

REGISTERED COMPANY NUMBER: 03485330 (England and Wales)
REGISTERED CHARITY NUMBER: 1071850



**Report of the Trustees and
Financial Statements for the Year Ended 31st March 2021
for
Worcestershire Association of Carers
(A Company Limited by Guarantee)**

Richards Sandy Audit Services Limited
(Statutory Auditor)
Thorneloe House
25 Barbourne Road
Worcester
WR1 1RU

Worcestershire Association of Carers

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for the Year Ended 31st March 2021**

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Worcestershire Association of Carers

Chair's Report for the Year Ended 31st March 2021

It is with great pleasure that I commend this annual report to you. 2020/21 has been an extraordinary year with unprecedented challenges. The start of the year was marked by the first national lockdown in March due to the COVID-19 pandemic when office working ceased. All contacts and business were converted to being fully on-line, and it was a remarkable achievement that this happened so quickly and efficiently. The second lockdown later in the year built on this experience, and Trustees have been mindful of the need to support staff and monitor their well-being in light of their difficult work on the front line. Business continuity was maintained throughout and creative ways of supporting carers were devised and executed.

During the year WAC continued to consistently deliver its contractual requirements and had been expecting to be bidding for the new tender. However, the timetable for this was again postponed and is now due this coming Autumn. With this in mind, it is positive that the commissioners had such a high level of confidence in WAC that they asked for the telephone carers helpline to be extended and this was achieved within days. Although WAC sees its achievements as placing it in a good position to bid for the Worcestershire Integrated Carers Hub contract when it comes up for renewal, it is also very aware that outside competitors, who have succeeded in winning contracts in other areas, may well successfully compete so there is no room for complacency. Uncertainty about the future has been protracted due to delays in the tendering process and staff concerns have been carefully managed.

The report shows that WAC has also acquired other smaller contracts including social prescribing commissioned by Bromsgrove and Redditch GP practices. Although not directly carer-based, this has provided a good opportunity for staff to develop expertise in this area and to positively promote WAC. In addition, with the demise of the Herefordshire Carers Support, WAC has used their legacy money to continue carer support work in Herefordshire.

Contact has been maintained with other partners and the wider network, with the CEO initiating a group to develop the Voluntary and Community sector response to COVID-19. She has also continued to be involved with the Sustainability and Transformation Partnership (STP), created nationally to bring local health and care leaders together to plan around the long-term needs of local communities. A WAC Trustee chairs Carers Action Worcestershire, a consortium of voluntary and community organisations with an interest in carers, so the Board continues to be very supportive of joint working in a number of ways.

The WAC shop has been closed for most of the year due to the pandemic but has recently re-opened and it is hoped trade will recover over time. Fundraising ceased during the closure but there was some success in bidding for grants and the extra revenue from the County Council helped to stabilise the organisation's financial position during the year. We remain very thankful to all our supporters for their contributions during the year.

The 5-year rolling Strategic Plan has been helpful in identifying WAC's strategic priorities and an updated version has been agreed for next year. A very positive achievement has been the recruitment of four new Trustees with a variety of skills and experience, so the Board has a good range of expertise to support WAC going forward. The future is unknown as much will change as a result of the pandemic so WAC will need to continue to be flexible and adaptive in its approach. The main challenges ahead will be to win the tender and to develop new operational practices with the return of office working, building on learning from this past year.

Finally, none of the achievements outlined in the Annual Report would have been possible without the dedication and commitment of staff and volunteers under Carole Cumino's leadership. Trustees particularly appreciate the way staff so quickly adapted working practices so that there was no disruption to services. I am also grateful for the work of Trustees who give of their time freely to support WAC. 2020/21 was a challenging but successful year and I look forward to continuing to report on a thriving and effective organisation next year.

Diana Fulbrook OBE

Chair of the Worcestershire Association of Carers Board of Trustees

Worcestershire Association of Carers

Report of the Trustees for the Year Ended 31st March 2021

The Trustees who are also Directors of the charity for the purposes of the Companies Act 2006, present their report with the financial statements of the charity for the year ended 31st March 2021. The Trustees have adopted the provisions of 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) (effective 1 January 2019).

OBJECTIVES AND ACTIVITIES

Objectives and aims

Vision

Every carer in Worcestershire recognising their status and value, receiving appropriate personalised and high-quality support, trusting in the care and welfare system, and living in compassionate communities.

Mission

To work with carers to empower them to make informed choices that positively enhance their lives.

Strategic Aims

Four strategic priorities were agreed to deliver WAC's Charitable Objectives for the 2020-21 financial year:

1 Meeting the needs of carers

To provide support and services as appropriate, direct or indirect, to an increased proportion of Worcestershire carers.

2 Performance and quality of provision

To ensure:

- effective quality assurance, improvement and performance management processes are in place which improve service delivery; and
- a fit for purpose, well trained, valued and committed workforce that is flexible, willing and high performing.

3 Secure a sustainable future

To increase the long-term sustainability of effective services to carers in Worcestershire by the Worcestershire Association of Carers.

4 Effective leadership and governance

To ensure a fit for purpose, well trained, valued and committed workforce that is flexible, willing and high performing.

Charitable objects

'For the public benefit, to relieve stresses experienced by Carers and people with physical, mental or sensory impairment within the family or home in Worcestershire, through the provision of information and support services and promotion of the needs of Carers' (from the Memorandum of Association of Worcestershire Association of Carers).

These objects are to be monitored on a regular basis by the officers of the Association and our Board of Trustees.

Public Benefit

Trustees have paid due regard to guidance issued by the Charity Commission in deciding what activities the Association should undertake and consider that Worcestershire Association of Carers provides a public benefit by actively identifying, supporting and empowering carers.

ACHIEVEMENT AND PERFORMANCE

How we meet our charitable objectives

We meet our charitable objectives by providing information, advice and support to carers, as set out in the rest of this report.

Performance against our priorities

Priority 1 - Meeting the needs of carers

In response to the COVID-19 pandemic, we introduced a range of virus control measures which ensured most of our activities were able to continue:

- Most carer support was already provided by telephone, but the pandemic meant that face to face activities ceased.
- We developed alternative provision - use of Zoom webinars for training and information sessions, and social events for carers; increased use of social media (more detail below).

Worcestershire Association of Carers

Report of the Trustees for the Year Ended 31st March 2021

During the year we:

- received over 2,500 referrals.
- received over 7,000 calls to our helpline and made more than 17,000 outward calls.
- made proactive calls to carers who were at greatest risk of social isolation and a lack of support.
- published extra editions of Caring News, our magazine for carers - so we could ensure that carers without access to technology were able to read up to date and accurate information about the pandemic.
- issued over 400 new Carers Emergency Cards which means that if anything happens to the carer, someone will make sure the person they care for is safe and looked after.
- extended our Helpline to 12 hours a day, 7 days a week for a period of 3 months (April to June).
- provided up to date information and self-help resources to help carers understand Covid guidelines and navigate the pandemic through social media platforms, targeted emails and our website.
- worked in partnership with Worcestershire County Council and the Herefordshire and Worcestershire Clinical Commissioning Group to ensure that carers had early access to the COVID-19 Vaccine.
- carried out over 2,000 'Conversation 1s' (carer wellbeing assessments), and all the Carer reviews due in the year to ensure Carers received appropriate support to meet their needs.
- contributed to NHS planning on dealing with end-of-life care and bereavement, particularly related to COVID-19.
- provided information and training sessions for Carers despite not being able to see people face to face, moving to online sessions covering a wide range of topics.
- supported our trained telephone befriending volunteers to deliver telephone support to carers.
- facilitated peer support sessions and events focused on wellbeing.
- supported over 100 carers to get online, helping them to use Zoom and Teams to join in with meetings and activities.
- signposted or referred over carers to other organisations on over 9,000 occasions.
- provided placements for social work students who were either unable to find placements elsewhere or their original placements had been cancelled because of the pandemic. This provided them with a sound knowledge of the issues facing carers in preparation for their role as a social worker, and also provided extra capacity for us to support carers.

Worcestershire Association of Carers

Report of the Trustees for the Year Ended 31st March 2021

WAC also **promotes the needs of carers**, and works with carers to make sure that they are involved in decisions that affect them, including:

- working with Worcestershire County Council (WCC) Commissioners and Public Health team to inform the refresh of the county's carers strategy.
- facilitating the carer-led Carers Partnership which continued its work overseeing the Worcestershire Carers Strategy and ensuring carers have a voice in decisions affecting them.
- supporting carers to have their say on a range of strategic and other forums, for example, the:
 - Learning Disabilities Partnership Board & Sub Groups
 - Autism Strategy Group
 - Dementia Strategy Group
 - Loneliness and Isolation Group
 - Worcestershire Safeguarding Adults Board
 - Worcestershire Palliative Care Network
 - Herefordshire & Worcestershire Sustainability and Transformation Plan Carer Advisory Group
- raised the concerns of carers during the COVID-19 pandemic with colleagues in health and social care and worked closely with them to meet these needs, for example arranging access to vaccinations for carers earlier and more broadly than the national guidance dictated on this topic, making free PPE available for carers via WCC.
- **Carers of people with learning disabilities** are recognised as having particular challenges, they are not only carers, but act as advocates for the people for whom they care. Carer representatives are members of the Learning Disability Partnership Board and its subgroups. Worcestershire Association of Carers facilitates the 'Right Support for Carers' group to ensure the voice of these Carers continues to be heard. These meetings were switched to video meetings during the year and were held more frequently to enable carers to raise concerns as they arose.
- **Social Media** is increasingly being used to enable more carers to have a voice. Subject specific Carer groups are using Yammer to exchange views and during the COVID-19 pandemic, and carers were supported to use Zoom and then used this to pose questions to people working in health and social care.
- We work closely with partner organisations, within the voluntary and community, private and public sector to **raise awareness of the needs of carers** to help us reach more carers and improve carer access to our services.
- WAC continues to take a leading role in the **Carers Action Worcestershire** consortium which aims to bring together independent organisations in Worcestershire with an interest in carers. The consortium met regularly (but virtually) during the COVID-19 pandemic, and were able to provide both practical support, access to funding opportunities and peer support during the crisis.
- Following the closure of Herefordshire Carers Support, using the legacy funding provided, Worcestershire Association of Carers has continued to work with the **Herefordshire Carers Project** for the benefit of carers. This includes supporting existing carer groups and activities, developing new ones online in response to COVID-19 and helping carers have their say on matters concerning them. WAC was also able to secure some additional funding so that 'keep in touch' phone calls could be made and additional on-line activities developed. The Herefordshire project is growing, with 647 Carers registered with the project at the end of the year.
- Our **"Working for Carers"** project aims to support carers in the workplace by working with employers to raise awareness of the issues faced by carers. By the end of March 2021, 13 employers had signed up to the scheme, including the Herefordshire & Worcestershire Chamber of Commerce, University of Worcester, Worcestershire Health and Care Trust and Southco. The total number of employees working for these organisations is in excess of 5,500. In addition, we worked with Sustainability and Transformation system partners to secure funding and develop the new 'Carer Assist' Service which will support unpaid carers working in the NHS.
- The **Carers Unlimited** project provides activities for carers to give them a break from their caring role. This is funded through donations (both actual and in kind) and fundraising activities. Traditional activities were on hold, but new ones which could be run online were developed, plus some outdoor activities in line with Government guidelines.
- WAC has also successfully applied for funding on behalf of carers to help them meet the outcomes they want. The amount of external funding brought in for individual grants for carer wellbeing was over £1,500.

Worcestershire Association of Carers

Report of the Trustees for the Year Ended 31st March 2021

Priority 2 - Performance and quality

- The Trusted Charity Mark was achieved at Level 1 - this is a quality mark awarded to an organisation following an external assessment and is a nationally-recognised award. The process:
 - improved the way we work - providing a better quality of service to those that rely on our organisation and more efficient organisational systems and procedures - freeing up much needed time and energy to focus on what really matters.
 - engaged our whole organisation - involving everyone in the process of improving the way we work.
 - provided greater credibility and legitimacy - by reassuring beneficiaries, supporters, donors, volunteers and staff who want to know our organisation is well run, accountable and transparent.
- Carers Trust Excellence Framework - work on this started during the year and we're aiming to achieve this during 2021. It includes 10 standard areas which will form the basis of a quality improvement framework and following a self-assessment will be externally assessed.
- We already hold the following quality standards:
 - Working for Carers Outstanding Employer
 - Worcestershire Works Well Level 2 (staff wellbeing)
 - Disability Confident employer
- We conduct a 'Proud Audit' of the statutory work we undertake on behalf of Worcestershire County Council and this feeds into their quality and performance reporting.
- During the year we also carried out an equality and diversity self-assessment. As a result our Equality and Diversity policy was updated and an action plan produced.

Worcestershire Association of Carers aims to be a 'learning organisation'. Over the year this has been enhanced by providing our Carer Pathway Advisors with online reflective practice sessions with a qualified social worker; whilst COVID-19 has in some ways limited opportunities for staff development, many more online opportunities have opened up.

Our latest staff survey showed that 88% of staff were proud to work for WAC. Despite the impact of COVID-19 our **carer customer service questionnaires** show that 99% of the carers surveyed would recommend us to another carer.

85% of Carers reported meeting or exceeding the outcomes they were aiming for.

Priority 3 - Secure a sustainable future

As always work to keep the charity running is essential. **Diversification and generating non-restricted funding** is vital to WAC's future. We have continued to look for support for both our charitable activities, and for development funding to enhance our activities and work to a position where we are less reliant on public sector contracts.

- Our primary funding source for the year was Worcestershire County Council, from whom £654,000 was received to deliver the Worcestershire Carers Hub. An additional £22,229 was received from the Council for other activities.
- Our main aim for the year was to re-tender for the **Worcestershire Carers Hub** contract in autumn 2020, but this was extended for a further year which secured our main income stream for 2020-21. Preparation continues for the tender which will now be in Autumn 2021.
- We were successful in securing the contracts to run **social prescribing** services in Redditch Nightingale and Kingfisher Primary Care Networks - this funding was initially out in place until March 2021 (but has since been extended). We will also be running the new "**Lifestyle Advice**" services for these 2 networks, with contracts running until October 2022.
- As part of the Herefordshire and Worcestershire Community Mental Health transformation we were successful in securing funding to deliver specialist support to carers caring for a loved one experiencing mental ill health.
- Our retail shop, located in Droitwich town centre, had a difficult year. When COVID-19 hit in March 2020 the shop closed in line with Government guidance and the staff were furloughed. It reopened on 2nd July with appropriate Health & Safety measures in place but had to close again in November 2020 until the end of the financial year. All available Government grants were claimed for the shop, and staff were furloughed while the premises were shut. With the help of this additional financial support, the loss for the year was restricted to £11,000.
- Community fundraising activities during the year were severely curtailed by the pandemic. We continued to take part in the Worcester City Lottery (managed by Worcester City Council), and had a small amount of income through online shopping donation schemes. We were grateful for a number of unsolicited donations which contributed to our pandemic response.

Worcestershire Association of Carers

Report of the Trustees for the Year Ended 31st March 2021

We continued to apply for grants for both unrestricted and project funding and were successful with applications for funds to support our COVID-19 response and recovery.

Funders included:

- Worcestershire Community Foundation
- Rotary Club of Worcester Vigornia
- Masonic Charitable Foundation
- Mark Master Masons of Worcestershire
- Cllr. Tony Miller
- Sanctuary Group
- National Lottery Community Fund
- Active Herefordshire & Worcestershire
- Severn Trent
- Tela Tech
- Herefordshire Rotary Club
- Herefordshire Community Foundation

Grateful thanks go to all the organisations, firms and individuals who have given grants, gifts or donations to WAC during the year.

The impact of COVID-19 on raising unrestricted income is an area of concern, and one on which both Trustees and the Executive will be focusing on over the coming months. During 2021-22 we will be reviewing our income generation strategy in the light of the new context.

A Fundraising Policy is in place to protect from unreasonable intrusion on a person's privacy, unreasonable persistent approaches & placing undue pressure on a person to give money. The policy will be reviewed in 2021-22 to reflect the changes in fundraising as a result of the COVID-19 pandemic. The Association aims to adhere to the Fundraising Standards Board 'Code of Fundraising Practice'. No professional fund-raiser or commercial participators have been used in the last year, and there are currently no plans to use them in the current year. No complaints about fundraising were received during the year.

Priority 4 - Effective Governance and Leadership

Following actions during the support provided by Pilotlight, and also because of Trusted Charity self-assessment process, the Trustee Board:

- Reviewed and updated the organisation strategic plan and priorities.
- Reviewed the Board skills matrix and identified gaps.
- Recruited new Trustees to fill identified skills gaps.
- Introduced Trustee appraisals which were collated and fed into a Governance action plan.
- Carried out a Governance self assessment with actions identified.
- Worked with staff to revise our vision, mission and values.

The General Purposes Sub Committee and Finance Sub Committee met regularly throughout the year, and a new Remuneration Sub Committee was established.

WAC staff also provided leadership on a range of health and care initiatives during the year, for example:

- WAC initiated a networking group to develop the **Voluntary and Community sector response to COVID-19** - working with health and social care partners, and other local charities to respond to the emergency, to restore services safely and actively share learning from the pandemic.
- WAC's CEO continued as the VCS representative on the **Herefordshire and Worcestershire Sustainability and Transformation Partnership (STP)** which identified carers as a key group to engage in planning for and implementing its local Five-Year NHS Plan. The **STP Carers Reference Group** continued to meet during the year, and presented key themes affecting carers to the STP Partnership Board, and as a result, the Board restated its support of 'Commitment to Carers' principles.

Our Volunteers

In normal times, the Association would rely heavily on its volunteers. Without them, like most non-profit and charitable organisations, Worcestershire Association of Carers would not be able to provide the current level of service and support for the carers of Worcestershire. Our volunteers are important to increase our capacity to help carers. Volunteering with the Association is hopefully also of benefit to the volunteers. The Association is enriched by the diversity that volunteers bring. They are able to add their qualities and skills to those of the staff. Volunteers may learn new skills and feel more involved with their community.

Worcestershire Association of Carers

Report of the Trustees for the Year Ended 31st March 2021

ACHIEVEMENT AND PERFORMANCE

Over the last year we have been very aware that volunteering also provides a sense of purpose and social connection for our volunteers. When we made the decision to pause office volunteer activity in March 2020, we were aware that a significant number were over 70 or had a health condition which makes them vulnerable, so we kept in touch with them during lockdown.

As the year progressed, we have been able to adapt our activities to bring volunteers back safely:

- The volunteers who were able to do so have returned to support paid staff in the Association's shop.
- Our Carer Group facilitators have been meeting monthly online. It's fair to say that it's been a steep learning curve as initially not all of them had a suitable device or the skill to engage with digital platforms like Zoom. We have made so much progress that by the end of the year all the facilitators attend regularly and really enjoy the opportunity for social interaction. Planning is underway to resume face to face meetings within Government guidelines.
- One volunteer restarted volunteering in September on the telephone from home, we provided training to allow them to use the telephone system and have an end of shift catch up with them to provide on-going support.
- A new volunteer joined the organisation in September and all on-line training was provided to allow them to support our back-office functions.
- Three new volunteers have been identified and will be offered training to begin when the office re-opens.
- Carer Talk-time and Listening Ear volunteers have continued to support carers during the past year and have received regular support from the team.

Within the Association all volunteers are treated with respect and valued by the staff.

Plans for the future

Worcestershire Association of Carers agreed a five-year Strategic Plan in 2019 which is reviewed annually by Trustees and the Senior Management Team. The strategic priorities for 2021-22 are:

1 Meeting the needs of carers - improved carer outcomes

Aim: To provide creative and responsive support and services as appropriate, direct or indirect, to carers.

2 Performance and Quality - by the end of Year 5, to have a more effective high quality and safe service for carers and others supported by WAC

Aim: To ensure:

- effective quality assurance, improvement and performance management processes are in place which improve service delivery and demonstrate compliance
- fit for purpose, well trained, valued and committed workforce that is flexible, willing and high performing

3 Secure a sustainable future - extended service provision funded by diverse income streams by the end of Year 5

Aim: To increase the long term sustainability of effective services to carers by the Worcestershire Association of Carers.

4 Effective strategic leadership and governance - Strategic Plan implemented by the end of Year 5

Aim: Provide effective leadership and governance to facilitate the well-being of a fit for purpose, well trained, valued and committed workforce.

Progress against priorities is monitored by the Board and Sub Committees and will be reported on in the next Trustee Annual Report.

FINANCIAL REVIEW

Financial position

During the year the organisation had net incoming resources for the year of £155,227 (2020 - £112,272). Reserves of £390,860 (2020 - £235,633) were made up of £286,096 (2020 - £114,896) restricted funds and £104,764 (2020 - £120,737) unrestricted funds.

Worcestershire Association of Carers

Report of the Trustees for the Year Ended 31st March 2021

FINANCIAL REVIEW

Reserves policy

During the last year WAC has carried out a stringent review of its reserves policy and made amendments to ensure that the level of reserves contain sufficient funds to ensure that all contingent liabilities are covered. The reserves policy takes into account both the financial commitments to existing projects and notice periods from our funders which at the present time equates to three months.

The broad headings for the items covered in the calculation are:

- Potential costs of winding down operations should the WCC contract not be retained
- Potential costs for exiting retail operations
- Business as usual costs to cover a minimum of three months operating costs
- Contingency costs for capital expenditure

As at 31 March 2021, as a result of the recently implemented detailed calculation, the required level of reserves stood at £99,131 against the actual level of free reserves of £83,167 (2020 - £83,590). As noted earlier this will be considered by the relevant committees and detailed plans will be put in place to make good the shortfall within two years.

This calculation will be reviewed regularly and discussed at both Financial Sub Committee and Board meetings. In the event of any significant shortfall detailed plans will be put in place to ensure the reserves are replenished. The aim of the reserves policy is to maximise progress towards meeting our objectives whilst balancing the need for continuity and consistency of the work undertaken by WAC.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing document

The charity is controlled by its governing document, a deed of trust, and constitutes a limited company, limited by guarantee, as defined by the Companies Act 2006.

The charity is controlled by its governing document, its Memorandum and Articles of Association, and constitutes a limited company, limited by guarantee, as defined by the Companies Act 2006.

Responsibilities of Trustees

Role descriptions have been produced for all Trustee roles based on Charity Commission Guidance and these were last reviewed in 2020. Performance against responsibilities is monitored by the Chair through annual appraisal meetings with Trustees.

The Association also has a Trustee Link scheme in place. The central purpose of a Trustee Link is to provide Trustees with the opportunity to gain a greater insight into specific WAC activities. This will help to inform Trustees when contributing to strategic decisions.

More specifically, WAC recognises that the benefits to linking Trustees with areas of WAC activities include:

- Extending Trustees' knowledge of staff and the breadth of WAC activity
- Familiarising Trustees with the Association's physical environment
- Providing an opportunity for staff and volunteers to meet informally with Trustees
- Helping Trustees to develop in-depth knowledge of areas of WAC activities (including quality issues and targets)
- Allowing Trustees to use their skills and experience to benefit the Association directly in specific areas

In addition, the Association has named Trustees responsible for Whistleblowing and Complaints.

Recruitment and appointment of new Trustees

Appointments are made by election at the Annual General Meeting following requests for nominations from members up to a maximum of twelve. The Board can co-opt up to a further two members during the year.

Policy for training Trustees

On appointment, Trustees go through a documented induction programme covering all areas of responsibility. Trustees are appraised annually by the Chair and development needs are identified as part of that process. Board and individual development needs are summarised in a report to the Board and the CEO and Chair produce a training and development plan. Trustee meetings which take place between Board meetings are also used as an opportunity to develop Trustees. The Board also carries out an annual self-assessment of governance against Charity Commission standards, and any training and development needs identified are included in the governance action plan.

Worcestershire Association of Carers

Report of the Trustees for the Year Ended 31st March 2021

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governance

The Board of Directors and Trustees has overall responsibility for directing the work of the Association. The Chief Executive reports to the Board.

Management

The Trustees delegate the day-to-day management, the development of strategy and overall leadership of the charity to the Chief Executive. The remuneration of key management personnel is set by the Board of Directors and Trustees.

Senior managers at the Association:

- Chief Executive Officer	Carole Cumino
- Service Manager	Mel Smith
- Finance Manager	Natasha Davies

Members - 1st April 2020 to 31st March 2021

At the end of March 2021 membership stood at 1,815 members.

Qualifying third party indemnity provisions

The Articles of Association of the charity include a provision that (subject to the exemptions required by the Companies Act) no Trustees or other officers of the company shall be liable for any losses of the charity, except in instances of fraud or wilful wrong doing.

Risk management

The major risks are identified each year, linked to the delivery of the 5-year rolling Strategic Plan, in the form of a strategic risk register which identifies the mitigating actions being taken to manage the risks. The register is a dynamic document which is monitored by the Trustee Board at every meeting and is adjusted over time to ensure the Board is properly managing strategic risks throughout the year.

REFERENCE AND ADMINISTRATIVE DETAILS

Registered Company number

03485330 (England and Wales)

Registered Charity number

1071850

Registered office

Polysec House
Blackpole Trading Estate West
Hindlip Lane
Worcester
Worcestershire
WR3 8TJ

Trustees

Diana Fulbrook OBE	(Honorary Chair)	appointed 28 May 2012	
David Mann	(Vice Chair)	appointed 14 July 2017	
Jeffrey Ball	(Honorary Treasurer- from 3 March 2021)	appointed 4 December 2019	
Paul Madden	(Honorary Treasurer- to 3 March 2021)	appointed 29 November 2016	resigned 3 March 2021
Judy Adams		appointed 17 October 2018	
Colin Archer		appointed 28 October 2004	
Jamie Bridge		appointed 3 March 2021	
Sarah Clee		appointed 3 March 2021	
Mary Horner		appointed 7 May 2019	
Erica Norton OBE		appointed 8 September 2005	retired 16 October 2020
Marion Sacharin		appointed 3 March 2021	
David Sullivan		appointed 3 March 2021	
Geoffrey Taylor		appointed 3 March 2020	resigned 22 July 2021
Helen Whatmore		appointed 17 October 2018	resigned 15 June 2021

Company Secretary

Colin Archer

Worcestershire Association of Carers

Report of the Trustees for the Year Ended 31st March 2021

REFERENCE AND ADMINISTRATIVE DETAILS

Auditors

Richards Sandy Audit Services Limited
(Statutory Auditor)
Thorneloe House
25 Barbourne Road
Worcester
WR1 1RU

Bankers

CAF Bank Ltd
25 Kings Hill Avenue
West Malling
Kent
ME19 4JQ

Virgin Money Plc
Jubilee House
Gosforth
Newcastle upon Tyne
NE3 4PL

Scottish Widows Bank Plc
67 Morrison Street
Edinburgh
EH3 8YJ

STATEMENT OF TRUSTEES' RESPONSIBILITIES

The Trustees (who are also the Directors of Worcestershire Association of Carers for the purposes of company law) are responsible for preparing the Annual Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the Trustees to prepare financial statements for each financial year 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 those financial statements, the Trustees are required to

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charity SORP;
- make judgements and estimates that are reasonable and prudent;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

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

In so far as the Trustees are aware:

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

The Trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charitable company's website.

AUDITORS

The auditors, Richards Sandy Audit Services Limited, will be proposed for re-appointment at the forthcoming Annual General Meeting.

Worcestershire Association of Carers

**Report of the Trustees
for the Year Ended 31st March 2021**

This report has been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small companies.

Approved by order of the Board of Trustees on July 22nd 2021 and signed on its behalf by:

M Fulbrook

Diana Fulbrook OBE - Trustee

Report of the Independent Auditors to the Members of Worcestershire Association of Carers

Opinion

We have audited the financial statements of Worcestershire Association of Carers (the 'charitable company') for the year ended 31st March 2021 which comprise the Statement of Financial Activities, the Balance Sheet, the Cash Flow Statement and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards (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 31st March 2021 and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the 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 UK, including the FRC's Ethical Standard, and the provisions available for small entities, in the circumstances set out in note 21 to the financial statements, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

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

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the 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.

Emphasis of matter - comparative information not audited

The financial statements of the charity for the year ended 31 March 2020, the results of which are included as the comparative information of these financial statements, are unaudited.

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 Report of the Independent Auditors thereon.

Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

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 this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006

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

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

Matters on which we are required to report by exception

In the light of the knowledge and understanding of the charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the Report of the Trustees.

Report of the Independent Auditors to the Members of Worcestershire Association of Carers

We have nothing to report in respect of the following matters where the Companies Act 2006 requires us to report to you if, in our opinion:

- adequate accounting records have not been kept or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of Trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit; or
- the Trustees were not entitled to take advantage of the small companies exemption from the requirement to prepare a Strategic Report or in preparing the Report of the Trustees.

Responsibilities of Trustees

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

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

Our responsibilities for the audit of the financial statements

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

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud.

However, it is the primary responsibility of management, with the oversight of those charged with governance, to ensure that the entity's operations are conducted in accordance with the provisions of laws and regulations and for the prevention and detection of fraud.

In identifying and assessing risks of material misstatement in respect of irregularities, including fraud, we have:

- obtained an understanding of the nature of the industry and sector, including the legal and regulatory framework that the company operates in and how the company is complying with the legal and regulatory framework; and
- inquired of management, and those charged with governance, about their own identification and assessment of the risks of irregularities, including any known actual, suspected or alleged instances of fraud.

As a result of these procedures we consider the most significant laws and regulations that have a direct impact on the financial statements are the Charities SORP (FRS 102) '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) (effective 1 January 2019)', Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland', the Companies Act 2006 (and related legislation), the Charities Act 2011 (and related legislation), and laws and regulations relating to the employment and payment of staff including, but not limited to, the Employment Rights Act 1996, the National Minimum Wage Act 1998 and the Pensions Act 2008.

We performed audit procedures to detect non-compliances which may have a material impact on the financial statements, which included reviewing the financial statement disclosures. This includes sample testing of monthly payroll records for the calculation of gross wages, payroll taxes and pension costs.

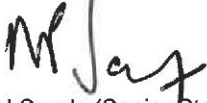
We identified the areas of the financial statements most susceptible to fraud to be management's judgement in allocating expenditure to individual restricted and unrestricted funds, including the allocation of wage costs and general staff overheads. Audit procedures performed included, but were not limited to, reviewing management's reasoning and workings behind these allocations of expenditure.

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

**Report of the Independent Auditors to the Members of
Worcestershire Association of Carers**

Use of our report

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in an auditors' report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company's members as a body, for our audit work, for this report, or for the opinions we have formed.



Nicholas Paul Sandy (Senior Statutory Auditor)
for and on behalf of Richards Sandy Audit Services Limited
(Statutory Auditor)
Thorneloe House
25 Barbourne Road
Worcester
WR1 1RU

Date:

22/07/2021

Worcestershire Association of Carers

**Statement of Financial Activities
(Incorporating an Income and Expenditure Account)
for the Year Ended 31st March 2021**

	Notes	Unrestricted funds £	Restricted funds £	2021 Total funds £	2020 Total funds £
INCOME AND ENDOWMENTS FROM					
Donations and legacies	3	39,390	-	39,390	27,170
Charitable activities	6				
Carer services		4,819	1,048,488	1,053,307	882,646
Other trading activities	4	18,567	6,789	25,356	77,625
Investment income	5	<u>138</u>	<u>-</u>	<u>138</u>	<u>309</u>
Total		62,914	1,055,277	1,118,191	987,750
 EXPENDITURE ON					
Raising funds	7	(71,336)	-	(71,336)	(82,528)
Charitable activities	8				
Carer services		(7,551)	(884,077)	(891,628)	(792,950)
Total		(78,887)	(884,077)	(962,964)	(875,478)
 NET INCOME/(EXPENDITURE)		(15,973)	171,200	155,227	112,272
 RECONCILIATION OF FUNDS					
Total funds brought forward		120,737	114,896	235,633	123,361
 TOTAL FUNDS CARRIED FORWARD		<u>104,764</u>	<u>286,096</u>	<u>390,860</u>	<u>235,633</u>

The notes form part of these financial statements

Worcestershire Association of Carers

**Balance Sheet
31st March 2021**

	Notes	2021 £	2020 £
FIXED ASSETS			
Tangible assets	14	21,597	37,147
CURRENT ASSETS			
Debtors	15	167,453	60,985
Cash at bank and in hand		<u>268,419</u>	<u>191,469</u>
		435,872	252,454
CREDITORS			
Amounts falling due within one year	16	(66,609)	(53,968)
NET CURRENT ASSETS		<u>369,263</u>	<u>198,486</u>
TOTAL ASSETS LESS CURRENT LIABILITIES		<u>390,860</u>	<u>235,633</u>
NET ASSETS		<u>390,860</u>	<u>235,633</u>
FUNDS	19		
Unrestricted funds		104,764	120,737
Restricted funds		<u>286,096</u>	<u>114,896</u>
TOTAL FUNDS		<u>390,860</u>	<u>235,633</u>

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

The financial statements were approved by the Board of Trustees and authorised for issue on 22 July 2021 and were signed on its behalf by:



.....
Diana Fulbrook OBE - Trustee

Worcestershire Association of Carers

**Cash Flow Statement
for the Year Ended 31st March 2021**

	Notes	2021 £	2020 £
Cash flows from operating activities			
Cash generated from operations	1	<u>83,521</u>	<u>109,349</u>
Net cash provided by operating activities		<u>83,521</u>	<u>109,349</u>
Cash flows from investing activities			
Purchase of tangible fixed assets		<u>(6,709)</u>	<u>(23,673)</u>
Interest received		<u>138</u>	<u>309</u>
Net cash used in investing activities		<u>(6,571)</u>	<u>(23,364)</u>
Change in cash and cash equivalents in the reporting period		<u>76,950</u>	<u>85,985</u>
Cash and cash equivalents at the beginning of the reporting period		<u>191,469</u>	<u>105,484</u>
Cash and cash equivalents at the end of the reporting period		<u><u>268,419</u></u>	<u><u>191,469</u></u>

The notes form part of these financial statements

Worcestershire Association of Carers

**Notes to the Cash Flow Statement
for the Year Ended 31st March 2021**

1. RECONCILIATION OF NET INCOME TO NET CASH FLOW FROM OPERATING ACTIVITIES

	2021	2020
	£	£
Net income for the reporting period (as per the Statement of Financial Activities)	155,227	112,272
Adjustments for:		
Depreciation charges	22,259	18,693
Interest received	(138)	(309)
Increase in debtors	(106,468)	(27,300)
Increase in creditors	<u>12,641</u>	<u>5,993</u>
Net cash provided by operations	<u>83,521</u>	<u>109,349</u>

2. ANALYSIS OF CHANGES IN NET FUNDS

	At 1.4.20	Cash flow	At 31.3.21
	£	£	£
Net cash			
Cash at bank and in hand	<u>191,469</u>	<u>76,950</u>	<u>268,419</u>
	<u>191,469</u>	<u>76,950</u>	<u>268,419</u>
Total	<u>191,469</u>	<u>76,950</u>	<u>268,419</u>

Notes to the Financial Statements
for the Year Ended 31st March 2021

BASIS OF PREPARING THE FINANCIAL STATEMENTS

INCOME

EXPENDITURE

ALLOCATION AND APPORTIONMENT OF COSTS

TANGIBLE FIXED ASSETS

Fixtures, Fittings & Equipment	- Straight line over 5 years and Straight line over 3 years
--------------------------------	-------------------------------------------------------------

TAXATION

FUND ACCOUNTING

Restricted funds can only be used for 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.

Notes to the Financial Statements - continued
for the Year Ended 31st March 2021

1. ACCOUNTING POLICIES - continued

FUND ACCOUNTING

Designated funds are part of the unrestricted funds which Trustees have earmarked for a particular project or use, without restricting or committing the funds legally. The designation may be cancelled by the Trustees if they later decide that the charity should not proceed or continue with the use or project for which the funds were designated.

PENSION COSTS

The charitable company operates a defined contribution pension scheme. Contributions payable to the charitable company's pension scheme are charged to the Statement of Financial Activities in the period to which they relate.

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 when the charity becomes party to contractual provisions of the instrument.

Financial assets are offset, with the net amounts presented in the accounts where 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 trade and other receivables 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.

Basic Financial Liabilities

Basic financial liabilities, including trade and other payables, are initially recognised at transaction price unless the arrangement constitutes a financing transaction, where the debt instrument is measured at the present value of future receipts, discounted at a market rate of interest. Debt instruments are subsequently carried at amortised cost, using the effective interest rate method.

Trade payables are obligations to pay for goods or services that have been acquired in the ordinary course of the operations from suppliers. Accounts 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 payables are recognised initially at transaction.

OPERATING LEASES

Rentals applicable to operating leases are charged to the SOFA over the period in which the cost is incurred.

2. CRITICAL ACCOUNTING JUDGEMENTS AND KEY SOURCES OF ESTIMATION UNCERTAINTY

Estimates and judgements are continually evaluated and are based on historical experience and other factors, including expectations of future events that are believed to be reasonable under the circumstances.

Critical areas of judgement

The allocation of staff costs between individual unrestricted and restricted funds is based on the estimated split of staff time for each individual employee of the charity.

Worcestershire Association of Carers

**Notes to the Financial Statements - continued
for the Year Ended 31st March 2021**

3. DONATIONS AND LEGACIES - continued

	2021	2020
	£	£
Donations	6,725	16,670
Grants	<u>32,665</u>	<u>10,500</u>
	<u>39,390</u>	<u>27,170</u>

Grants received, included in the above, are as follows:

	2021	2020
	£	£
Wychavon District Council - COVID-19	21,450	-
HMRC - Coronavirus Job Retention Scheme	8,715	-
Garfield Weston	-	5,000
R. D. Turner Charitable Trust	-	3,000
Worcestershire Community Foundation	2,500	-
Wyre Forest Health Partnership - unrestricted	-	500
Sundry small grants	<u>-</u>	<u>2,000</u>
	<u>32,665</u>	<u>10,500</u>

4. OTHER TRADING ACTIVITIES

	2021	2020
	£	£
Fundraising events	1,260	6,457
Shop income	18,637	68,391
Advertising	-	750
Training	<u>5,459</u>	<u>2,027</u>
	<u>25,356</u>	<u>77,625</u>

5. INVESTMENT INCOME

	2021	2020
	£	£
Bank interest received	<u>138</u>	<u>309</u>

6. INCOME FROM CHARITABLE ACTIVITIES

		2021	2020
	Activity	£	£
Grants	Carer services	1,026,054	877,846
Sector consultancy work	Carer services	12,716	-
Social work placements	Carer services	<u>14,537</u>	<u>4,800</u>
		<u>1,053,307</u>	<u>882,646</u>

**Notes to the Financial Statements - continued
for the Year Ended 31st March 2021**

6. INCOME FROM CHARITABLE ACTIVITIES - continued

Grants received, included in the above, are as follows:

	2021 £	2020 £
Worcestershire County Council - Integrated Carers Hub	666,229	697,999
NHS Herefordshire and Worcestershire Clinical Commissioning Group	129,720	-
Herefordshire Carers Support Ltd	-	62,101
Hillview Medical Centre - Social Prescribing	-	7,616
St Stephens Surgery - Social Prescribing	41,759	25,583
St Stephens Surgery - Lifestyle Advisors	38,284	1,249
Winyates Health Centre - Social Prescribing	35,390	25,583
Winyates Health Centre - Lifestyle Advisors	26,453	1,113
Masonic Charitable Foundation	37,528	-
Dept. for Education - Families in Partnership	15,000	19,500
Wyre Forest Health Partnership - Social Prescribing	-	10,061
The Eveson Charitable Trust	-	10,000
Hereford Community Foundation	8,172	-
Worcestershire Children First - Families In Partnership	7,500	7,500
Sanctuary Housing Association	4,000	5,653
The Saintbury Trust	-	3,000
Worcestershire Community Foundation	1,000	-
Sundry small grants	15,019	888
	<u>1,026,054</u>	<u>877,846</u>

7. RAISING FUNDS

OTHER TRADING ACTIVITIES

	2021 £	2020 £
Staff costs	44,739	52,766
Telephone	1,188	1,169
Sundries	852	1,411
Insurance	1,192	1,223
Premises expenses	2,161	2,374
Postage, stationery & office equipment	166	170
IT & website costs	430	493
Subscriptions	280	22
Professional fees	-	900
Training	181	32
Events and marketing	20	772
Rent	17,000	17,000
Light and heat	1,278	2,278
Other costs	870	-
Facilitator costs	129	184
Depreciation	850	1,734
	<u>71,336</u>	<u>82,528</u>

8. CHARITABLE ACTIVITIES COSTS

	Direct Costs (see note 9) £	Support costs (see note 10) £	Totals £
Carer services	<u>886,668</u>	<u>4,960</u>	<u>891,628</u>

Worcestershire Association of Carers

**Notes to the Financial Statements - continued
for the Year Ended 31st March 2021**

9. DIRECT COSTS OF CHARITABLE ACTIVITIES

	2021	2020
	£	£
Staff costs	681,211	611,045
Rent	17,150	17,150
Insurance	1,228	1,273
Light and heat	912	1,600
Telephone	10,716	11,882
Postage, stationery & office equipment	10,113	9,865
Sundries	1,999	5,953
IT & website costs	38,241	23,831
Premises expenses	5,192	3,945
Training	9,158	4,254
Facilitator costs	21,024	16,249
Professional and consultancy fees	9,754	973
Subscriptions	7,943	3,875
Travel costs	11,058	17,424
Carers costs	2,550	4,316
Caring news	19,589	15,154
Room hire	1,368	4,839
Events and marketing	2,472	5,318
Photocopying	4,306	1,016
Staff recruitment	6,822	6,523
Admin support	2,453	1,853
Contract labour	-	2,670
Depreciation	21,409	16,959
	<u>886,668</u>	<u>787,967</u>

10. SUPPORT COSTS

	Governance costs £
Carer services	<u>4,960</u>

Support costs, included in the above, are as follows:

	2021 Carer services £	2020 Total activities £
AGM costs	-	2,488
Auditor / independent examiners fees	<u>4,960</u>	<u>2,495</u>
	<u>4,960</u>	<u>4,983</u>

11. NET INCOME/(EXPENDITURE)

Net income/(expenditure) is stated after charging/(crediting):

	2021 £	2020 £
Depreciation - owned assets	22,259	18,693
Rent paid under operating leases	38,398	34,812
Independent examiner's fee	-	2,495
Auditor's fee for audit services	<u>4,960</u>	<u>-</u>

Worcestershire Association of Carers

**Notes to the Financial Statements - continued
for the Year Ended 31st March 2021**

12. TRUSTEES' REMUNERATION AND BENEFITS

There were no Trustees' remuneration or other benefits for the year ended 31st March 2021 nor for the year ended 31st March 2020.

TRUSTEES' EXPENSES

Trustees' expenses of £760 (2020 - £4,518) were reimbursed to 1 (2020 - 2) Trustees for travelling, sundry and facilitator training expenses.

13. STAFF COSTS

	2021	2020
	£	£
Wages and salaries	667,013	606,470
Social security costs	43,595	40,194
Other pension costs	15,342	17,147
	<u>725,950</u>	<u>663,811</u>

The average monthly number of employees during the year was as follows:

	2021	2020
	37	35

No employees received emoluments in excess of £60,000.

Total remuneration paid to key management personnel (including employers pension contributions) was £100,638 (2020 - £97,923).

14. TANGIBLE FIXED ASSETS

	Fixtures, Fittings & Equipment £
COST	
At 1st April 2020	106,161
Additions	<u>6,709</u>
At 31st March 2021	<u>112,870</u>
DEPRECIATION	
At 1st April 2020	(69,014)
Charge for year	<u>(22,259)</u>
At 31st March 2021	<u>(91,273)</u>
NET BOOK VALUE	
At 31st March 2021	<u>21,597</u>
At 31st March 2020	<u>37,147</u>

Worcestershire Association of Carers

**Notes to the Financial Statements - continued
for the Year Ended 31st March 2021**

15. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2021	2020
	£	£
Trade debtors	90,386	12,355
Other debtors	3,000	3,000
Accrued income	47,730	22,020
Prepayments	<u>26,337</u>	<u>23,610</u>
	<u>167,453</u>	<u>60,985</u>

16. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2021	2020
	£	£
Trade creditors	18,014	16,384
Social security and other taxes	11,293	10,970
Pensions	3,213	3,357
Other creditors	1,006	1,000
Accrued expenses	<u>33,083</u>	<u>22,257</u>
	<u>66,609</u>	<u>53,968</u>

17. LEASING AGREEMENTS

Minimum lease payments under non-cancellable operating leases fall due as follows:

	2021	2020
	£	£
Within one year	24,696	16,450
Between one and five years	<u>18,417</u>	<u>3,738</u>
	<u>43,113</u>	<u>20,188</u>

18. ANALYSIS OF NET ASSETS BETWEEN FUNDS

	Unrestricted funds	Restricted funds	2021 Total funds	2020 Total funds
	£	£	£	£
Tangible fixed assets	21,597	-	21,597	37,147
Debtors	10,429	157,024	167,453	60,985
Cash at bank and in hand	92,189	176,230	268,419	191,469
Creditors due within one year	(55,316)	(11,293)	(66,609)	(53,968)
Loans between funds	<u>35,865</u>	<u>(35,865)</u>	<u>-</u>	<u>-</u>
	<u>104,764</u>	<u>286,096</u>	<u>390,860</u>	<u>235,633</u>

Loans between funds represents unrestricted fund cash used to make restricted fund payments where the relating restricted fund income due to the charity had not been received at the time that such payments were made.

Worcestershire Association of Carers

**Notes to the Financial Statements - continued
for the Year Ended 31st March 2021**

19. MOVEMENT IN FUNDS

	At 1.4.20 £	Net movement in funds £	Transfers between funds £	At 31.3.21 £
Unrestricted funds				
General fund (Core funding)	120,737	(7,068)	(8,905)	104,764
Fundraising	-	2,489	(2,489)	-
Retail Shop	-	(11,394)	11,394	-
	120,737	(15,973)	-	104,764
Restricted funds				
Integrated Carers Hub	40,090	9,556	-	49,646
Social Prescribing	3,087	3,026	-	6,113
Families in Partnership	3,726	10,372	-	14,098
Sanctuary Housing	1,627	3,905	-	5,532
Transforming Care Regional Forum	1,627	(244)	-	1,383
End Of Life	1,906	(1,906)	-	-
Herefordshire Carers	59,416	(13,465)	-	45,951
Lifestyle Advisors	-	12,330	-	12,330
Saintbury	2,826	37	-	2,863
Social Prescribing Appreciative Enquiry	591	(591)	-	-
Community Mental Health Team	-	30,975	-	30,975
Health Equalities Partnership	-	62,641	-	62,641
Masons Long COVID Support	-	36,778	-	36,778
Community First Recovery College	-	3,902	-	3,902
Social Work Placements	-	7,318	-	7,318
Sustaining Carers	-	5,236	-	5,236
Tackling Inequalities	-	1,330	-	1,330
	114,896	171,200	-	286,096
TOTAL FUNDS	235,633	155,227	-	390,860

Worcestershire Association of Carers

**Notes to the Financial Statements - continued
for the Year Ended 31st March 2021**

19. MOVEMENT IN FUNDS - continued

Net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund (Core funding)	483	(7,551)	(7,068)
Fundraising	13,351	(10,862)	2,489
Retail Shop	49,080	(60,474)	(11,394)
	<u>62,914</u>	<u>(78,887)</u>	<u>(15,973)</u>
Restricted funds			
Integrated Carers Hub	644,300	(634,744)	9,556
Social Prescribing	77,149	(74,123)	3,026
Families in Partnership	36,600	(26,228)	10,372
Sanctuary Housing	4,000	(95)	3,905
Carers Careline	1,159	(1,159)	-
Transforming Care Regional Forum	-	(244)	(244)
End Of Life	-	(1,906)	(1,906)
Herefordshire Carers	11,672	(25,137)	(13,465)
Lifestyle Advisors	64,737	(52,407)	12,330
Saintbury	-	37	37
Social Prescribing Appreciative Enquiry	11,386	(11,977)	(591)
Community Mental Health Team	50,720	(19,745)	30,975
Health Equalities Partnership	65,000	(2,359)	62,641
Masons Long COVID Support	36,778	-	36,778
Community First Recovery College	4,000	(98)	3,902
Social Work Placements	14,537	(7,219)	7,318
Sustaining Carers	9,680	(4,444)	5,236
Tackling Inequalities	1,330	-	1,330
ICH Helpline Extension	22,229	(22,229)	-
	<u>1,055,277</u>	<u>(884,077)</u>	<u>171,200</u>
TOTAL FUNDS	<u>1,118,191</u>	<u>(962,964)</u>	<u>155,227</u>

Worcestershire Association of Carers

**Notes to the Financial Statements - continued
for the Year Ended 31st March 2021**

19. MOVEMENT IN FUNDS - continued

Comparatives for movement in funds

	At 1.4.19 £	Net movement in funds £	Transfers between funds £	At 31.3.20 £
Unrestricted funds				
General fund (Core funding)	68,278	(9,400)	61,859	120,737
Fundraising	32,722	7,841	(40,563)	-
Retail Shop	-	884	(884)	-
	101,000	(675)	20,412	120,737
Restricted funds				
Integrated Carers Hub	12,130	42,503	(14,543)	40,090
Social Prescribing Redditch	2,308	(2,308)	-	-
Social Prescribing Wyre Forest	1,490	(1,490)	-	-
Social Prescribing	-	5,445	(2,358)	3,087
Families in Partnership	-	3,726	-	3,726
Sanctuary Housing	496	1,131	-	1,627
Carers Careline	350	(350)	-	-
Transforming Care Regional Forum	5,587	(3,960)	-	1,627
End Of Life	-	2,323	(417)	1,906
Herefordshire Carers	-	61,072	(1,656)	59,416
Lifestyle Advisors	-	1,438	(1,438)	-
Saintbury	-	2,826	-	2,826
Social Prescribing Appreciative Enquiry	-	591	-	591
	22,361	112,947	(20,412)	114,896
TOTAL FUNDS	123,361	112,272	-	235,633

Comparative net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund (Core funding)	8,493	(17,893)	(9,400)
Fundraising	20,613	(12,772)	7,841
Retail Shop	70,640	(69,756)	884
	99,746	(100,421)	(675)
Restricted funds			
Integrated Carers Hub	699,274	(656,771)	42,503
Social Prescribing Redditch	7,615	(9,923)	(2,308)
Social Prescribing Wyre Forest	10,061	(11,551)	(1,490)
Social Prescribing	51,165	(45,720)	5,445
Families in Partnership	27,000	(23,274)	3,726
Sanctuary Housing	5,653	(4,522)	1,131
Carers Careline	2,028	(2,378)	(350)
Transforming Care Regional Forum	2,057	(6,017)	(3,960)
Carers Breakfasts	888	(888)	-
End Of Life	10,000	(7,677)	2,323
Herefordshire Carers	62,101	(1,029)	61,072
Lifestyle Advisors	2,362	(924)	1,438
Saintbury	3,000	(174)	2,826
Social Prescribing Appreciative Enquiry	4,800	(4,209)	591
	888,004	(775,057)	112,947
TOTAL FUNDS	987,750	(875,478)	112,272

Worcestershire Association of Carers

**Notes to the Financial Statements - continued
for the Year Ended 31st March 2021**

19. MOVEMENT IN FUNDS - continued

DESIGNATED FUNDS

In order to assess the individual financial performance of fundraising and retail shop activities, the charity has set up separate designated funds separate from general unrestricted funds for these activities.

RESTRICTED FUNDS

The Integrated Carers Hub comprises of grants received for the purpose of supporting unpaid adult carers across the County.

The Social Prescribing funds comprises of grants received for the purpose of Social Prescriber wages and expenses.

The Families in Partnership fund comprises of a grant received for the purpose of funding a local Parent Carer Forum which is a group of parents and carers of disabled children, to make sure the services they receive meets the needs of the disabled children and families.

The Sanctuary Housing fund comprises of a grant received for the purpose of providing health and wellbeing events for carers.

The Carers Careline fund was used for the purpose of providing training for carers in Redditch.

The Transforming Care Regional forum comprises of a grant received for the purpose of supporting carers to have a say in services developed for people with learning disabilities.

The Carers Breakfasts fund comprises grants received to provide carers breakfasts.

The End of Life fund was used for the purpose of supporting those caring for someone that is near the end of life.

The Herefordshire Carers fund comprises a legacy grant received to support carers within Herefordshire over the next three years.

The Lifestyle Advisors fund comprises grants received to provide a lifestyle coaching / advice service to improve patient wellbeing within the Redditch area.

The Saintbury fund comprises a grant received to support carers with future financial planning sessions.

The Social Prescribing Appreciative Enquiry fund comprises grants received to fund the participation of a staff member of the charity in an appreciative enquiry of the Social Prescribing service.

Community Mental Health Team relates to funding received to provide information advice and support to carers of people with mental ill health.

Health Equalities Partnership relates to funding received to reduce inequalities by identifying and supporting carers working in the NHS and building local partnerships to tackle health inequalities.

Masons Long COVID Support relates to funding received to support carers of people with Long COVID syndrome Community First Recovery College - to support carer wellbeing through training and information sessions.

Social Work Placements relates to funding received to provide placements for student social workers to gain experience of supporting carers.

Sustaining Carers relates to funding received to support carer wellbeing through the COVID-19 pandemic.

Tackling Inequalities relates to funding received to provide exercise classes for Carers.

TRANSFERS BETWEEN FUNDS

At the year end the balances on the Fundraising designated fund of £2,489 surplus and Retail Shop designated fund of £11,394 deficit were transferred to the General unrestricted fund.

Worcestershire Association of Carers

**Notes to the Financial Statements - continued
for the Year Ended 31st March 2021**

20. RELATED PARTY DISCLOSURES

There were no related party transactions for either the year ended 31st March 2021 or the year ended 31st March 2020.

21. FRC ETHICAL STANDARD - PROVISIONS AVAILABLE FOR SMALL ENTITIES

In common with many other businesses of our size and nature we use our auditors to prepare and submit returns to the tax authorities and assist with the preparation of the financial statements.

Worcestershire Association of Carers
Detailed Statement of Financial Activities
for the Year Ended 31st March 2021

	2021 £	2020 £
INCOME AND ENDOWMENTS		
Donations and legacies		
Donations	6,725	16,670
Grants	<u>32,665</u>	<u>10,500</u>
	39,390	27,170
Other trading activities		
Fundraising events	1,260	6,457
Shop income	18,637	68,391
Advertising	-	750
Training	<u>5,459</u>	<u>2,027</u>
	25,356	77,625
Investment income		
Bank interest received	138	309
Charitable activities		
Grants	1,026,054	877,846
Sector consultancy work	12,716	-
Social work placements	<u>14,537</u>	<u>4,800</u>
	<u>1,053,307</u>	<u>882,646</u>
Total incoming resources	1,118,191	987,750
EXPENDITURE		
Other trading activities		
Wages	(41,619)	(48,208)
Social security	(2,264)	(3,195)
Pensions	(856)	(1,363)
Telephone	(1,188)	(1,169)
Sundries	(852)	(1,411)
Insurance	(1,192)	(1,223)
Premises expenses	(2,161)	(2,374)
Postage, stationery & office equipment	(166)	(170)
IT & website costs	(430)	(493)
Subscriptions	(280)	(22)
Professional fees	-	(900)
Training	(181)	(32)
Events and marketing	(20)	(772)
Rent	(17,000)	(17,000)
Light and heat	(1,278)	(2,278)
Other costs	(870)	-
Facilitator costs	(129)	(184)
Fixtures & fittings depreciation	<u>(850)</u>	<u>(1,734)</u>
	(71,336)	(82,528)

Worcestershire Association of Carers

**Detailed Statement of Financial Activities
for the Year Ended 31st March 2021**

	2021 £	2020 £
Charitable activities		
Wages	(625,394)	(558,262)
Social security	(41,331)	(36,999)
Pensions	(14,486)	(15,784)
Rent	(17,150)	(17,150)
Insurance	(1,228)	(1,273)
Light and heat	(912)	(1,600)
Telephone	(10,716)	(11,882)
Postage, stationery & office equipment	(10,113)	(9,865)
Sundries	(1,999)	(5,953)
IT & website costs	(38,241)	(23,831)
Premises expenses	(5,192)	(3,945)
Training	(9,158)	(4,254)
Facilitator costs	(21,024)	(16,249)
Professional and consultancy fees	(9,754)	(973)
Subscriptions	(7,943)	(3,875)
Travel costs	(11,058)	(17,424)
Carers costs	(2,550)	(4,316)
Caring news	(19,589)	(15,154)
Room hire	(1,368)	(4,839)
Events and marketing	(2,472)	(5,318)
Photocopying	(4,306)	(1,016)
Staff recruitment	(6,822)	(6,523)
Admin support	(2,453)	(1,853)
Contract labour	-	(2,670)
Fixtures & fittings depreciation	<u>(21,409)</u>	<u>(16,959)</u>
	(886,668)	787,967)
Support costs		
Governance costs		
AGM costs	-	(2,488)
Auditor / independent examiners fees	<u>(4,960)</u>	<u>(2,495)</u>
	<u>(4,960)</u>	<u>(4,983)</u>
Total resources expended	<u>(962,964)</u>	<u>(875,478)</u>
Net income	<u>155,227</u>	<u>112,272</u>