

REGISTERED COMPANY NUMBER: 3530606 (England and Wales)
REGISTERED CHARITY NUMBER: 1075020

REPORT OF THE TRUSTEES AND
UNAUDITED FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021
FOR
MANCHESTER CARERS CENTRE

Champion TLL Limited
7-9 Station Road
Hesketh Bank
Preston
Lancashire
PR4 6SN

MANCHESTER CARERS CENTRE

CONTENTS OF THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021

	Page
Report of the Trustees	1 to 10
Independent Examiner's Report	11
Statement of Financial Activities	12
Balance Sheet	13 to 14
Notes to the Financial Statements	15 to 21

MANCHESTER CARERS CENTRE

REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 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 31 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).

MANCHESTER CARERS CENTRE
REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2021

OBJECTIVES AND ACTIVITIES

Objectives and aims

Objects

The principal activities of our charity are to promote the relief of sick, elderly and disabled persons in the Manchester area by the provision of facilities to relieve the stresses experienced by their Carers; and to provide their Carers with information, support and a wide range of services appropriate to their needs.

Manchester Carers Centre was established as a company on 19th March 1998 and as a registered charity on the 8th April 1999. Manchester City Council, the Co-operative Bank and The Princess Royal Trust for Carers were founding supporters. We are a current network partner and affiliated to the Carers Trust. Carers Trust is a major charity for, with and about Carers. They work to improve support, services and recognition for anyone living with the challenges of caring, unpaid, for a family member or friend who is ill, frail, disabled or has mental health or addiction problems. Their vision is that unpaid Carers count and can access the help they need to live their lives. We share their aims.

Manchester Carers Centre's is a small independent local charity serving some of the most deprived communities in Manchester. Our primary purpose is reflected in our mission statement, 'Changing Carers' Lives'. Carers frequently contact the Centre on the brink of breakdown; they can be exhausted, lonely and in desperate need of support. Manchester Carers Centre provides carers with access to information, practical help, emotional support and a range of services focused on responding to need and bringing about positive change that has a lasting impact on lives. Small changes can make big differences to Carers everyday lives. We have over 23 years' experience and expertise of supporting unpaid carers and their families in the City of Manchester. Manchester is the 6th most deprived local authority in England (Indices of Deprivation 2019) with some of the most deprived neighbourhoods being based within the North of the City where we are developing a deeper service footprint. There are significant health, economic and employment inequalities experienced by Carers across the City and our activities seek to promote Carers health and wellbeing.

Aims

Our mission is to Change Carers' lives in the Manchester area. All our activities operate in the interest of our beneficiaries, unpaid Carers.

Our Values:

- Integrity and honesty

We are committed to a culture of openness and continuous improvement.

- Quality

We strive for excellence in all our services. We deliver meaningful outcomes, which change carers' lives for the better.

- Innovation and positivity

Trustees, staff and volunteers share a passion for improving Carers' lives. This drives us forward to search for solutions and better ways of delivering services effectively, in partnership and collaboration with all individuals and organisations in Manchester.

- Equality and respect

We are accessible and inclusive. Carers come from all communities and all walks of life. We celebrate diversity and the skills, strengths and potential that Carers offer our community, and ensure that they are involved as much as possible and are at the heart of everything we do.

MANCHESTER CARERS CENTRE
REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2021

Significant activities

Covid-19 Pandemic

The Covid- 19 pandemic has had a significant, unprecedented impact on both unpaid Carers lives and the way we deliver our services to ensure Carers continued to be supported, connected and informed during this challenging time. We are pleased to report that we consistently delivered our full range of services throughout the pandemic with a blended offer of telephone, online, text, email and postal support to reach as many Carers proactively in this crisis. We did not furlough any of our staff and delivered our services to increased demand. The complexity of Carers situations and the rapidly changing context enabled us to prove our agility and flexibility to respond to urgent needs and emergency situations. We delivered our Carersline helpline to unprecedented numbers at the height of the pandemic and were able to connect with and reassure Carers with emotional support and practical help.

Transition and Changing Role

The implementation of the new Carers Strategy and new Carers Pathway for Manchester meant from August 2020 our role transitioned into enabling Carers to seek information and advice from the new Carers Manchester Contact Point, while we concentrated on developing a new neighbourhood role in the North Locality of Manchester to connect local Carers with services and support. Our role is to identify Carers and link them to appropriate support through awareness raising activities. We also raise awareness with professionals to create a Carer-friendly response in the wider community.

As part of the new Manchester Carers Strategy, Manchester Carers Centre became the lead partner for Carers Manchester North Partnership, working closely with 5 other partners (Moodswings, Alzheimers Society, Talbot House, The Fed and Hopewell (formerly North Manchester Black Health Forum)) to improve services and support for Carers in North Manchester by working together to develop new projects and activities to benefit unpaid Carers. Our Carers telephone helpline, which has been a vital and successful service for 21 years, ended on 17th August 2020. We had successfully helped thousands of Manchester's unpaid Carers with their information and advice needs until a better resourced service was made available in partnership with other organisations.

Outcomes

Through our activities, we work to ensure the following outcomes for Carers in Manchester are achieved.

With our help Carers...

Are well informed and their financial situations improved..

Carers are aware of their rights and how to access services with our help. They know what support is available in Manchester in line with their needs and are supported to access this help.

Have improved health and wellbeing...

We operate a range of activities to ensure Carers are encouraged to look after themselves and prioritise their own personal mental and physical health needs, and balance the demands of their caring role.

Are connected...

Through our work, Carers have the opportunity to meet others, to share experiences and support one another to combat social isolation. We connect Carers to support services, the wider community, opportunities, experiences and to each other.

Have more equal opportunities...

Carers face disadvantage and are encouraged by us to have a life outside of their caring role and pursue educational and social opportunities and interests to improve their quality of life. We support Carers from all diverse communities and work in partnership with other organisations to improve all Carers access to opportunities.

Are more resilient...

Carers are supported to develop coping strategies and enabled to find the confidence tackle issues and find the solutions that work for them individually.

MANCHESTER CARERS CENTRE

REPORT OF THE TRUSTEES **FOR THE YEAR ENDED 31 MARCH 2021**

Are recognised, respected and valued...

We ultimately work to ensure Carers are listened to, valued and their strengths and contributions are recognized by themselves, the wider community, policy makers and others.

Are better supported...

We work to achieve improved support to Carers from their local community, family and networks and formal public services and voluntary organisations.

Are Heard...

We facilitate and collaborate with voluntary and statutory partners to provide Carers with an opportunity to voice their ideas, thoughts, concerns and needs, through consultation and involvement activities. This work ensures Carers have a voice to influence policy and service developments. We work closely with 18 other organisations that form part of Carers Manchester Network, facilitated by Gaddum, a voluntary organisation in Manchester.

Young Adult Carers realise their potential...

We work to ensure Young Adult Carers (16-25) can achieve the opportunities that all young people can access. We support young people to connect with their peers through events and online networks. We support young adult carers to achieve their full potential and fulfill their ambitions, hopes and dreams.

Services Delivered in 2020-2021 and Results / Achievement and Performance

In this year we supported 878 unique Carers from a range of communities across Manchester, an increase of 80 Carers on the previous year. As we transitioned into our role of leading Carers development work in the North Locality, we identified increasing numbers of Carers from the North Locality. We reached 227 new Carers in the pandemic who didn't know where to turn to and were very appreciative of the support they received from Manchester Carers Centre, this is 25% of the 878 individual Carers we worked with. We worked with 92 unique professionals from a range of organisations across Manchester. We delivered a dedicated service to 104 Young Adult Carers which represents 11% of the total Carers we helped. We delivered 25 different group sessions that offered short breaks for Carers on Zoom in the year. We were able to innovate and respond to changing needs with new projects and to expand our services proactively to Carers known to us.

Information, advice & support:

Between 1st April -17th August 2020 we continued to support Carers through our Carers helpline, providing a vital lifeline for Carers facing uncertainty in a global pandemic. Our staff continued to be on hand to provide reassurance, practical support and emergency referrals (food parcels, medicines delivery, PPE provision, and priority shopping letters), grant applications for financial support, distribution of self-care packs and most vitally, a listening ear. Carers were bewildered with the confusing amount of mixed messages being issued in the pandemic and staff were able to help them navigate and tailor the best information to their circumstances.

Adaptability and Access Points

We supported a diverse range of Carers of all ages using a range of online and offline methods including telephone support, paper based information through postal mailings, social media platforms, and more recently virtual conferencing. We produced information in a range of formats and mediums. Our new website has a range of access features to ensure all Carers are able to access the information and know how to contact us directly if they need to. The Social Media Team worked hard to get clear, accurate messages out to Carers via Facebook and Twitter, by text and email. Digitally excluded Carers received support by telephone and letters. This adaptability produced a lot of additional work for the Service Team, but ensured those that were least able to access us were included.

MANCHESTER CARERS CENTRE

REPORT OF THE TRUSTEES **FOR THE YEAR ENDED 31 MARCH 2021**

Carers Manchester North Locality Partnership

On 1st November 2020 Manchester Carers Centre competed to become the lead organisation for the Carers Manchester North Partnership, which is one of three Locality Partnerships across the City. Carers Manchester North partners are Moodswings, Alzheimers Society, Talbot House, Hopewell (formerly the North Manchester Black Health Forum) and The Fed. Together we bring a broad range of knowledge, skills and expertise to improve the identification of unpaid/unwaged Carers in local communities across North Manchester. We work with professionals to improve service responses to Carers and link Carers with services across the overall Carers Pathway. Our aim is to work closely with Integrated Neighbourhood Teams, GP Practices, Primary Care organisations and a range of local organisations to create Carer friendly neighbourhoods and link Carers to activities in their local areas to improve their health and wellbeing. We are committed to ensuring the success of the Pathway for the benefit of Carers across the City and are pleased to be delivering vital work to develop opportunities and support for Carers in the North Locality.

Our thanks to our partners in the Carers North Locality Partnership for their continued support and enthusiasm, helping to develop a strong network of support and focus for Carers in this very vibrant part of Manchester with great communities. Our thanks also to Carers Manchester partners and the wider network of 18 organisations that work so hard to improve services for Carers.

Carers Manchester North Partnership Activities

All 6 partners delivered their own specialist and bespoke services for Carers, keeping Carers engaged and supported in unprecedented conditions. We also worked together to market each other's services and share ideas and plans in common meetings. The Partnership has great expertise working with Carers, looking after people with mental health issues, dementia, learning disabilities and from particular community organisations to reach black and minority ethnic Carers.

Health and Wellbeing Services for Carers / Connecting Carers in the North Locality:

All of our partnership services are aimed at ending the loneliness and isolation of Carers and connecting Carers with their peers for mutual support. Staff identify and assess the needs of Carers for particular support that will benefit the unique individual and their family. Some examples of our successes in this year: We delivered 7 virtual Coffee Mornings which was a new experience for Carers meeting on Zoom from the convenience of their own homes, this medium really worked well for some of our Carers. Sessions covered a wealth of topics from Relaxation, Reminiscence, Carers Rights and also included fun quizzes and time to chat. Having time to talk to other Carers in a safe space can never be underestimated and feedback from Carers attending the coffee morning sessions echoed this.

We developed a Creative Writing course that was adapted for online delivery as well as offline participation. Carer could either meet on Zoom or correspond with staff and receive their Creative Writing packs by post. This project was a fantastic, creative outlet in pandemic conditions. 53 Carers participated in two 6 week learning and development courses and learnt a skill for life thanks to the generosity of our funders. This was an important respite activity for Carers and offered them an important short break and time to themselves.

Manchester Carers Centre recognised the immense stress and isolation Carers were experiencing looking after shielding and vulnerable adults and children at home in a pandemic. It is well documented how the effects of caring can impact on Carers' own health and wellbeing and the situation for Carers was serious. The impact of the Covid-19 pandemic with repeated lockdowns and restrictions took a further toll on Carers mental and physical wellbeing and one of our key priorities this year has been to adapt and introduce services to support Carers through this crisis. We actively fundraised from a range of supporters to develop our capacity to deliver a Call a Carer emotional support service to Carers. This was a listening ear and a safe place for Carers to share their anxieties and needs with experienced and supportive staff. The uptake and feedback of the service was heartening, only due to the generous support of all our independent funders, we were able to collectively deliver this service to 294 different cohorts of Carers in this year. This was a preventative service, to arrest the deterioration of Carers mental health and to support them to implement some good strategies to sustain them. Our services provide Carers with the opportunity to recharge their batteries and take care of themselves too. Caring can be very rewarding and valuing Carers contributions is really important, but delivering services that assists stress management and provide coping strategies enables Carers health and wellbeing to be prioritized.

MANCHESTER CARERS CENTRE
REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2021

Carers Grants Service

We reacted to the financial stresses that Carers and their families were experiencing by putting a lot of effort into helping Carers to make grant applications for urgent support to benefit Carers. Carers are often experiencing financial hardship, on low incomes. Centre staff provide targeted support to help raise funds from independent grant giving Trusts. This year, staff helped 41 individual Carers and their families achieve a holiday/short break, buy essential household equipment and take part in activities that benefit their health and wellbeing, and improve skills for resilience. £14,280 was directly distributed to Carers by us this year from Carers Trust.

Manchester Carers Centre was instrumental in supporting the development of a new Carers Emergency Support Fund through Manchester City Council. Manchester Carers Centre staff worked in partnership with Manchester City Council Carers Emergency Support Fund staff to help Carers access urgent funds from the City Council. We estimate the value of grants awarded to Carers directly by Manchester City Council was approximately £5000. This was a very good example of partnership work between statutory and voluntary organisations.

Our thanks to Carers Trust and Manchester City Council for their generous grants, which were so well received by Carers to alleviate hardship in difficult conditions.

Young Adult Carers Service

We are particularly proud of continuing to achieve independent funding to continue to develop our flagship Young Adult Carers service, which is the only service supporting this unique cohort of Carers in the city. Lloyds Bank Foundation have loyally supported this service as the core funder for 5 years but we desperately needed to secure more finances to expand the service to reach more Young Adult Carers and to deepen the level of support we were able to offer on different issues. This year we were delighted to be awarded £14,039 from Children in Need to run a short project offering targeted support to benefit Young Carers aged 16-18 years through our Chrysalis Project targeted at North Manchester communities. This project was really successful at attracting new 16-18 year olds, and we are able to sustain our help to young Carers through the generosity of independent supporters who are impressed with our work and the contribution of young adult carers to caring for loved ones.

Our Young Adult Carers Service worked with 104 individual Young Adult Carers during this year which is a brilliant result. The service helps build the confidence of young people fulfil their potential for promising futures. It enables them to negotiate boundaries around their caring role and help them to exercise choice by bringing in sources of support for them and their families. Importantly it connects young people who are isolated to promote positive mental and physical wellbeing. We have helped to develop young adult carers as Ambassadors for their peer group. During this year some of the young people we have worked with have contributed to key strategic initiatives, helping to develop policy and resources for young people across our City and raising awareness of the issues they face as they continue their caring into adulthood.

We would like to thank all our independent funders who help us sustain the Young Adult Carers Service for 16-25 year olds with caring responsibilities. A key aim is to secure viable funding for the sustainability of this important service going forward.

Public benefit

We considered the Charity Commission's overall guidance and Trustees have had due regard to the Commission's guidance on public benefit. We are clear through all of our regular evaluations of all services that all our operations and activities clearly link to the objects of the charity; to relieve the stresses experienced by Carers and provide them with a range of services to support them. This in turn can have an impact positively, on the quality of life of elderly and disabled individuals that are cared for. Supporting Carers and disabled individuals in our society, who are some of the most marginalised and vulnerable groups, is of obvious general public benefit and builds a stronger and more equitable society.

The Trustees review the aims, objectives and activities of the charity each year. This report looks at what the charity has achieved and the outcome of its work in the reporting period. The trustees report the success of each key activity and the benefits the charity has brought to those groups of people that it is set up to help. The review also helps the trustees ensure the charity's aims, objectives and activities remained focused on its stated purposes.

MANCHESTER CARERS CENTRE
REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2021

The trustees have referred to the guidance contained in the Charity Commission's general guidance on public benefit when reviewing the charity's aims and objectives and in planning its future activities. In particular, the trustees consider how planned activities will contribute to the aims and objectives that have been set.

Beneficiaries of our services

Who Benefits?

We work with unpaid Carers:

"A Carer is someone of any age who supports, unpaid / unwaged, a relative, partner or friend who due to physical or mental illness, disability, frailty or addiction could not manage without that support."

Our beneficiaries are all unwaged carers in Manchester and the Manchester area. We have specific services for Young Adult Carers 16-25 and for Adult Carers over 18 and upwards. We signpost younger carers to partnership organisations with specific projects. We do not generally charge for our services, they are free to Carers and we enable Carers with financial issues to receive tailored advice and support to relieve financial hardship. We also provide services to former Carers who have been bereaved to help them to adjust to their new circumstances. We are part of Carers Manchester Network, a group of organisations in our City that share information and work together and collaborate on policy and service development so that all our beneficiaries benefit from the partnerships.

Manchester Carers Centre services are targeted at an approximate population of 65,000 unpaid / unwaged adult Carers and younger Carers in the city of Manchester (source: Carers Manchester). Our Services operate within the parliamentary constituency of Manchester but our constitution does enable us to work more broadly in Greater Manchester and the surrounding area.

Overall Performance

Given that we are a small charity with a small staff team equivalent to 6 full time staff, we have once again produced amazing results for Carers in a year like no other. This is down to the passion, dedication and commitment of the Trustees, management and staff team. We have the confidence of the Carers that we serve through a long and established record of performance in Manchester of achieving meaningful results for each individual Carer that we can. We faced the pandemic with determination to continue to serve, we faced insecurity of funding with self-belief and brought in new funding streams to maximize the help in Covid-19, we relieved Carers financial stresses, promoted health and wellbeing activities, changed our role, and developed new partnerships to strengthen our impact. We sincerely thank all our funders in this year for building our capacity and believing in our talents to impact on higher numbers of Carers. Your support is vital to our sustainability in a climate of so much insecurity for the voluntary sector. We are a grass roots organisation embedded in our community.

MANCHESTER CARERS CENTRE
REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2021

FINANCIAL REVIEW

Financial performance

Income

Our overall income for this financial year is £352,668. Last year it was £231,247. This is an increase of £121,421 due to our ability to attract the support of additional funding streams to build our service capacity infrastructure and service delivery. It was also down to the overall recognition that charities were operating on the frontline in this pandemic and were very flexible and agile and needed support quickly.

Our main funding comes from Manchester Local Care Organisation (MLCO) for the transition work, for the Carers North Partnership new grant and Our Manchester support for our citywide activity with adult Carers. Lloyds Bank Foundation remain a committed funder for our Young Adult Carers Service, we were able to attract additional independent funding for projects or increased staff support to build the capacity of the Young Adult Carers Service that is much needed for young people with caring responsibilities.

Carers Centre staff also raised income for 41 Carers and their families through individual grant applications, totaling £14,780, alleviating the financial stresses of Carers.

Overall Expenditure

Overall expenditure increased from £261,848 year-end March 2020 to £279,738 year-end March 2021. This was an increase of £17,890.

Net income/expenditure

The accounts show a surplus of £72,929. This is a very pleasing result and reflects our successful fundraising activity and prudent financial management. Some of the fundraised projects we received income for in this financial year will be delivered in 2021-2022 for practical reasons and to sustain the services for a longer period.

Investment policy and objectives

The Trustees regularly review the level of funds held and at the beginning of the pandemic and ensured funds were accessible to run the organisation effectively during lockdown.

Reserves policy

The Trustees review their Reserves Policy each year and we aim to hold up to 6 months running costs in unrestricted and accessible reserves and should hold additional funds to deal with contingencies, unexpected losses and liabilities. This equates to £140,000.

As at March 2021 the balance on general unrestricted funds was £134,845 that is within the target level in our Reserves Policy. The balance on restricted funds was £64,025.

Fundraising and sustainability

We continue to identify and apply for sources of additional funding to improve our diversity of income streams and for sustainability. This year we have received funding from 12 new and additional sources on top of our 3 main grants from Carers North Partnership Grant, Our Manchester and Lloyds Bank Foundation. This is a very pleasing result.

MANCHESTER CARERS CENTRE

REPORT OF THE TRUSTEES **FOR THE YEAR ENDED 31 MARCH 2021**

FUTURE PLANS FOR 2021/22

1. We aim to remain responsive to Carers needs by listening to Carers, doing what we can to respond in collaboration with others, in partnership and through our own efforts.
2. We will continue to be flexible to the changing needs of carers and innovate with solution-focused services.
3. We are committed to working with all Carers Manchester network members and partners to collaborate on the delivery of the new Carers Pathway service for Manchester to ensure it is a great success by producing tangible outcomes for Carers.
4. We work in partnership with Carers Trust and Network Partners across the UK to share best practice, ideas and modes for service delivery.
5. We will work towards obtaining the Trusted Charity Quality Mark (NCVO) to demonstrate our commitment to quality.
6. We will work to develop the profile of our Young Adult Carers services and achieve a more sustainable footing by attracting new funding streams.
7. We will invest in a new database, Charitylog and improve our monitoring, evaluation and report writing ability and capacity to demonstrate our knowledge of Carers and the impact of our services.
8. We will ensure, as lead for the Carers North Partnership, that we develop great working relationships with our colleagues in the North to benefit Carers in our vibrant North community.
9. We need to work hard at attracting longer term investment from funders to balance the short term investment of statutory funding streams
10. We need to build our capacity as a staff team as we are incredibly busy and very stretched and so are our partners. We are targeting our efforts to build the business capability of Carers North Partnership so we have more infrastructure support that will benefit and strengthen all.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing document

Manchester Carers Centre is a company limited by guarantee, company number 3530606, first registered on 19th March 1998. It was registered as a charity, number 1075020 on 8th April 1999.

Recruitment and appointment of new trustees

The board is comprised of a minimum of 4 and a maximum of 12 Trustees. The Trustee body, when complete, shall comprise twelve elected members. We currently have 6 members on the Board.

There is a recruitment process managed by the Board of Trustees. All applicants and potential Trustees are invited to fill out an application form and will be interviewed by the Chair and existing Board members to assess suitability and all checks advised by the Charity Commission.

Elections take place annually at the AGM to elect members as Trustees to the Board. The charity currently has 61 members.

Potential Trustees are asked to complete an application form and attend for interview and the selection process is based upon the business and governance skills and relevant experience they can bring to the organisation to enable Manchester Carers Centre to develop. Many of our current Trustees have direct experience of caring themselves, as well as a range of professional skills, but the organisation also seeks to identify any skills gaps and to recruit professionals and individuals with the relevant business skills and experience to strengthen the Board.

Organisational structure

The Board of Trustees is responsible for Governance and works alongside the Chief Executive Officer to set the strategic direction for the charity. The Trustees/Directors have important responsibilities and collectively work together as a team for the good of Manchester Carers Centre. The Chief Executive Officer is responsible for working alongside the Board as well as overseeing the overall management of the Centre and its activities, supported by a small, dedicated Staff team.

Induction and training of new trustees

There is a Trustee induction and Governance programme and opportunities for Trustees to receive coaching and support from experienced Trustees, as well as to attend relevant training courses, provided by a range of organisations including Carers Trust. Trustees are signposted to governance information on websites as well as resources at the Centre.

MANCHESTER CARERS CENTRE
REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2021

STRUCTURE, GOVERNANCE AND MANAGEMENT

Risk management

The Trustees have assessed the major risks to which the charitable company is exposed, in particular those related to the operations and finances of the charitable company, and are satisfied that systems and procedures are in place to mitigate our exposure to the major risks.

Risks are standing agenda item and are reviewed and addressed at Trustee Board Meetings

REFERENCE AND ADMINISTRATIVE DETAILS

Registered Company number

3530606 (England and Wales)

Registered Charity number

1075020

Registered office

Bridge 5 Mill
22a Beswick Street
Manchester
M4 7HR

Trustees

D Prior Treasurer
Ms C Stopforth Chair
A Hunter
C Thompson
Dr A Lazz-Onyenobi
Ms L Fowles (appointed 22.5.2020)

Independent Examiner

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ICAEW
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7-9 Station Road
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Bankers

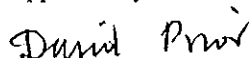
The Co-operative Bank plc
1 Balloon Street
Manchester
M2 5NS

KEY MANAGEMENT PERSONNEL

The Trustees delegate responsibility for the day-to-day management of the charity to the following senior employees:

Shirley Devine - Chief Executive/Company Secretary
Linda Roberts - Assistant To Chief Executive/Finance

Approved by order of the board of trustees on 1 December 2021 and signed on its behalf by:



D Prior - Trustee

INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF
MANCHESTER CARERS CENTRE

Independent examiner's report to the trustees of Manchester Carers Centre ('the Company')

I report to the charity trustees on my examination of the accounts of the Company for the year ended 31 March 2021.

Responsibilities and basis of report

As the charity's trustees of the Company (and also its directors for the purposes of company law) you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ('the 2006 Act').

Having satisfied myself that the accounts of the Company are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of your charity's accounts as carried out under section 145 of the Charities Act 2011 ('the 2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(5) (b) of the 2011 Act.

Independent examiner's statement

Since your charity's gross income exceeded £250,000 your examiner must be a member of a listed body. I can confirm that I am qualified to undertake the examination because I am a registered member of ICAEW which is one of the listed bodies.

I have completed my examination. I confirm that no matters have come to my attention in connection with the examination giving me cause to believe:

1. accounting records were not kept in respect of the Company as required by section 386 of the 2006 Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that the accounts give a true and fair view which is not a matter considered as part of an independent examination; or
4. the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities (applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)).

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.



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1 December 2021

MANCHESTER CARERS CENTRE

STATEMENT OF FINANCIAL ACTIVITIES
FOR THE YEAR ENDED 31 MARCH 2021

	Notes	Unrestricted funds £	Restricted fund £	2021 Total funds £	2020 Total funds £
INCOME AND ENDOWMENTS FROM					
Donations and legacies	2	6,490	189,310	195,800	66,866
Charitable activities					
Charitable activities	4	156,776	-	156,776	163,494
Investment income	3	<u>92</u>	<u>-</u>	<u>92</u>	<u>887</u>
Total		163,358	189,310	352,668	231,247
EXPENDITURE ON					
Charitable activities					
Charitable activities		<u>121,725</u>	<u>158,014</u>	<u>279,739</u>	<u>261,848</u>
NET INCOME/(EXPENDITURE)		41,633	31,296	72,929	(30,601)
RECONCILIATION OF FUNDS					
Total funds brought forward		<u>105,215</u>	<u>32,729</u>	<u>137,944</u>	<u>168,545</u>
TOTAL FUNDS CARRIED FORWARD		<u>146,848</u>	<u>64,025</u>	<u>210,873</u>	<u>137,944</u>

CONTINUING OPERATIONS

All income and expenditure has arisen from continuing activities.

The notes form part of these financial statements

MANCHESTER CARERS CENTRE

BALANCE SHEET
31 MARCH 2021

	Notes	Unrestricted funds £	Restricted fund £	2021 Total funds £	2020 Total funds £
FIXED ASSETS					
Tangible assets	10	10,652	-	10,652	4,732
CURRENT ASSETS					
Debtors	11	1,243	-	1,243	1,652
Investments	12	85,001	-	85,001	85,000
Cash at bank		<u>61,184</u>	<u>64,025</u>	<u>125,209</u>	<u>52,729</u>
		147,428	64,025	211,453	139,381
CREDITORS					
Amounts falling due within one year	13	<u>(11,232)</u>	-	<u>(11,232)</u>	<u>(6,169)</u>
NET CURRENT ASSETS		<u>136,196</u>	<u>64,025</u>	<u>200,221</u>	<u>133,212</u>
TOTAL ASSETS LESS CURRENT LIABILITIES		<u>146,848</u>	<u>64,025</u>	<u>210,873</u>	<u>137,944</u>
NET ASSETS		<u>146,848</u>	<u>64,025</u>	<u>210,873</u>	<u>137,944</u>
FUNDS	14				
Unrestricted funds:					
General fund				136,196	105,215
Designated fund - Staff Training & Capacity and additional staff hours				<u>10,652</u>	-
				<u>146,848</u>	<u>105,215</u>
Restricted funds				<u>64,025</u>	<u>32,729</u>
TOTAL FUNDS				<u>210,873</u>	<u>137,944</u>

The charitable company is entitled to exemption from audit under Section 477 of the Companies Act 2006 for the year ended 31 March 2021.

The members have not required the company to obtain an audit of its financial statements for the year ended 31 March 2021 in accordance with Section 476 of the Companies Act 2006.

The trustees acknowledge their responsibilities for

- (a) ensuring that the charitable company keeps accounting records that comply with Sections 386 and 387 of the Companies Act 2006 and
- (b) preparing financial statements which give a true and fair view of the state of affairs of the charitable company as at the end of each financial year and of its surplus or deficit for each financial year in accordance with the requirements of Sections 394 and 395 and which otherwise comply with the requirements of the Companies Act 2006 relating to financial statements, so far as applicable to the charitable company.


The notes form part of these financial statements

MANCHESTER CARERS CENTRE

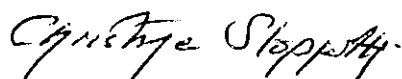
BALANCE SHEET - continued
31 MARCH 2021

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 1 December 2021 and were signed on its behalf by:



D Prior - Trustee



C Stopforth - Trustee

MANCHESTER CARERS CENTRE

NOTES TO THE FINANCIAL STATEMENTS **FOR THE YEAR ENDED 31 MARCH 2021**

1. ACCOUNTING POLICIES

Basis of preparing the financial statements

The financial statements of the charitable company, which is a public benefit entity under FRS 102, have been prepared in accordance with 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' and the Companies Act 2006. The financial statements have been prepared under the historical cost convention.

Income

All income is recognised in the Statement of Financial Activities once the charity has entitlement to the funds, it is probable that the income will be received and the amount can be measured reliably.

Expenditure

Liabilities are recognised as expenditure as soon as there is a legal or constructive obligation committing the charity to that expenditure, 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 accounted for on an accruals basis and has been classified under headings that aggregate all cost related to the category. Where costs cannot be directly attributed to particular headings they have been allocated to activities on a basis consistent with the use of resources.

Grants offered subject to conditions which have not been met at the year end date are noted as a commitment but not accrued as expenditure.

Support costs

All activity relates to one charitable cost heading and any costs relating to fundraising are immaterial. Support costs consist of governance as shown in the notes to the accounts and are allocated to the direct charitable costs heading.

Tangible fixed assets

Individual fixed assets costing £500 or more are capitalised at cost and are depreciated over their useful economic lives on a straight line basis as follows:

25% on Equipment

20% on Leasehold improvements

Taxation

The charity is exempt from corporation tax on its charitable activities.

Fund accounting

Unrestricted funds can be used in accordance with the charitable objectives at the discretion of the trustees.

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.

Further explanation of the nature and purpose of each fund is included in the notes to the financial statements.

Pension costs and other post-retirement benefits

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.

MANCHESTER CARERS CENTRE

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2021

2. DONATIONS AND LEGACIES

	2021	2020
	£	£
Donations	942	1,395
Grants	194,684	64,819
Miscellaneous income	<u>174</u>	<u>652</u>
	<u>195,800</u>	<u>66,866</u>

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

	2021	2020
	£	£
Individual Carer's Grant	14,780	16,539
Lloyds Bank Foundation - Young Adult Carers	33,128	21,530
MCC - Our Manchester Funding	65,000	-
St James Trust	7,500	-
Eric Wright Trust	-	10,000
Carers Trust	-	6,750
Awards For All	-	10,000
North West Young People's Development Trust	15,000	-
National Lottery	15,000	-
Children in Need - Chrysalis Project	14,039	-
Forever Manchester	5,000	-
Connecting Carers	11,987	-
Carers Trust - CAN Project	8,250	-
Carers Trust - Creative Writing	<u>5,000</u>	<u>-</u>
	<u>194,684</u>	<u>64,819</u>

3. INVESTMENT INCOME

	2021	2020
	£	£
Deposit account interest	<u>92</u>	<u>887</u>

4. INCOME FROM CHARITABLE ACTIVITIES

	2021	2020
	£	£
Grants	<u>156,776</u>	<u>163,494</u>

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

	2021	2020
	£	£
MCC - Our Manchester Funding	80,446	80,446
MCC - Carers North Partnership Grant	<u>76,330</u>	<u>83,048</u>
	<u>156,776</u>	<u>163,494</u>

MANCHESTER CARERS CENTRE

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2021

5. GRANTS PAYABLE

Grants paid to individuals amount to £14,280 (2020: £15,809).

6. SUPPORT COSTS

	Governance costs
	£
Charitable activities	<u>4,272</u>

7. NET INCOME/(EXPENDITURE)

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

	2021	2020
	£	£
Depreciation - owned assets	<u>3,109</u>	<u>2,096</u>

8. TRUSTEES' REMUNERATION AND BENEFITS

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

Trustees' expenses

No (2020: one) members of the management committee received travel and subsistence expenses during the year (2020: £149).

9. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES

	Unrestricted funds £	Restricted fund £	Total funds £
INCOME AND ENDOWMENTS FROM			
Donations and legacies	12,047	54,819	66,866
Charitable activities			
Charitable activities	163,494	-	163,494
Investment income	<u>887</u>	<u>-</u>	<u>887</u>
Total	176,428	54,819	231,247
EXPENDITURE ON			
Charitable activities			
Charitable activities	212,004	49,844	261,848
NET INCOME/(EXPENDITURE)	(35,576)	4,975	(30,601)
Transfers between funds	<u>6,993</u>	<u>(6,993)</u>	<u>-</u>
Net movement in funds	(28,583)	(2,018)	(30,601)
RECONCILIATION OF FUNDS			
Total funds brought forward	133,798	34,747	168,545

MANCHESTER CARERS CENTRE

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2021

9. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES - continued			
	Unrestricted funds £	Restricted fund £	Total funds £
	<hr/>	<hr/>	<hr/>
TOTAL FUNDS CARRIED FORWARD	<u>105,215</u>	<u>32,729</u>	<u>137,944</u>
10. TANGIBLE FIXED ASSETS			
	Improvements to property £	Fixtures and fittings £	Totals £
COST			
At 1 April 2020	38,122	43,449	81,571
Additions	<u>-</u>	<u>9,029</u>	<u>9,029</u>
At 31 March 2021	<u>38,122</u>	<u>52,478</u>	<u>90,600</u>
 DEPRECIATION			
At 1 April 2020	38,122	38,717	76,839
Charge for year	<u>-</u>	<u>3,109</u>	<u>3,109</u>
At 31 March 2021	<u>38,122</u>	<u>41,826</u>	<u>79,948</u>
 NET BOOK VALUE			
At 31 March 2021	<u>-</u>	<u>10,652</u>	<u>10,652</u>
At 31 March 2020	<u>-</u>	<u>4,732</u>	<u>4,732</u>
11. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR			
	2021	2020	
	£	£	
Trade debtors	210	210	
Prepayments	<u>1,033</u>	<u>1,442</u>	
	<u>1,243</u>	<u>1,652</u>	
12. CURRENT ASSET INVESTMENTS			
	2021	2020	
	£	£	
Bank deposits	<u>85,001</u>	<u>85,000</u>	

MANCHESTER CARERS CENTRE

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2021

13. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2021 £	2020 £
Trade creditors	6	6
Other creditors	-	306
Accrued expenses	<u>11,226</u>	<u>5,857</u>
	<u>11,232</u>	<u>6,169</u>

14. MOVEMENT IN FUNDS

	At 1.4.20 £	Net movement in funds £	Transfers between funds £	At 31.3.21 £
Unrestricted funds				
General fund	105,215	44,742	(13,761)	136,196
Designated fund - Staff Training & Capacity and additional staff hours	<u>-</u>	<u>(3,109)</u>	<u>13,761</u>	<u>10,652</u>
	105,215	41,633	-	146,848
Restricted funds				
Restricted Fund	<u>32,729</u>	<u>31,296</u>	<u>-</u>	<u>64,025</u>
TOTAL FUNDS	<u>137,944</u>	<u>72,929</u>	<u>-</u>	<u>210,873</u>

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

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	163,358	(118,616)	44,742
Designated fund - Staff Training & Capacity and additional staff hours	<u>-</u>	<u>(3,109)</u>	<u>(3,109)</u>
	163,358	(121,725)	41,633
Restricted funds			
Restricted Fund	<u>189,310</u>	<u>(158,014)</u>	<u>31,296</u>
TOTAL FUNDS	<u>352,668</u>	<u>(279,739)</u>	<u>72,929</u>

MANCHESTER CARERS CENTRE

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2021

14. 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	113,798	(35,576)	26,993	105,215
Designated fund - Staff Training & Capacity and additional staff hours	<u>20,000</u>	<u>-</u>	<u>(20,000)</u>	<u>-</u>
	133,798	(35,576)	6,993	105,215
Restricted funds				
Restricted Fund	<u>34,747</u>	<u>4,975</u>	<u>(6,993)</u>	<u>32,729</u>
TOTAL FUNDS	<u>168,545</u>	<u>(30,601)</u>	<u>-</u>	<u>137,944</u>

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

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	176,428	(212,004)	(35,576)
Restricted funds			
Restricted Fund	<u>54,819</u>	<u>(49,844)</u>	<u>4,975</u>
TOTAL FUNDS	<u>231,247</u>	<u>(261,848)</u>	<u>(30,601)</u>

A current year 12 months and prior year 12 months combined position is as follows:

	At 1.4.19 £	Net movement in funds £	Transfers between funds £	At 31.3.21 £
Unrestricted funds				
General fund	113,798	9,166	13,232	136,196
Designated fund - Staff Training & Capacity and additional staff hours	<u>20,000</u>	<u>(3,109)</u>	<u>(6,239)</u>	<u>10,652</u>
	133,798	6,057	6,993	146,848
Restricted funds				
Restricted Fund	<u>34,747</u>	<u>36,271</u>	<u>(6,993)</u>	<u>64,025</u>
TOTAL FUNDS	<u>168,545</u>	<u>42,328</u>	<u>-</u>	<u>210,873</u>

MANCHESTER CARERS CENTRE

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2021

14. MOVEMENT IN FUNDS - continued

A current year 12 months and prior year 12 months combined net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	339,786	(330,620)	9,166
Designated fund - Staff Training & Capacity and additional staff hours	<u>-</u>	<u>(3,109)</u>	<u>(3,109)</u>
	339,786	(333,729)	6,057
Restricted funds			
Restricted Fund	<u>244,129</u>	<u>(207,858)</u>	<u>36,271</u>
TOTAL FUNDS	<u>583,915</u>	<u>(541,587)</u>	<u>42,328</u>

The restricted fund balance at 31 March 2021 of £64,026 is made up of £900 re Awards For All (Carers Companion); £32,295 re the Lloyds Bank Foundation; £1,774 re the Individual Carers Fund; £7,500 St James Place; £6,557 re North Partnership and £15,000 re: North West Young People's Development.

The transfer between the designated and the restricted funds of £7,996 relates to amounts spent on fixed assets and transfers re staff costs, overheads, etc.

15. RELATED PARTY DISCLOSURES

Neither the management committee nor any persons connected with them received any remuneration or reimbursed expenses during the year.

There are no donations from related parties which are outside the normal course of business and no restricted donations from related parties.

No trustee or other person related to the charity had any personal interest in any contract or transaction entered into by the charity, including any guarantees, during the year.