 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 statement;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company 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 charitable company 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 charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

In so far as the Trustees are aware:

- there is no relevant information of which the charitable company's Independent examiner is unaware;
- the trustees have taken all steps that they ought to have taken to make themselves aware of any relevant information.

Structure, governance and management

The trustees have responsibility to direct the charity's affairs in such a way as to promote the Objects.

Carers' Support Centre

Report of the Directors (including the Trustees' Report) - Continued **For the year ended 31 March 2021**

Structure, governance and management continued

Day to day management

The day to day management of the charity is carried out by the Chief Executive Officer, responsible to the Executive Committee made up of the trustees of the company.

General meetings are held bi-monthly to discuss matters and for decision making. Meetings are carried out in line with the Articles of Association of the company.

Other major roles in the charity include the individual project managers and supervisors and the finance officer who performs accounting duties.

Recruitment and training of trustees

Trustees are recruited based on their knowledge and experience in the services the charity provides to meet its objectives. Formal training is provided to new trustees based on their existing knowledge. Training is available as it be required.

Risk management

The board of trustees have overall responsibility for ensuring that the charity has appropriate systems of controls, financial or otherwise. They are also responsible for keeping proper accounting records, for safeguarding the assets of the charity and 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
- The assets are safeguarded against unauthorised use or disposition
- Proper records are maintained and financial information used within the charity reliable
- The charity complies with relevant laws and regulations

Risk review

The trustees have conducted a review of the major risks to which the charity is exposed and appropriate systems have been established to mitigate those risks. Significant external risks to funding have lead to the development and implementation of a strategic plan. This will allow for the re-direction of funding and some activities.

Internal risks are minimised by the implementation of procedures for authorisation of all transactions and projects to ensure consistent quality of delivery for all operational aspects of the charity. These procedures are constantly reviewed to ensure that they still meet the needs of the charity.

Objectives and activities

The charity's objectives as stated in the company's Memorandum and Articles of Association are principally for the benefit of the community in North Lincolnshire and surrounding areas.

Carers' Support Centre

Report of the Directors (including the Trustees' Report) - continued **For the year ended 31 March 2021**

Objectives and activities continued

The Charity's objectives are;

- To promote the relief of the aged, sick, or disabled people in North Lincolnshire and surrounding areas by the provision of such services as shall relieve or alleviate their suffering.
- To advance the education of Carers by the provision of training and advice to such persons.
- To relieve those Carers who are need by reason of their responsibilities as a Carer.

A Carer shall be defined as a person whose life is, or has been, restricted by the responsibility for the care and well being of aged, sick, and disabled people.

The policies adopted in furtherance of these objectives, by the Trustees are;

- To bring together members to fulfil the aforesaid objectives.
- To gather and disseminate information for members and Carers.
- To advise and inform relevant bodies of the needs of Carers.
- To promote the setting up of appropriate support systems for Carers.
- To organise fund raising activities.
- To employ members of staff as appropriate.

Mission statement

We will support the Carers of North and North East Lincolnshire and their families to reduce the impact of caring on their wellbeing. We will give Carers a voice and empower them to influence and affect change.

Vision

We will be the first choice for Carers, their families and commissioners. The support and services delivered will be of a high quality, accessible in the community, person centred and timely. They will be delivered by a competent, empathetic, local team.

Values

We make a positive difference to people's lives.

We take a holistic approach to supporting Carers.

We are Carer focused and Carer led.

Aims

- 1) Carers Support Centre and its services are embedded in the Local Community.
- 2) Carers Support Centre will be a strong, viable organisation which can continue to effectively deliver a range of services to Carers and their families.
- 3) Carers Support Centre will extend its reach, variety and capacity to deliver more services to Carers and their Families.

Equal opportunities

In furtherance of the Objects the charity shall at all times take into consideration the principles of equality of opportunity irrespective of age, gender, race, colour, nationality, ethnic origin, religion, sexual orientation or disability.

Carers' Support Centre

Report of the Directors (including the Trustees' Report) - continued **For the year ended 31 March 2021**

Public benefit

The trustees confirm that they have paid due regard to the Charities Commission guidance on public benefit in deciding which activities Carers' Support Centre should undertake.

Achievements and performance

This year has been unprecedented in maintaining services to Carers while the whole country went into lockdown because of the Corona Virus.

During the first lockdown we maintained our telephone support and helpline to Carers. The buildings in Brigg and Grimsby were managed throughout by staff taking calls from Carers.

Most staff members worked from home and were able to ring and maintain contact with Carers throughout the lockdown.

Key Workers provided ongoing support to an average of 848 Carers at any one time, supporting them when times are particularly difficult with regular telephone calls. This has been essential support during this period and saw an increase of 252% on the previous year. The telephone helplines are open 7 days a week opening weekdays at 8am and remain open most evenings until 8pm.

Some services we offered had to stop for periods of time such as the therapy service, peer support groups and face to face counselling and befriending.

However Carers who accessed these services received telephone calls and support throughout the period of closure.

Opportunities arose to offer services and support to Carers in new ways. We developed a number of on line courses and training for Carers using Zoom. This training has seen a high demand and we will continue to offer this form of training going forward.

During the summer and autumn services started to open up again and therapy services resumed. This stopped again at the second lockdown.

We continued however to offer support to Carers with telephone support and on line training throughout the second lockdown. Some Peer support groups also started meeting using Zoom. As the government start to ease lockdown restrictions we are beginning to plan ahead and look at how we can start to open up the buildings to Carers while remaining as safe as possible.

This will enable us to reintroduce the therapy service and face to face support with befriending and counselling as well as to restart the many peer support groups.

During this year we have delivered

113 training sessions to 268 Carers with an attendance of 453

1319 hours of counselling support to 92 Carers per quarter

546 hours of befriending support to 24 Carers per quarter

108 Peer support group meetings with an attendance at the groups in total of 444

Benefits advice to 552 Carers raising their annual income through successful benefit claims by £1,587,198

207 hours of therapy in a 3 month period

Key Worker support to an average of 848 Carers per quarter

Carers' Support Centre

Report of the Directors (including the Trustees' Report) - continued **For the year ended 31 March 2021**

Training and Events

This year, we have seen the introduction of a number of new training opportunities as part of our ambition to more robust package of training for Carers. Many of our opportunities have a strong focus on wellbeing. New opportunities have included: Gong Bath Therapy, Mental Health First Aid, Resilience and Stress Management.

Grants

Much of the support we provide Carers is practical, such as advocacy and benefits advice. We also apply for grants from external organisations where Carers need financial support to help with their caring role. This year we have applied for grants for a range of things, such as washing machines and tumble dryers, wheelchairs, beds, child car seats, holidays, and driving lessons. The list goes on. Not every application is successful, but this year we have been granted £14,366 in grants for individual Carers.

In total, the Carers' Support Service received almost £30,000 in grants and fundraising

Young Carers Team

Our partnership with the Young Carers Team continues to be beneficial for Young Carers. In North East Lincolnshire there are now two Young Carers groups that meet in the newly refurbished Attic, a group for those aged 12 to 18 and a group for those caring for terminally ill parents and siblings. We are working with the Young Carers team to try and establish further support via volunteers, and to apply for grant funding to increase the number of Young Carers that can be supported, and reduce the waiting time for support.

Strategy Worker

The strategy worker leads on the North East Lincolnshire Carers Strategy. The creation of this post firmly placed the Carers' Support Service in a leading position to effect positive change for local Carers. The role of the strategy worker is to ensure the North East Lincolnshire Carers Strategy, as approved by North East Lincolnshire Council and Clinical Commissioning Group is actioned.

Via this function, the Carers' Support Service has strengthened existing relationships with local organisations and developed many new ones. We are working more closely with employers on Carer friendly policies and procedures, we are training staff teams on Carer awareness, we are attending organisation wellbeing events, we are educating students at local colleges, we are working with local hospitals on a Carers passport, we are recruiting Carers Champions across health, social care, community organisations and the private sector. The aim is to ensure Carers can identify themselves as Carers early in their caring journey, can be supported to recognise themselves as Carers by professionals, can access information right across the county and are referred to the Carers' Support Service for support wherever they present themselves.

This year we have provided 136 hours of training and awareness raising to other professionals, organisations and community groups. We conducted 290.5 hours of community outreach.

Carers' Support Centre

Report of the Directors (including the Trustees' Report) - continued **For the year ended 31 March 2021**

Social Media and electronic communication

Social media continues to be a key tool we use to communicate with Carers. We have always used emails to keep in touch with Carers who have active email addresses. Text messages now also play an important part in the support we provide to Carers.

Our Facebook audience is now 1992 and our twitter audience is 1163 which is a total 41% increase on last year.

Social media enables Carers to access live information and updates, and gives them another way of engaging and communicating with us.

Text messages are now used to inform Carers about opportunities, remind Carers about appointments, send links to surveys and information on our website, and is a preferred way for a small number of Carers to communicate and receive support. We find that we receive greater engagement with surveys and increased hits on our website when we include links in text messages.

Volunteers

The Carers' Support Centre makes a significant use of volunteers in the course of undertaking its work. Volunteers help to transport Carers to and from Carers Groups and support Carers within the groups. Volunteers also provide counselling, befriending, computer tuition, alternative therapies and beauty treatments and admin support. There are currently 80 volunteers supporting us with our work across the charity.

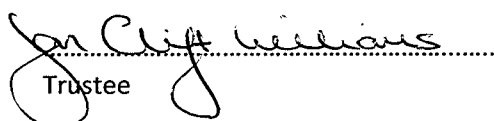
Plans for the Future

The presence of Covid-19 has meant that we have adapted services to meet Carers needs. We will continue to monitor the situation and continue to adapt and change to ensure that Carers continue to receive much needed support.

The Carers' Support Service will:

- Develop hybrid training to enable where possible to come into meetings and training while other Carers join on line.
- Develop further courses for Carers around resilience and managing stress and anxiety as well as relaxation such as mindfulness and Yoga sessions.
- Reintroduce art and craft sessions that were suspended during the lockdown periods
- Change and develop as needed responding to the factors surrounding Covid 19
- Support the staff team with group support sessions.
- Ensure Carers are updated on any service developments throughout

On Behalf of the Board:


Trustee

J CLIFT WILLIAMS

Date: 26th November
2021

Independent Examiners Report to the Trustees of
Carers' Support Centre
For the year ended 31 March 2021

We report on the accounts for the year ended 31 March 2021 set out on pages 9 to 18.

Retrospective responsibilities of trustees and examiner

The trustees (who are also the directors of the company for the purposes of company law) are responsible for the preparation of the accounts. The trustees consider that an audit is not required for this year under section 145(1) of the Charities Act 2011 and that an independent examination is needed.

Having satisfied myself that the charity is not subject to audit under company law and is eligible for independent examination, it is my responsibility to;

- examine the accounts under section 145 of the Charities Act 2011;
- to follow the procedures laid down in the general directions given by the Charity Commission under section 145(5)(b) of the Charities Act 2011; and
- to state whether particular matters have come to my attention.

Basis of independent examiner's report

My examination was carried out in accordance with the general directions given by the Charity Commission. An examination includes a review of the accounting records kept by the charity and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or disclosures in the accounts and seeking explanations from you as trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit and consequently no opinion is given as to whether the accounts present a 'true and fair view' and the report is limited to those matters set out in the statement below.

Independent examiner's statement

In connection with my examination, no matter has come to my attention:

- (1) which gives me reasonable cause to believe that in any material respects the requirements to keep accounting records in accordance with section 386 of the Companies Act 2006; and to prepare accounts which accord with accounting records, comply with the accounting requirements of section 386 of the Companies Act 2006 and with the method and principles of the Statement of Recommended Practice: Accounting and Reporting by Charities

have not been met; or

- (2) to which, in my opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached

Jon Lister FCCA
Enterprise Accountancy Services Limited
8 Castlegate
Tickhill
Doncaster
South Yorkshire
DN11 9QU

Dated:

2-12-2021

Carers' Support Centre

Statement of Financial Activities (including Income & Expenditure Account) For the year ended 31 March 2021

	Notes	Unrestricted Funds 2021 £	Restricted Funds 2021 £	Total Funds 2021 £	Total Funds 2020 £
INCOMING RESOURCES					
Incoming resources from generated funds:					
<i>Activities for generating funds</i>					
Investment income		-	-	-	-
Rental and related income		41,367	-	41,367	27,833
Project delivery	2	438	-	438	10,292
Incoming resources from charitable activities:					
Grants	2	932,651		932,651	840,421
Membership fees		775	-	775	965
Donations and gifts		14,059	-	14,059	19,339
TOTAL INCOMING RESOURCES		989,291	-	989,291	898,849
RESOURCES EXPENDED					
Charitable activities	3	865,451		865,451	900,305
Governance costs	4	5,626	-	5,626	3,629
TOTAL RESOURCES EXPENDED		871,077	-	871,077	903,934
NET INCOMING RESOURCES	5	118,214	-	118,214	(5,085)
TRANSFER				-	-
Total funds brought forward		603,773	-	603,773	608,858
TOTAL FUNDS CARRIED FORWARD		721,987	-	721,987	603,773

The statement of financial activities includes all gains and losses in the year. All incoming resources and resources expended derive from continuing activities.

Carers' Support Centre**Registered Company Number: 3540988 (England and Wales)****For the year ended 31 March 2021**

		2021		2020	
	Notes	£	£	£	£
FIXED ASSETS					
Tangible assets	7		422,693		432,346
Investments	7		1		1
CURRENT ASSETS					
Debtors	8	149,364		131,070	
Cash at bank and in hand		409,619		279,258	
		558,983		410,329	
CURRENT LIABILITIES					
	9	66,288		45,499	
NET CURRENT ASSETS/(LIABILITIES)			492,696		364,829
TOTAL ASSETS LESS CURRENT LIABILITIES			915,389		797,176
FUNDS					
Revaluation reserve			193,402		193,402
Unrestricted funds	10		297,465		179,251
Designated funds	10		424,522		424,522
Restricted funds	10		-		-
TOTAL FUNDS	10		915,389		797,176

These financial statements have been prepared in accordance with the special provisions for small companies under Part 15 of the Companies Act 2006.

The company is entitled to exemption from the audit requirement contained within section 477 of the Companies Act 2006, for the year ended 31 March 2021. No member of the company has deposited a notice pursuant to section 476, requiring an audit of these accounts.

These financial statements were approved by the trustees on .

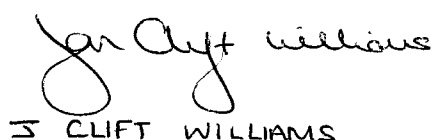
The directors have acknowledged their responsibilities for preparing accounts which give a true and fair view of the Company and of the profit/loss (which ever is applicable for the year then ended in accordance with the requirements of the Companies Act 2006 and which otherwise comply with the requirements of this Act relating to accounts, so far as applicable to the Company.

The directors have acknowledged their responsibilities for ensuring that the Company keeps accounting records which comply with the Companies Act 2006.

Director

Date:

26th November 2021



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I CLIFT WILLIAMS

Carers' Support Centre

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 Financial Reporting Standard 102 (effective January 2015) and with the Accounting and Reporting by: Statement of Recommended Practice (FRS 102) (issued in January 2015).

Going concern

The financial statements have been prepared on a going concern basis. The company's activities are dependent upon the continued support of its key funders who have undertaken to provide such support for the foreseeable future.

If the going concern basis were not appropriate, adjustments would have to be made to reduce the value of assets to their recoverable values, to provide any further liabilities that may arise and reclassify fixed assets to current assets and long terms liabilities to current liabilities.

Cash flow statement

The trustees have taken advantage of the exemption in Financial Reporting Standard 102 from including a cash flow statement in the financial statement on the grounds that the charity is small.

Grants receivable

Revenue grants are credited to the Statement of Financial Activities in the year for which they are received.

Taxation

The company is a registered charity and its activities are not subject to taxation.

Tangible fixed assets

Tangible fixed assets are stated at cost less depreciation. Depreciation is provided at rates calculated to write off the cost less estimated residual value of each asset over its expected useful life, as follows;

Freehold property	Not depreciated
Leasehold property	20% Straight line basis
Fixtures and fittings	25% Reducing balance basis

Staff Costs and overhead expenses

Staff costs and overhead expenses are allocated to activities on the basis of time spent unless otherwise identified to a particular fund.

Carers' Support Centre

Notes to the Financial Statements - continued **For the year ended 31 March 2021**

Fund Accounting

Funds held by the charity are either:

Restricted funds - these are funds that can only be used for a particular restricted purposes within the objects of the charity. Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes.

Unrestricted funds - these are funds which can be used at the organisation's discretion in accordance with the objects of the charity.

Designated funds - these funds comprise unrestricted funds that have been set aside by the trustees for restricted purposes.

2 Project delivery income

	Unrestricted	Restricted	Total 2021	Total 2020
	£	£	£	£
Fees & Charges	438	-	438	10,292
Managed budgets/Individual Services	-	-	-	-
	<u>438</u>	<u>-</u>	<u>438</u>	<u>10,292</u>

Grant income

	Unrestricted	Restricted	Total 2021	Total 2020
	£	£	£	£
Contracts	800,417	-	800,417	801,724
Small grants	-	-	-	38,697
Grants	31,849	-	31,849	-
Client Grants	12,048	-	12,048	-
Covid-19 Income	88,337	-	88,337	-
	<u>932,651</u>	<u>-</u>	<u>932,651</u>	<u>840,421</u>

Carers' Support Centre

Notes to the Financial Statements - continued For the year ended 31 March 2021

3 RESOURCES EXPENDED - CHARITABLE ACTIVITIES

	Unrestricted	Restricted	Total 2021	Total 2020
	£	£	£	£
Wages, salaries and pension costs	608,320	-	608,320	621,149
Training	7,218	-	7,218	5,074
Marketing & fundraising expenses	6,925	-	6,925	12,785
Project expenditure	41,271	-	41,271	78,563
Travel expenses	1,744	-	1,744	14,484
Equipment expenses	12,090	-	12,090	2,729
Grants	12,344	-	12,344	11,153
Premises costs	58,640	-	58,640	53,932
Insurance	4,411	-	4,411	4,546
Administration costs	90,192	-	90,192	69,310
Subscriptions	8,054	-	8,054	6,854
Professional fees	-	-	-	3,125
Bank charges	444	-	444	427
Depreciation	13,798	-	13,798	16,173
Loss on disposal of assets	-	-	-	-
	865,451	-	865,451	900,305

4 RESOURCES EXPENDED - GOVERNANCE COSTS

	Unrestricted	Restricted	Total 2021	Total 2020
	£	£	£	£
Independent Examination	2,000	-	2,000	2,000
Accountancy & payroll fees	3,626	-	3,626	1,629
	5,626	-	5,626	3,629

Carers' Support Centre

Notes to the Financial Statements - continued For the year ended 31 March 2021

5 NET INCOMING RESOURCES

Net incoming resources for the year is stated after charging:

	2021	2020
	£	£
Depreciation - owned assets	13,798	16,173
Independent Examiners	5,626	3,629

6 Information on Directors and employees

The average number of employees (FTE) during the year was made up as follows;

	2021	2020
Directors/trustees	16	16
Management and administration of the charity	6	6
Project work	24	24
	46	46

No employee received emoluments of more than £60,000.

No trustees' remuneration have been paid or waived during the year.

Carers' Support Centre

Notes to the Financial Statements - continued For the year ended 31 March 2021

7 TANGIBLE FIXED ASSETS

	Freehold Property £	Leasehold Property £	Fixtures & Fittings £	Total £
COST				
At 1st April 2020	400,000	46,750	100,519	547,269
Additions			4,145	4,145
Disposals	-	-	-	-
At 31st March 2021	400,000	46,750	104,664	551,414
DEPRECIATION				
At 1st April 2020	-	28,050	86,873	114,923
Charge for year	-	9,350	4,448	13,798
Disposals	-	-	-	-
At 31st March 2021	-	37,400	91,321	128,721
NET BOOK VALUE				
At 31st March 2021	400,000	9,350	13,343	422,693
At 31st March 2020	400,000	18,700	13,646	432,346

The property was revalued by the trustees on an open market value on 31 March 2020.

The trustees do not consider that there has been any impairment or change in the property's value at 31 March 2021.

Investments	2021	2020
Investment in subsidiary undertaking	<u>1</u>	<u>1</u>

The Company holds a 100% shareholding in Ideal Community Care Solutions CIC represented by 1 Ordinary share of £1 each.

	2021
The results for the period ended 31st March 2021 were;	£
Profit for the year	<u>27,270</u>
Net assets	<u>36,853</u>

Carers' Support Centre

Notes to the Financial Statements - continued For the year ended 31 March 2021

8 DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2021	2020
	£	£
Trade debtors	- 186	394
Prepayments and accrued income	6,158	4,838
Amounts due from subsidiary undertakings	143,393	125,838
	149,364	131,070

9 CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2021	2020
	£	£
Trade creditors	22,897	3,221
Other taxes and social security	14,809	12,703
Accrued expenses and deferred income	4,053	5,045
Other creditors	24,529	24,529
	66,288	45,499

10 ANALYSIS OF NET ASSETS BETWEEN FUNDS

	Unrestricted Funds £	Restricted Funds £	Total Funds £
Tangible fixed assets	422,694	-	422,694
Current assets	558,983	-	558,983
Current liabilities	(66,288)	-	(66,288)
Net assets at 31st March 2021	915,389	-	915,389

Carers' Support Centre

Notes to the Financial Statements - continued For the year ended 31 March 2021

10 MOVEMENT IN FUNDS

	At 01.04.2020	Incoming Resources	Outgoing Resources	Transfers	At 31.03.2021
General funds	179,251	989,291	871,077		297,465
Designated funds					
Core costs	400,000	-	-	-	400,000
Research and development	10,000	-	-	-	10,000
North East Lincolnshire - Connecting Carers	11,391	-	-	-	11,391
North East Lincolnshire - Carers Innovation Fund	2,949	-	-	-	2,949
North East Lincolnshire - Carers Strategy Delivery/ Publicity & Promotion	182	-	-	-	182
	<u>424,522</u>	<u>-</u>	<u>-</u>	<u>-</u>	<u>424,522</u>
Total unrestricted funds	<u>603,774</u>	<u>989,291</u>	<u>871,077</u>	<u>-</u>	<u>721,987</u>
Total restricted funds	-	-	-	-	-
Revaluation reserve	193,402	-	-	-	193,402
Total funds	<u>797,176</u>	<u>989,291</u>	<u>871,077</u>	<u>-</u>	<u>915,389</u>

Designated funds

In accordance with Charity Commission guidance the Trustees have designated funds to ensure that in the event of a funding shortfall the Carers' Support Centre can remain operational for a period of 12 months due to the vulnerable nature of its service users and their reliance on the services provided.

The Trustees have designated funds in the area of research & development to ensure that the Carers' Support Centre continues to deliver relevant services in the future.

Notes to the Financial Statements - continued
For the year ended 31 March 2021

11 MEMBERS

The company is limited by guarantee and therefore has no share capital. In the event of the company being wound up, the contribution of each member and members resigning in the previous year is limited to £1.

12 ULTIMATE CONTROLLING PARTY

In the opinion of the directors no one party controlled the company during the year under review. The company is controlled by its members.

RELATED PARTY TRANSACTIONS

There were no related party transactions with the trustees in the year under review.

During the year the Charity provided services including management charges to Ideal Community Care Solutions CIC of £34,028 (2020: £12,000) and received rent of £7,339 (2020: £11,400).

The Charity received a donation of £NIL (2020: £1,822) from Ideal Community Care Solutions CIC being its distributable profit for the year under review.