

Company Registration Number
Charity Registration Number

03965369
1082166

BOLTON CARERS SUPPORT

Trustees' Report and Financial Statements
For the year ended 31 March 2024



BOLTON CARERS SUPPORT

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A carer is someone who supports a family member, a relative or a friend who cannot manage on his or her own because of illness, disability, addiction or old age.

There are 5.7 million carers in the UK. This means that around 9% of people are providing unpaid care.

According to the 2021 Census, there are 25,980 carers in Bolton. Of these, 8,601 carers provide 50 hours or more care each week.

Unpaid carers in England and Wales contribute a staggering £445 million to the economy every day – that's £162 billion per year (Petrillo and Bennett, 2023). The value of unpaid care is equivalent to a second NHS in England and Wales, which in 2020/21 received an estimated £164 billion in funding (Petrillo and Bennett, 2023).

Bolton Carers Support identifies hidden carers and provides information on local services, as well as offering a listening ear and emotional support, opportunities for a short break, courses on a range of topics, and benefits advice to help carers maximise their income.

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Directors' Report for the purposes of section 417 of the Companies Act 2006 and Trustees' Report for the purposes of part 8 of the Charities Act 2011.

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 2024. The Trustees have adopted the provisions of the Statement of Recommended Practice (SORP) "Accounting and Reporting by Charities" (FRS 102) in preparing the annual report and financial statements of the charity.

1 REFERENCE AND ADMINISTRATIVE DETAILS

Charity Name:	Bolton Carers Support	
Charity Registration:	1082166	
Company Registration:	03965369	
Registered Office:	Thicketford Centre Thicketford Road Tonge Moor Bolton Greater Manchester BL2 2LW	
Trustees:	David Ruane Sue Foster Simon Thompson Enid Brooks Harendra Purshotam Mistry Frances Ayleen Benischke Caroline Hilton Tracy Lee Ian Bury Yvonne Seal Melanie Bainbridge Patricia Goodwin	Chair Vice Chair Honorary Treasurer resigned 5 February 2024 resigned 16 August 2023 appointed 25 June 2024 appointed 17 October 2023 appointed 17 October 2023; resigned 8 September 2024
Company Secretary:	Georgette Kay	
Bankers:	Santander UK PLC Bridle Road Merseyside L30 4GB	
Independent Examiner:	Mr Michael Garrett FCA Xeinaadin North West Limited 100 Barbirolli Square Manchester M2 3BD	

We would like to express our thanks to trustees Ian Bury, Trish Goodwin and Enid Brooks, who stepped down from their committee roles during this reporting period.

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2 MESSAGE FROM THE CHAIR

I am writing this report as I come to the end of my third year as Chairman of the board of trustees at BCS and those three years have absolutely whizzed by and seem more like three months instead of three years. It has certainly been an eventful, challenging and rewarding period. When I first took on the role I had a vision of a slightly different and more strategic direction for BCS that I felt was going to be necessary if we wanted to continue for another thirty years of growing and developing our range of care and support for the unpaid carers of the borough. I am pleased and proud that whilst we still face a lot of hard work and some challenging decisions ahead, the profile of BCS and what we do is rising not only with unpaid carers but with the statutory sector, healthcare professionals and other voluntary sector organisations. This is due to our commitment and recognition that to succeed and survive in these difficult times we need to work collaboratively and openly with our partners and stakeholders and over the past twelve months we are able to demonstrate and quantify that commitment through some of the following work.

The Unlocking Wellbeing project, funded by the National Lottery, that BCS is the lead organisation on and is partnered by Bolton Wanderers in the Community, The Octagon Theatre, Bolton Solidarity Community Association and Bolton CVS has settled into a productive period of identifying and supporting unpaid carers and will continue to be a major piece of work for the team at BCS.

Carers Assessment Co Design group. As I have mentioned numerous times previously, BCS were the main protagonists in highlighting with social services that the current format of the unpaid carers assessment was not fit for purpose and needed to be reviewed and overhauled. So we were invited onto the co design team where we brought along a small team of carers, staff and social practitioners to share their knowledge, experiences and frustrations of the current offering. I am absolutely delighted to say that the process has been a massive success, whilst still not quite at the finish line just yet we are at the trialing and training stage and I am sure that unpaid carers will see a huge improvement in the quality, delivery and outcome of the carers assessment process.

Bolton Carers Integrated Partnership Group, this consists of a group of senior council officials, social workers, healthcare practitioners and VCSE organisations that is responsible for the strategic planning and delivery of services for all age carer groups in the borough, as this is a statutory requirement under the Care Act there is a weight of responsibility to being a part of this group and once again I am extremely pleased and proud that BCS were asked to lead the group and take on the Chairperson role. As I am Chair of BCS that responsibility will fall on me, and BCS will be front and centre of this planning and delivery process in the future.

Whilst we are obviously pleased and excited to be involved and lead in all of this work we cannot hide from the fact that next year we face a couple of major funding streams coming to an end that could potentially jeopardise or even end our participation in these projects if appropriate levels of funding cannot be identified. Even with this uncertainty hanging over the organisation I can give my sincere promise that everyone at BCS, staff and volunteers alike will continue to deliver the best possible services for those who need it most and for that I would like to end, as always, with a massive Thank You to all the staff and volunteers who continually exceed expectations in all they do to make that promise possible.

Take Care,



DAVID RUANE

Chair of Bolton Carers Support

Date

20/11/24

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3 STRUCTURE, GOVERNANCE AND MANAGEMENT

Registered charity and company limited and guarantee

Bolton Carers Support is a company limited by guarantee without share capital and was registered under the Companies Act 1985 on 5 April 2000 with the registration number 03965369. Bolton Carers Support is also a registered charity, number 1082166, and was registered with the Charity Commission on 25 August 2000.

Membership

Bolton Carers Support is a membership organisation. Full membership is available to carers, former carers and representatives of local groups who have registered with the charity. Associate membership is also available to carers' workers and local, regional and national voluntary and statutory organisations with an interest in carers' issues.

Carers are involved throughout the organisation as trustees and as volunteers. The knowledge and skills carers contribute ensures Bolton Carers Support is carer-led and delivers services carers need.

Governing body

Our governing body, the Board of Trustees (the 'Management Committee'), is responsible for the overall governance, policy and work of the charity, as outlined in our Memorandum and Articles of Association dated 5 April 2000. The Management Committee can have between 3 and 16 members and there is a requirement in the Memorandum and Articles of Association that "the company shall seek to ensure that at all times the majority of Management Committee members are carers".

The trustees are volunteers and do not receive any remuneration for their services but may claim reasonable expenses (such as travel costs) incurred through attending meetings and training sessions or through other duties.

The Management Committee usually meets formally every two months and is responsible for directing the affairs of the charity and ensuring that it is solvent, well run and delivers charitable outcomes for the benefit of carers.

Trustees' appointment, induction and training

Trustees bring a wealth of skills and insight based on their years of caring, and are passionate about improving services and support for carers in Bolton. The charity ensures that anyone interested in standing as a trustee is fully informed of what the role involves. Potential candidates meet with the Chair and Chief Officer before joining the Committee.

Following their appointment, new trustees are given a detailed 'Essential Guide for Trustees' and attend an induction session at the charity's offices. All trustees receive regular correspondence from the charity and are invited to training sessions (on topics such as: role responsibilities and expectations, equal opportunities, safeguarding, finances), planning for the future workshops, and charity events to help keep them up-to-date and engaged in its work.

Organisational structure and decision making

A Human Resources and a Finance Sub-Committee meets regularly to deal with matters relating to policies and procedures, personnel, premises and finance. The Sub-committees are attended by the honorary officers (the Chair, Vice Chair, Honorary Treasurer) and trustees with a particular interest in the remit of the Sub-committees. Minutes of meetings go to the Management Committee for approval.

Management

The Management Committee delegates operational planning and day-to-day management, including financial authority and staff management, to the Chief Officer. The performance of the Chief Officer is overseen by the Management Committee through reports and briefings presented by the Chief Officer, and through regular meetings with the Chair of the Management Committee.

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3 STRUCTURE, GOVERNANCE AND MANAGEMENT (continued)

The staff team

Chief Officer and Company Secretary	Georgette Kay
Operations Manager	Alison Counce
Activities Co-ordinator	Peter Harmer
Welfare Benefits Adviser	Christine Horrobin
Carers Volunteer Coordinator	Lynn Meadowcroft - appointed 10 October 2023
Carers Information and Advice Service Officer	Bev Strang
Carers Information and Advice Service Assistant	Angela Pagett
Carers Information and Advice Service Assistant	Khadija Patel
Carers Information and Advice Service Assistant	Sharon Fairbrother - ended 27 June 2024
Outreach Worker and Key Worker	Zoe Hill
BAMER Outreach Worker and Key Worker	Nireexa Solanki - BAMER Outreach Worker role ended 7 May 2024
Telephone Befriending Co-ordinator	Laurent Fernandez-Moreno
* Finance Support supplied by TACCOUNTS (NW) LTD - ended 30 November 2023	

Public benefit

The trustees have complied with the duty in Section 4 of the Charities Act 2006 to have due regard to the public benefit guidance published by the Charity Commission and this is detailed in the Objectives and Activities section of the Trustees Annual Report.

4 OBJECTIVES AND ACTIVITIES

Constitution policies and objectives

Bolton Carers Support provides information, emotional support, training and short breaks to carers over the age of 18 who live in Bolton or who care for someone living in Bolton. A carer is someone who supports a family member, relative or friend who cannot manage on his or her own because of illness, disability, addiction or old age. They do not have to live with the person nor be the only one who does the caring.

The Memorandum and Articles of Association states that Bolton Carers Support's objects are:

"To pursue any charitable purpose for the benefit of carers, in particular but not exclusively, to educate the public about the issues affecting carers and the stresses experienced by them, to provide information, support and services to carers living in or caring for someone in the Metropolitan Borough of Bolton".

Bolton Carers Support has a 30-year track record of delivering high quality information and support to carers (having been in existence since 1994). Currently, 5,284 carers are being supported (as at 31 March 2024).

Our Vision

Bolton Carers Support wants all carers to feel valued and to receive the information, care and support they deserve.

BOLTON CARERS SUPPORT

Trustees' Report
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4 OBJECTIVES AND ACTIVITIES (continued)

Our 7 Aims

- 1 Carers will be informed, empowered and confident
- 2 Carers will have improved health and well-being
- 3 Carers will experience reduced social isolation
- 4 Carers will be trained and supported to care
- 5 Carers will be financially better off
- 6 Carers will have regular time off from caring
- 7 Bolton Carers Support is a strong and effective carers organisation

Summary of our main activities

Carers Helpline	Carers can ring the helpline for information or emotional support, as well as for signposting information about aids and equipment, benefits, support groups, help at home, respite care, health services and other topics. The helpline is open 24 hours a day, 7 days a week, including bank holidays.
Carers Information and Advice Appointments	Information and advice appointments are held at the office so carers can talk face-to-face to a member of staff and discuss their caring situation in detail.
Telephone Befriending	A service that offers carers more regular and personalised support. It allows a carer a regular check-in call to support their wellbeing and carer support for their specific needs.
Carers Contact Newsletter	A free quarterly newsletter is sent to all carers registered with Bolton Carers Support, packed full of useful information on local services, forthcoming events and activities and carers' life stories.
Benefits Advice	Carers are helped to claim any benefits they may be entitled to, with one-to-one appointments offered over the telephone and in person.
Short Breaks	A wide variety of group breaks (of a few hours duration - meals out, day trips, visits to places of interest) are arranged for carers to have some respite from their daily responsibilities.
Training	Carers' workshops, short courses and learning days are held with topics covering health, exercise, arts and crafts, IT, relaxation and mental well-being.
Support Groups	Carers support groups are held at different locations around the borough, offering opportunities for friendship and mutual support.
Awareness-raising	Our outreach work raises awareness about carers, identifies 'hidden carers', and promotes Bolton Carers Support's services.
Work with health and social care professionals	Bolton Carers Support works with partners on joint initiatives to help identify, support and refer carers. Carers' issues are highlighted within a range of local plans and strategies.

Please see our website www.boltoncarers.org.uk for more information
X @boltoncarers
Facebook @boltoncarers

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5 ACHIEVEMENTS AND PERFORMANCE

Identifying carers

Carers come from all walks of life, all cultures and can be any age. Many feel they are doing what anyone else would in the same situation; looking after their partner, parent or child. They may not realise help is available. We identify hidden carers as this is the first step to getting support.

As part of our commitment to raise awareness about our work, we link into many local networks and meetings to ensure we keep up to date with local developments as well as sharing information about our service to encourage referrals from other groups and organisations.

During the year we identified 551 new carers through talks and presentations, information displays at events, social media, and referrals from partner organisations. The total number of carers registered with Bolton Carers Support and receiving regular information at 31 March 2024 is 5,284.

Support and advice

Information, support and advice form the cornerstone of Bolton Carers Support. Carers who contact the helpline receive information and advice, and can often be referred or signposted onto other organisations for additional support.

Our Carers Information and Advice Service, covers our helpline, website, information and advice appointments, and newsletter. Our partnership with Careline provided by Bolton at Home, enables the helpline to be open 24 hours a day, 7 days a week and on bank holidays. This ensures that carers can access support and advice at a time when they most need it.

The nature of the calls/queries/concerns have been varied, but the complexity continues to increase. Calls to the helpline can be varied in length. We also communicate by email and text messages.

* 6143 enquiries from carers were handled in the year, as well as a significant number of enquiries from professionals/partners.

* The Carers Contact newsletter was mailed/emailed out four times during this year, with an average of 4,763 issues sent out each time.

Outreach Work to identify hidden carers in the community included:

Zoom Groups:

- Carers Quiz Zoom Group - 21 sessions
- Creative Wellbeing Zoom Group - 22 sessions

Carer drop in activities:

- Tonge Moor Carers Zoom Group and in person meetings - 25 sessions (now back to meeting in the UCAN full time)
- Westhoughton Carers Hub Meetings - 7 sessions
- Little Lever Christ Church Group - 14 sessions
- Little Lever Precious Gems Group - 9 sessions
- Kearsley Carers Hub - 9 sessions
- The Bridge Hub, Bradshaw Road - 8 sessions
- The Bridge Church, Horwich - 4 sessions
- Walking Group - 15 sessions

Presentations to Professionals/Community Groups:

- Carers Rights Day & AGM
- Pulmonary Fibrosis Support Group
- Sevaldal Hindu Group
- BHAH Hindu Group - 3 sessions
- Senior Solutions - 4 sessions
- Carers Christmas lunch
- Post Diagnostic Support Group (Memory Assessment Team) - 4 sessions

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5 ACHIEVEMENTS AND PERFORMANCE (continued)

Regular Groups Attended:

- Precious Memories - 9
- Post Diagnostic Support Group - 6
- Senior Solutions - 2
- Kings Church Wellbeing Event - 3
- Carers Roadshow with Home Instead - 1
- Community Connect - 2
- Octagon Carers Morning - 5

Presentations & Events:

- Voice Project – 2
- Home Instead - 4
- Lever Chambers Networking
- Warburtons
- Bolton University Event
- Smithills Wellbeing Session
- Tonge Cricket Club Over 50's
- Aphasic Group
- Withins UCAN Locality Launch
- Bolton Hospice Carers Group
- Sapphire Partnership
- Carer Champion Meeting
- MacMillian Event
- MacMillian Coffee Morning
- Withins UCAN Wellbeing Morning
- U3A
- Cancer Awareness Meeting
- Bolton College Staff Wellness
- St Chads U3A
- Veterans Group
- Village Voices
- Age UK L/Lever
- BCS Carer Xmas Meal
- Westhoughton Carers Hub Xmas Meal
- Tonge Carers Hub Xmas Meal
- BCS AGM

Unlocking Wellbeing in Bolton

Unlocking Wellbeing is a 3-year project which started 1st January 2023.

The project includes a Key Worker role hosted by Bolton Carers Support, initially working in Breightmet. The purpose of the role is to identify and support carers, connect them to the health and care system and understand their issues/themes and feed their learning into a Steering Group to effect change. A key focus of this element is working to understand the local community, ensuring that we get the basics right and ensuring that when a carer presents to a service 'no door is the wrong door' and they would receive the support they need. Key Workers support individual carers and link into wider initiatives in neighbourhoods including Community Champions and Social Prescribers to make best use of existing networks.

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5 ACHIEVEMENTS AND PERFORMANCE (continued)

Events taken place so far:

Kings Church events – 2 sessions
BRIGHTMET Library – 2 sessions
Red Lane Primary School
Dunstan GP Surgery
BRIGHTMET Library
Withins UCAN Centre

Faith and Cultural Calendar Project

This project involved planning and delivering thirteen diverse cultural events in twelve months. Some carers who had not engaged with our services, came together to join events such as a faith tour and Chinese New Year. Cultural awareness and competency training was also delivered to all staff members.

We have shared information about different cultures accompanying stories. We held an Eid celebration where people from Pakistan, Indian and Somali communities attended. They shared their own experiences on how they celebrate Eid. A number of carers made new friendships with other carers throughout this project. We had one carer who would like to attend the Temple again this year specially for the dance festival which she has learned in a Navratri dance workshop. Also, she has made a friend from the Temple so she could visit again for other festivals too.

We worked with other partners and organisations to deliver some of the events, such as Bolton Library, Octagon Theatre, Bolton Hindu Forum, Somali community, Asian Elders association, Bolton Wanderers in Community, Interfaith organisation, Emmanuel Church, Shree Swaminarayan Mandir, Krishna Temple, Bolton Mosque, Bolton Hindu Forum, Bolton police, and King's Church.

International Yoga Day – 14 people

'I really enjoyed it, it is really calmed me and cheered me up especially being outside it made all the difference'

'Thank you so much. Enjoyed the relaxation under the shade of a beautiful tree. X'

'I have had a very stressful day yesterday; carer role tested my passions. I booked half day leave to attend for self care. It has been wonderful, beautiful surroundings, lovely groups, light yoga followed by excellent meditation. Birds singing, it was fabulous. Thank you 😊x'

Eid celebration – 27 people

'Fantastic event so inclusive interesting and friendly. A real mood lifting. Thank you.'

'I liked it so much I am glad I came. I liked everything, it was so good. Thank you so much '

'Good to know about different cultures and religions'

'Very relaxing and interactive day'

Raksha Bandhan Celebration – 35 people

'Enjoyed it was good enjoyed the bracelet ceremonies & saree wearing. Food was delicious'.

'A wonderful event with lots of interesting activities. Thank you for sharing your cultural and celebration with us today. X'

'Brilliant day, learned about new cultures. Thanks you'

Faith Tour Celebration - 7 people

'Enjoyed the visit to all the places. Found the people in each places very informative. The Hindu temple was beautiful. Definitely worth the effort of organising to allow me to leave my husband for whom I care to be looked after'

'It was a really good morning. I learned a lot at all three venues and it gave me a chance to talk about potential school visits. I have made a document with the contact details of all three places of worship which should make it easier another time. All the best with in your work with Bolton carers. I can see the benefit of what you do'.

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5 ACHIEVEMENTS AND PERFORMANCE (continued)

Harvest celebration – 20 people

'I have enjoyed the session. Was great to get in touch with my creative side again 😊'

'Very enjoyable adventure took me to my childhood days. Thank you for the day.'

'My first visit. Lovely people and great craft and fun. I will definitely come again is possible.'

'Enjoyed very much. Nice people and good company. Very pleasant and good craft activities. I hope to come again.'

Navratri Workshop – 18 people

'Although I wasn't able to stay long due to work. It is wonderful to see folks together enjoying & learning & meeting friends. Would like you to do more events like this for carers. Thank you 😊'

'Thank you very much! I enjoyed it a lot. I needed that. Lots of fun and lovely people. Thanks. x'

'Wonderful experience – need more practice- everyone very friendly and helpful. Thanks you x'

'It was good atmosphere, really enjoyed dance and cultural thanks'.

Navratri celebration – 3 people

'Hi thanks for a lovely experience again. So much colour and celebration and so interesting'

'I thoroughly enjoyed taking part in the Navratri event. Everyone was welcoming and friendly. I enjoyed learning more about Hinduism. It was also a great opportunity to apply what I had learnt in the dance workshop. The dancing was great fun! Thank you very much for the opportunity'.

Diwali celebration – 10 people

'I really enjoyed the Event . I met with one of my caseload Carers to discuss progress and was able to offer a Carer some

'I thought the open day was very interesting and very informative. It was great to find out more about Diwali and it was lovely to see the inside of the temple. There was so much food in the temple! I enjoyed the sweets.'

'It was different experience on the day'

Kite celebration – 25 people

'What an amazing morning after such a festive time caring for dad. Well worth booking ½ day leave from work for some much needed 'ME' time. Venue, cake, drinks, company, artist, information sharing was wonderful. THANK U so much' 😊

'Excellent morning well organised. Enjoyed making the kite. Lovely talking to other "carers" Thank you' ❤️

'Thoroughly enjoyed learning how to make a kite' 😊

'What a wonderful morning – sun shine outside and in as people made kites of so many different designs and colours. Cake and coffee pause then time to sew on the tail...thinking about the tales we can tell all others who have missed out on such a marvellous experience. Many thanks'

Chinese New Year – 11 people

'Meeting new people. Never been to Chinese New Year, very enjoyable. First big crowd since covid! Really enjoyed it. Thank you for the snacks & especially the gift'.

'Insight into Chinese culture rewarding time out. Well organised event. Very friendly organizer.'

'Feel confident coming out on my own with support from staff & others carers. Enjoyed the day & made new friends.'

'I have learnt the Chinese culture. I have never been to the Chinese New Year before – most enjoyable'.

'Just wanted to say thank you for organising the trip yesterday. I really enjoyed it! I appreciate it must have been stressful for you , but your lovely nature shone through. Thank you again.'

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5 ACHIEVEMENTS AND PERFORMANCE (continued)

Holi celebration – 25 people

'Thank you for invite this Holi festival, really enjoyed, different people to meet and share views. Thanks.'

'Met new people found out about other events. Great event, forgot the 'real world' for a while.'

'Thank U for a fabulous cultural season. Very therapeutic & opportunity to meet & make friends. Release, creativity 😊'

'Thank you, great opportunity, to meet people loved painting & block painting. Time to lose myself & have a fun x'

Easter celebration – 54 people

'Meeting other carers and sharing stories, knowing each of us are going through same of the some issues and knowing were not on our own. The relaxation and reiki was beneficial as it grounded me and helped me to relax and breath sometimes not realising I was not breathing! Ha ha .. these sessions continue as it is certainly helped me through the stress that is ongoing at the moment caring for a family member. Thank you.'

'This is something I have looked forward to as it is only time I can just relax and not worry about my husband. I really enjoyed it. Thank you everyone. My blood pressure must go down when I come here. Feel so much better.'

'Huge difference provided me for much needed TIME OUT for me. Helps my emotions wellbeing. Having time for art & crafts find it very therapeutic. Hand massage & relaxation aids to my selfcare which honestly goes of my the window while caring for Dad. Thank U so much for a wonderful morning. Made me feel so much better.'

Cultural awareness and competency comments:

'Engaging and eye opening'

'Brilliant session, thank you Nireexa. Useful, informative and FUN!'

'Thank U for a fabulous cultural season. Very therapeutic & opportunity to meet & make friends. Release, creativity 😊'

'Enjoyed every minute. Very well presented. Very interesting. Learned a lot. Thank you.'

Telephone Befriending Service

The telephone befriending is now fully established. There have been over 250 referrals in the two years since the service started. There continues to be a steady flow of referrals, usually around 4 a month. The majority of these come from within Bolton Carers Support. Carers are identified by the helpline staff as requiring more frequent contact.

Befriending relationships have been started this year with 50 carers and, as of today, there are 80 active relationships. Each relationship varies both in length of call and depth of conversation. Most carers receive a fortnightly call which, on average, lasts for about 30 minutes but there are 5 minute check-ins and calls that last over an hour.

There is no time limit to the length of relationship, that depends on the individual. Some are quite brief, usually if referred by a third party, whilst others are open ended. The first carer contact continues to have regular contact.

Carers referred into the befriending service tend to be identified as having more on-going complex needs - mental health, bereavement and loss, lack of family support, loneliness self-identified, change to relationship. They have a need for friendship/communication/contact – people have felt lonely. They are communicated with as the person that they are. There is no emotional attachment so they can just be themselves – sharing their present, past and future. Carers are being supported with use of compassion-based therapy techniques and goal setting.

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5 ACHIEVEMENTS AND PERFORMANCE (continued)

Volunteer Coordinator Report

The Volunteer Coordinator joined Bolton Carers Support in October 2023, in response to the identified need for dedicated recruitment and support of volunteers. Over the past five months, significant progress has been made in establishing robust foundations for volunteer recruitment and support. Key achievements include the development and implementation of a comprehensive volunteer induction programme.

During this period, we have successfully recruited 12 new volunteers, increasing our total volunteer team to 34, including the 22 existing volunteers. Our new recruits bring a diverse range of skills and experiences, and they have proposed several new activities to support unpaid carers, which we look forward to implementing in the near future.

The Volunteer Coordinator has also forged valuable connections with Bolton CVS and has participated in several important meetings and training sessions. These include training on Safeguarding in the VCSE Sector and an Introduction to Equality, Equity, Diversity & Inclusion, which are essential for ensuring our volunteer practices are inclusive and safe.

In December, we organised a Christmas 'Thank You Celebration' for our volunteers, featuring a buffet lunch and a Christmas quiz. This event was a token of our gratitude for the unwavering dedication and commitment our volunteers have shown throughout the year.

A heartfelt thank you to our entire team of volunteers for their invaluable contributions, including their assistance with our quarterly newsletter and various events. Your time and effort are greatly appreciated, and we truly value your ongoing support.

Benefits Advice Service

Our Benefit Advice Service, funded by both the National Lottery Community Fund and The Bolton Fund, continued to offer carers practical help and advice to claim benefits. Within this reporting year we have had a change of staff team as the Bolton Fund ended in November 2023, which meant that it was necessary to revise the role mid- year and merge the financial wellbeing and Benefit roles.

Carers are offered advice and information to identify any benefit entitlement that they may be eligible for and to assist with applications, we offer both telephone appointment and face to face appointments. Advice is also offered at outreach venues with follow up appointments made to assist carers with benefit applications.

Visits are conducted on a priority basis to help with forms holding up payment of benefit for care, i.e. Attendance Allowance increase for care needs.

A continued advice-based carer service provision is offered, giving information on benefits relevant to carers, providing estimates with 'better off' calculations to support their caring role with realistic explanations of Gov.uk guidance and the expectations discussed when carers are seeking advice about claiming benefit.

Total number of individuals seen by both projects:

- Telephone Appointments - 186
- Personal Appointments - 101
- Outreach Appointments Booked - 8
- Emergency Home Visits - 3

The benefit gains and savings in this reporting period are £377,647.25.

In total the yearly awarded funds through vouchers/items via cost of living funding was £3,473.00. (This included food vouchers, white goods vouchers, slow cookers, blankets and socks).

BOLTON CARERS SUPPORT

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5 ACHIEVEMENTS AND PERFORMANCE (continued)

Activities for carers (outings/events & workshops)

We continued to deliver a range of outings, events and workshops giving carers an opportunity for a break and to address building confidence, tackling isolation and loneliness and also developing skills to help carers in their caring role.

The following table outlines the respite breaks delivered over the 12-month period:

Event	Date	Type of event	Carers attending	Comments
	2023			
Digital Skills Workshops 1	April / May	Learning day	12	6 week course
History Walk	5th April	Carers Event	14	
Planning your future	20th April	Learning day	15	
Eid celebration meal Achari	24th April	Carers Event	30	
Coronation Lunch	10th May	Carer & Cared For	68	including cared for
Digital Skills Workshops 2	May / June	Learning day	11	6 week course
Queens Park Walk	5th June	Carers Event	16	
Male carers meal	6th June	Carers Event	11	
Warburtons factory tour 1	7th June	Carers Event	6	
Warburtons factory tour 2	7th June	Carers Event	6	
Survival Skills Course	June / July	Learning day	8	5 week course
BWFC Stadium tours x 3	June-March 24	Carers Event	36	
Moss Bank Park History Walk	5th July	Carers Event	13	
Relaxation Therapies	July / Aug	Learning day	12	5 week course
Northern Monkey	29th Sept	Carers Event	10	
Nature Walk..Walker Fold	5th Oct	Carers Event	12	
Yoga & Relaxation workshops	Oct / Nov	Learning day	15	6 week course
Halle @Bridgewater Hall	11th Oct	Carers Event	20	
Male carers meal	2nd Nov	Carers Event	11	
Christmas Craft workshops	Nov / Dec	Learning day	11	3 week course
Christmas meal Holiday Inn	6th Dec	Carer & Cared For	74	including cared for
Christmas meal Red Lion	20th Dec	Carers Event	39	
	2024			
Digital skills	Jan / Feb	Learning day	5	3 x workshops
Parish church Tower and History tour	30th Jan	Carers Event	18	
Energy Saving Workshop	28th March	Learning day	6	
Ciao Napoli meal	28th March	Carers Event	24	
BWFC Free tickets x 4	Various	Carers Event	42	
BWFC Stadium tours x 2	Feb / March	Carers Event	15	

560

Carers Week Information Day	8th June 2023	General event	124	
AGM and Carers Rights Day event	23rd Nov 2023	General event	129	

253

Help us to help you' consultation	Nov / Dec 2023		101	Future activities
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BOLTON CARERS SUPPORT

Trustees' Report

For the year ended 31 March 2024

5 ACHIEVEMENTS AND PERFORMANCE (continued)

Funding

We, once again, wish to express our thanks to The National Lottery Community Fund, Bolton Council, Eric Wright Charitable Trust, Warburtons and CVS Bolton's Fund for continued funding for supporting our work, and to the new funders we have met this year, notably the People's Health Trust, funded by Health Lottery North West.

Once again, we have seen a steady succession of grants awarded and are proud to say that we achieved 96% success in funding applications during the year. This year has seen us secure funding to employ our Volunteer Co-ordinator, a tremendous addition to our team, helping us to attract more high calibre, motivated, experienced and skilled volunteers, widening the opportunities and support that we can offer to Bolton's unpaid carers.

Our highly-valued partnership with Warburtons has continued this year and has unceasingly proved to be a catalyst for wider developments than those initially intended. We are now scoping further funding to ensure that we continue to help unpaid carers bridge the digital divide.

Your participation in our partnership lottery with Bolton Hospice has resulted in another valuable donation. This is an easy way for you to help both us, and the hospice, and also have the chance to win a substantial prize for yourself. We are also receiving disbursements from Easy fundraising and would urge you to sign up for this very simple, free way to help us raise income.

We are always looking for opportunities to diversify our income sources and this year has seen a staff member take on the gruelling challenge of walking the island of Jersey. Laurent's efforts helped raise a massive £1,200 to continue our work. We will always welcome those of you wishing to undertake a personal challenge, we can support with setting up fundraising pages and spreading the word, however, we are unable to organise or insure events due to resource limitations. As always, we continue to build on the trust our funders have shown in us to continue delivering what you, as carers, need and are building partnerships and networks to ensure our work aligns with local and national strategies for carers whilst ensuring we don't lose our ability to offer our friendly and personalised touch to all support we provide.

Appreciation of volunteers

The contribution made by carers and former carers who are volunteers is enormous. Volunteers help staff members with: newsletter mail-outs; events for carers; and deliver workshops and craft activities. The staff and trustees wish to thank all our volunteers.

Feedback from carers



BOLTON CARERS SUPPORT

Trustees' Report
For the year ended 31 March 2024

5 ACHIEVEMENTS AND PERFORMANCE (continued)

'First time coming to anything, but I was made to feel very welcome, and met some lovely people'

'I can concentrate on my own wellbeing for a few hours and share highs and lows with people who understand'.

'Totally amazing day, great tutoring!! Fantastic experience.'

'Thank You Peter for organising the trip up the Parish Church Tower. I thoroughly enjoyed it.'

'These sessions are so important for TIME OUT. Aids to my emotional & physical wellbeing. Much needed break. Cards & relaxation activities are wonderful. Very therapeutic. Thank U 😊'

'Enjoyed the relaxation and hand massage. Good to take part in the craft. Thank you all.'

'Very enjoyable day and helps against the pressures in life. I find it helps me to relax and feel better'.

'Well planned and good info. Great delivery (simplified).'

'It was a relaxed atmosphere with plenty of time given for questions and discussions all of which were meaningful. Will be interested in the next'

'Been able to relax with breathing exercises. Not having to worry about my husband as he well looked after. Having a hand massage and having time for myself.'

"I had a really fun morning, I especially enjoyed the laughing yoga, thank you."

"Really enjoyed the activities and being able to talk to staff for advice."

'Felt less isolation, Felt supported. Thank you 😊'

BOLTON CARERS SUPPORT

Trustees' Report
For the year ended 31 March 2024

5 ACHIEVEMENTS AND PERFORMANCE (continued)

*'Very enjoyable
interesting course.'*

*'Feel enabled to
continue the journey
and take great ideas for
my future.'*

*"Great morning, I didn't know
I could get a health check at
my doctors. So glad I came
along."*

*'Had an opportunity to
relax. Thank you for the
relaxation and the hand
massage. Had a sense of
belonging and not being
judged 😊'*

*Extremely grateful to be able to talk things through, also for the advice,
support and empathy. She feels much calmer, and that she can breathe again
(and wants that to continue) She is feeling more determined to look after her
mental and physical health, the chat has helped her to focus on important
things.*

*She was really grateful for the
friendly, listening ear. She initially
felt nervous, it had taken her a
week to build up to ringing the
helpline. She is so pleased that she
did, she felt at ease. Looking
forward to receiving the
information pack and newsletter.*

*'Difference this
morning has made
for me, is provided
some time for ME so
I am reenergised to
go to my Dad' 😊'*

*"Thanks for listening without judgement" Carer really appreciated
the chat and empathy shown. She felt listened to without
judgement. Feels so much better for opening up, she holds lots back
from her partner, she doesn't have any children.*

*Rang to say Thankyou for such a great newsletter that
arrived in my inbox , it's like a friend dropping in to say hi ,
due to too many pressures I've neglected the ' looking after
me' rule . The newsletter has definitely promoted me to think
again about what little things I can maybe squeeze in to do
something for myself.*

*She said she felt overwhelmed at times with her husband's illness
and she just needed to get out of the house today and have a chat
with someone about her situation
Alice thanked me for taking the time to listen and said she would
keep in touch.*

*' I LOVED it!! So nice
to meet so many
lovely people.'*

BOLTON CARERS SUPPORT

Trustees' Report
For the year ended 31 March 2024

6 FINANCIAL REVIEW

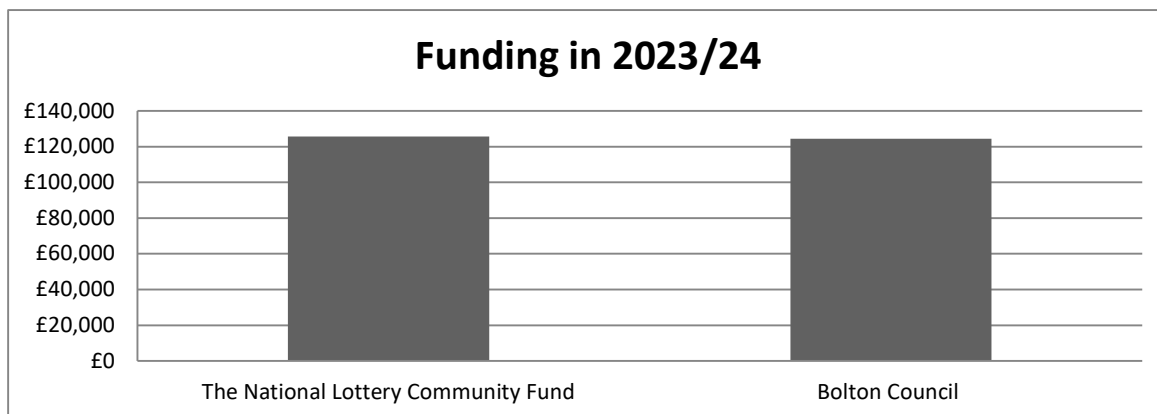
The 2023-2024 financial year saw continuing funding from Bolton Council and The National Lottery Community Fund.

Principal funding sources

The principal funding sources have been provided by:

- Bolton Council (Adult Services) which funds the 24 hour helpline and information service and Telephone Befriending service.
- The National Lottery Community Fund which funds the Connected and Informed Service and the Unlocking Wellbeing project.

The trustees wish to thank all our funders for their support.



- | | |
|---------------------------------------|----------|
| • The National Lottery Community Fund | £125,724 |
| • Bolton Council | £124,428 |

BOLTON CARERS SUPPORT

Trustees' Report

For the year ended 31 March 2024

7 STATEMENT OF TRUSTEES RESPONSIBILITIES

Compliance with Accounting Standards

The trustees (who are also the directors for the purpose of company law) are responsible for preparing the Annual Report and the financial statements in accordance with applicable law and regulations.

Company law requires the trustees to prepare financial statements for each financial year. Under that law the trustees must prepare the financial statements in accordance with United Kingdom Generally Accepted Accounting Practice (United Kingdom Accounting Standards and applicable law). Under company law the trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period.

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

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP;
- make judgments and accounting estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements; and
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue to operate.

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

The trustees confirm that so far as they are aware, there is no information relevant to these financial statements of which the charitable company's independent examiner is unaware. They have taken all the steps that they ought to have taken as trustees in order to make themselves aware of any relevant information and to establish that the charitable company's independent examiner is aware of that information.

Internal controls and risk management

The trustees have overall responsibility for ensuring that the charity has an appropriate system of controls, including financial controls. The charity's systems of internal controls are designed to provide reasonable assurance against material financial misstatement or loss to the charity.

Trustees examined the major strategic, business and operational risks which the charity faces and a formal risk management process is in operation across the charity, with a risk management policy and disaster recovery plan in place, and reviewed and updated annually. Potential risks are assessed as to their likelihood and impact and the consequent actions necessary taken to manage those risks. Other management processes in place include:-

- regular review of financial management reports comparing income and expenditure with agreed budgets and year-end forecasts;
- ongoing review of a reserves policy that takes account of the risks of streams of income and expenditure; and
- regular review of insurance cover to take account of potential risks (such as business continuity).

The trustees are satisfied that appropriate actions are being taken to manage risk and that the charity's internal controls comply with the guidelines issued by the Charity Commission.

Liabilities

In the event of the company winding-up, members and those who have ceased to be a member within one year of such an event have guaranteed the liabilities of the company to the sum not exceeding one pound each.

BOLTON CARERS SUPPORT

Trustees' Report
For the year ended 31 March 2024

7 STATEMENT OF TRUSTEES RESPONSIBILITIES (continued)

Investment policy and objectives

The trustees invest surplus funds in high rate deposit accounts until required for the charity's use.

Reserves policy

The charity's policy is to invest its funds in the ongoing expansion of the work and reach of the charity but to retain sufficient levels of unrestricted reserves to enable us to continue our core strategic activities, in order to allow trustees to meet their day-to-day responsibilities and to ensure that it continues to operate on a sound basis. The trustees consider the financial position to be satisfactory and funds held are sufficient for:

- the purchase or replacement of equipment and furniture;
- service development to allow for the setting up of new projects and extending existing projects;
- contingency resources to allow the charity to be wound up in an orderly fashion in the event that it ceases to operate.

Going Concern

The trustees believe that there are no material uncertainties that call into doubt the charity's ability to continue its activities. The accounts have therefore been prepared on the basis that the charity is a going concern.

The trustees report was approved by the Management Committee and signed on its behalf by:



David Ruane
Chair of Bolton Carers Support

Date

20/11/24

BOLTON CARERS SUPPORT

Independent Examiner's Report to the Trustees of Bolton Carers Support As at 31 March 2024

I report to the trustees (who are also Directors for the purpose of company law) on my examination of the financial statements of Bolton Carers Support ('the charitable company') for the year ended 31 March 2024 which comprise the Statement of Financial Activities, the Balance Sheet, the Statement of Cash Flows and related notes.

Responsibilities and basis of report

As the trustees of charitable company you are responsible for the preparation of the financial statements in accordance with the requirements of the Companies Act 2006 ('the 2006 Act').

Having satisfied myself that the financial statements of the charitable company are not required to be audited under Part 16 of the Act and are eligible for independent examination, I report in respect of my examination of the charitable company's financial statements carried out under section 145 of the Charities Act 2011 ('the 2011 Act') and in carrying out my examination I have followed all the applicable Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act.

An independent examination does not involve gathering all the evidence that would be required in an audit and consequently does not cover all the matters that an auditor considers in giving their opinion on the financial statements. The planning and conduct of an audit goes beyond the limited assurance that an independent examination can provide. Consequently I express no opinion as to whether the financial statements present a 'true and fair' view and my report is limited to those specific matters set out in the independent examiner's statement.

Independent examiner's statement

Since the charitable company's gross income exceeded £250,000 your examiner must be a member of a body listed in section 145 of the 2011 Act. I confirm that I am qualified to undertake the examination because I am a member of ICAEW, which is one of the listed bodies.

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

- accounting records were not kept in respect of the charitable company as required by section 386 of the 2006 Act; or
- the financial statements do not accord with those records; or
- the financial statements do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that the financial statements give a 'true and fair view which is not a matter considered as part of an independent examination; or
- the financial statements 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 financial statements to be reached.

Use of my report

This report is made solely to the charity's trustees, as a body, in accordance with section 145 of the Charities Act 2011. My work has been undertaken so that I might state to the charity's trustees those matters I am required to state to them in this report and for no other purpose. To the fullest extent permitted by law, I do not accept or assume responsibility to anyone other than the charity and the charity's trustees as a body, for my work, for this report, or for the opinions I have formed.



Mr Michael Garrett FCA
Xeinaidin North West Limited
100 Barbirolli Square
Manchester
M2 3BD

Date 20 November 2024

BOLTON CARERS SUPPORT

Statement of Financial Activities (including Income and Expenditure Account)
For the year ended 31 March 2024

		Unrestricted Funds 2024 £	Restricted Funds 2024 £	Total Funds 2024 £	Total Funds 2023 £
INCOME	Note				
Income from donations and legacies					
- Core income		31,590	-	31,590	38,748
Investment Income	3	8,769	-	8,769	3,220
Income from charitable activities	4				
- Bolton Council		-	124,428	124,428	108,719
- The National Lottery Community Fund		-	125,724	125,724	116,719
- E Wright		-	23,596	23,596	35,605
- The Bolton Fund		-	48,250	48,250	27,746
- Warburtons		-	8,768	8,768	10,000
- Other charitable activities		-	9,666	9,666	11,862
Total income		40,359	340,432	380,791	352,619
EXPENDITURE					
Expenditure on charitable activities					
- Establishment cost		46,320	-	46,320	29,806
- Bolton Council		-	121,692	121,692	109,792
- The National Lottery Community Fund		-	133,258	133,258	122,957
- E Wright		-	23,596	23,596	35,605
- The Bolton Fund		-	48,932	48,932	28,868
- Warburtons		-	8,768	8,768	10,000
- Other charitable activities		-	7,645	7,645	10,678
- Governance costs	5	3,076	-	3,076	4,667
Total expenditure		49,396	343,891	393,287	352,373
Net income (expenditure)	6	(9,037)	(3,459)	(12,496)	246
Gross transfers between funds	15	(3,459)	3,459	-	-
Net movement in funds		(12,496)	-	(12,496)	246
Funds at 1 April 2023		81,740	-	81,740	81,494
Funds at 31 March 2024		69,244	-	69,244	81,740

BOLTON CARERS SUPPORT

Balance Sheet
As at 31 March 2024

	Note	2024 £	2023 £
Fixed assets			
Tangible fixed assets	10	131	210
Current assets			
Debtors	11	11,363	3,056
Cash at bank and in hand		191,137	248,649
		202,500	251,705
Creditors: amounts falling due within one year	12	(133,387)	(170,175)
		69,113	81,530
Net current assets		69,244	81,740
Net assets			
Funds			
Restricted funds	15	-	-
Unrestricted funds	15	69,244	81,740
Total funds		69,244	81,740

The directors consider that the company is entitled to exemption from the requirement to have an audit under the provisions of section 477 the Companies Act 2006 (the Act) and members have not required the company to obtain an audit for the year in question in accordance with section 476 of the Act. The directors acknowledge their responsibility for ensuring that the company keeps accounting records which comply with section 386 of the Act and for preparing financial statements which give a true and fair view of the state of affairs of the company as at 31 March 2024 and of its net income for the year then ended in accordance with the requirements of sections 394 and 395 of the Act and which otherwise comply with the requirements of the Companies Act 2006 relating to the financial statements so far as applicable to the company.

These accounts are prepared in accordance with the special provisions of Part 15 of the Companies Act relating to small companies and constitute the annual accounts required by the Companies Act 2006 and are for circulation to members of the company.

The financial statements on pages 22 to 29 were approved by the Board of Trustees :


David Ruane
Trustee


Simon Thompson
Trustee

Date
20/11/24

Date
20/11/24

BOLTON CARERS SUPPORT

Statement of Cash Flows
For the year ended 31 March 2024

	2024 £	2023 £
Net cash flow from operating activities	(57,512)	(69,353)
Change in cash and cash equivalents in the year	(57,512)	(69,353)
Cash and cash equivalents brought forward	248,649	318,002
Cash and cash equivalents carried forward	191,137	248,649
Cash and cash equivalents consists of:		
Cash at bank and in hand	191,137	248,649
Net cash flow from operating activities		
Net income (expenditure)	(12,496)	246
Depreciation	80	226
(Increase) decrease in debtors	(8,307)	(2,868)
(Decrease) Increase in creditors	(36,789)	(66,957)
	(57,512)	(69,353)

BOLTON CARERS SUPPORT

Notes to the Financial Statements For the year ended 31 March 2024

1 General information

Bolton Carers Support is a company limited by guarantee without share capital and was registered under the Companies Act 1985 on 5 April 2000 with the registration number 3965369. Bolton Carers Support is also a registered charity, number 1082166, and was registered with the Charity Commission on 25 August 2000.

The charity constitutes a public benefit entity as defined by FRS 102. The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standards applicable in the UK and Republic of Ireland (FRS 102) issued in October 2019 and the Charities Act 2011 and UK Generally Accepted Practice as it applies from 1 January 2019.

2 Accounting policies

Basis of preparation of financial statements

The financial statements are prepared on a going concern basis under the historical cost convention, modified to include certain items at fair value. The financial statements are prepared in sterling which is the functional currency of the charity.

The significant accounting policies applied in the preparation of these financial statements are set out below. These policies have been consistently applied to all years presented unless otherwise stated.

Income

All income is included on the Statement of Financial Activities when the charity is legally entitled to the income and the amount can be quantified with reasonable accuracy.

Income from donations is included in the accounts for the period in which payment was received.

Investment income comprises of interest, and is accounted for on a receivable basis.

Grants and contract income receivable is credited to the SOFA in the period in which the charity becomes entitled to receive the grant. Grants which are for a specific future period are deferred to that period.

Expenditure

All expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all costs related to that 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.

Expenditure is recognised when it is incurred and is reported gross of related income on the following basis:

- Costs of generating funds comprise costs associated with attracting voluntary income and the costs of other income generated.
- Charitable expenditure comprises direct expenditure including direct staff costs attributable to its activities. Where costs cannot be directly attributable, they have been allocated to activities on a basis consistent with the use of resources as described below.
- Governance costs, including those incurred in the governance of its assets and are directly associated with constitutional and statutory requirements.

Tangible fixed assets

Depreciation on fixed assets is provided at rates calculated to write off the cost of each asset over its expected useful life as follows:

Fixture and Fittings	15% straight line
Computer Equipment	25% straight line

At each balance sheet date, the company reviews the carrying amounts of its fixed assets to determine whether there is any indication that any items of tangible fixed assets have suffered an impairment loss. If any such indication exists, the recoverable amount of an asset is estimated in order to determine the extent of the impairment loss, if any. Where it is not possible to estimate the recoverable amount of the asset, the company estimates the recoverable amount of the cash-generating unit to which the asset belongs.

BOLTON CARERS SUPPORT

Notes to the Financial Statements
For the year ended 31 March 2024

Fund balances

Unrestricted funds are incoming resources receivable or generated for the objects of the charity, without restriction, and are available as general funds to be applied as the charity sees fit.

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.

Pension costs and other post-retirement benefits

The charitable company contributes to Stakeholder pension schemes chosen by individual employees. Contributions payable to the stakeholders pension schemes are charged to the Statement of Financial Activities in the period to which they relate.

Debtors and creditors receivable/payable within one year

Debtors and creditors with no stated interest rate and receivable or payable within one year are recorded at transaction price. Any losses arising from impairment are recognised in expenditure.

Taxation

Bolton Carers Support is a registered charity and has no liabilities to taxation. It is able to recover taxation on Gift Aid and Investment Income.

Going concern

The financial statements have been prepared on a going concern basis as the trustees believe that no material uncertainties exist. The trustees have considered the level of funds held and the expected level of income and expenditure for 12 months from authorising these financial statements. The budgeted income and expenditure is sufficient with the level of reserves for the charity to be able to continue as a going concern.

3 Investment Income	Unrestricted	Restricted	Total	Total
	2024	2024	2024	2023
	£	£	£	£
Deposit account interest	8,769	-	8,769	3,220
4 Income from charitable activities	Unrestricted	Restricted	Total	Total
	Funds	Funds	Funds	Funds
	2024	2024	2024	2023
	£	£	£	£
Bolton Council	-	124,428	124,428	108,719
The National Lottery Community Fund	-	125,724	125,724	116,719
E Wright	-	23,596	23,596	35,605
The Bolton Fund	-	48,250	48,250	27,746
Warburtons	-	8,768	8,768	10,000
Other charitable activities	-	9,666	9,666	11,862
	-	340,432	340,432	310,651

BOLTON CARERS SUPPORT

Notes to the Financial Statements
For the year ended 31 March 2024

5 Governance costs	2024	2023
	£	£
<i>Unrestricted Expenditure</i>		
Accountancy and independent examination fees	2,804	4,360
Trustee expenses	272	307
	3,076	4,667

6 Net income (expenditure)	2024	2023
	£	£
Net incoming resources are stated after charging:		
Independent examiner's fees	2,804	4,360
Depreciation of tangible fixed assets	79	226

7 Taxation

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

8 Staff costs

No employee received remuneration in excess of £60,000.

9 Trustee remuneration and expenses

None of the trustees received any remuneration during either of the two years. Expenses reimbursed to trustees amounting to £271.64 (2023: £231) were paid during the year.

10 Tangible fixed assets

	Fixtures & fittings	Computer equipment	Total
Cost or valuation	£	£	£
At 1 April 2023	26,767	16,355	43,122
Additions	-	-	-
At 31 March 2024	26,767	16,355	43,122
Depreciation			
At 1 April 2023	26,557	16,355	42,912
Charge for the year	80	-	80
At 31 March 2024	26,637	16,355	42,992
Net book value			
At 31 March 2024	131	-	131
At 31 March 2023	210	-	210

BOLTON CARERS SUPPORT

Notes to the Financial Statements
For the year ended 31 March 2024

11 Debtors	2024	2023
	£	£
Trade Debtors	-	3,056
Other Debtors	4,531	-
Prepayments and Accrued Income	6,832	-
	11,363	3,056

12 Creditors: amounts falling due within one year	2024	2023
	£	£
Trade Creditors	1,512	1,213
Other Creditors	21,382	6,280
Accruals	14,100	13,500
Deferred income (note 13)	96,393	149,182
	133,387	170,175

13 Movement in deferred income	Balance at 1 April 2023	Utilised	Unutilised	Balance at 31 March 2024
Funds	£	£	£	£
NHS Bolton CCG	90,813	(90,813)		-
Bolton Council	20,789	(20,789)		-
E Wright	15,664	(15,664)	74,734	74,734
CVS - Leadership Monies	-			-
Unlocking Wellbeing	12,499	(12,499)		-
Health and Wellbeing	8,233	(8,233)		-
CVS Connecting People	1,183	(1,183)		-
Warburton	-		15,099	15,099
Cultured Carers	-		1,490	1,490
Peoples Health Trust	-		5,070	5,070
	149,182	(149,182)	96,393	96,393

14 Pension commitments

The company operates a defined contributions scheme. The assets of the scheme are held separately from those of the company in an independently administered fund. The pension cost charge represents contributions payable by the company to the fund and amounted to £15,053 (2023 - £13,086).

BOLTON CARERS SUPPORT

Notes to the Financial Statements
For the year ended 31 March 2024

15 Movement in funds		Balance at 1 April 2023				Balance at 31 March 2024	
	Note	£	Income £	Expenses £	Transfers £	£	£
Restricted funds:							
Bolton Council	i.	-	124,428	(121,692)	(2,736)	-	-
The National Lottery Community Fund	ii.	-	125,724	(133,258)	7,534	-	-
E Wright	iii.	-	23,596	(23,596)	-	-	-
The Bolton Fund	iv.	-	48,250	(48,932)	682	-	-
Warburtons		-	8,768	(8,768)	-	-	-
Other charitable activities		-	9,666	(7,645)	(2,021)	-	-
		-	340,432	(343,891)	3,459	-	-
Unrestricted funds:							
General funds		81,740	40,359	(49,396)	(3,459)	69,244	
Total funds		81,740	380,791	(393,287)	-	69,244	

Notes on restricted funds

- Bolton Council (Adult Services) funds the Helpline and Information Service, and Time for You project.
- The National Lottery Community Fund have funded a new grant to continue the Carers Health and Well Being Project starting on 1st November 2019 and ending on 31st October 2022. This has been extended to 2025.
- Funding from Eric Wright Charitable Trust has been used to fund the Fundraising Development Officer Post.
- Bolton Community and Voluntary Service (CVS) have funded the Bolton Leadership Project, and additional Benefits Advice Officer hours.

16 Analysis of total funds		General Funds £	Restricted Funds £	31 March 2024 £	31 March 2023 £
Analysis by type of asset and liability					
Tangible fixed assets		131	-	131	210
Net current assets		69,113	-	69,113	81,530
		69,244	-	69,244	81,740

17 Employees and Directors

The average number of employees during the period was 12 (2023: 11)