

Company Registration Number
Charity Registration Number

03965369
1082166

BOLTON CARERS SUPPORT

Trustees' Report and Financial Statements
For the year ended 31 March 2025



BOLTON CARERS SUPPORT

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For the year ended 31 March 2025

CONTENTS	Page
Report of the Directors and Trustees	2
1 Reference and administrative details	2
2 Message from the Chair	3
3 Structure, governance and management	4
4 Objectives and activities	5
5 Achievements and performance	7
6 Financial review	18
7 Trustees' responsibilities	19
Independent Examiner's Report	21
Statement of Financial Activities	22
Balance Sheet	23
Statement of Cash Flows	24
Notes to the Financial Statements	25

Trustees' Report and Financial Statements
For the year ended 31 March 2025

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.

Trustees' Report
For the year ended 31 March 2025

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 2025. 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:	<table><tr><td>Susan Foster</td><td>Chair</td></tr><tr><td>Frances Ayleen Benischke</td><td>Vice Chair</td></tr><tr><td>Simon Thompson</td><td>Honorary Treasurer</td></tr><tr><td>Harendra Purshotam Mistry</td><td></td></tr><tr><td>Melanie Bainbridge</td><td></td></tr><tr><td>Tracy Lee</td><td></td></tr><tr><td>Ian Bury</td><td>appointed 4 March 2025</td></tr><tr><td>Yvonne Seal</td><td>appointed 25 June 2024</td></tr><tr><td>David Ruane</td><td>resigned 13 May 2025</td></tr><tr><td>Caroline Hilton</td><td>resigned 7 May 2025</td></tr><tr><td>Patricia Goodwin</td><td>resigned 8 September 2024</td></tr></table>			Susan Foster	Chair	Frances Ayleen Benischke	Vice Chair	Simon Thompson	Honorary Treasurer	Harendra Purshotam Mistry		Melanie Bainbridge		Tracy Lee		Ian Bury	appointed 4 March 2025	Yvonne Seal	appointed 25 June 2024	David Ruane	resigned 13 May 2025	Caroline Hilton	resigned 7 May 2025	Patricia Goodwin	resigned 8 September 2024
Susan Foster	Chair																								
Frances Ayleen Benischke	Vice Chair																								
Simon Thompson	Honorary Treasurer																								
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Caroline Hilton	resigned 7 May 2025																								
Patricia Goodwin	resigned 8 September 2024																								
Company Secretary:	Georgette Kay																								
Bankers:	Santander UK PLC Bridle Road Merseyside L30 4GB																								
Independent Examiner:	Mr Michael Garrett FCA Xeinadin North West Limited 100 Barbirolli Square Manchester M2 3BD																								

We would like to express our thanks to trustees, David Ruane and Caroline Hilton, who stepped down from their committee roles during this reporting period. We were pleased to welcome back Ian Bury as trustee.

Trustees' Report
For the year ended 31 March 2025

2 MESSAGE FROM THE CHAIR

I am writing this report as the New Chair of Bolton Carers Support (BCS), who has only been in post since Dave stepped down from his position in May.

Looking back over Dave's report from last year, I can see how much BCS have undertaken during this year. The dedication of the staff and the ongoing support of our Trustees and Volunteers has been invaluable in ensuring that we continue to support all our carers.

We are continuing to raise the profile of Bolton Carers Support through our work with the Bolton Carers Integrated Partnership Group. This consists of a group of senior council officials, social workers, healthcare practitioners and other voluntary sector organisations, who are responsible for the strategic planning and delivery of services to all carer groups in the borough. As Chair of BCS I have now also become co-chair of this group and will make sure we are at the front and centre of this planning and delivery process going forward.

We have had challenges to face this year, with several funding streams coming to an end funding has been our priority. I can assure all our carers that staff and trustees are working hard to ensure we get the funding to carry on and deliver the best possible services to our carers. There have been some necessary changes including the reduction of our helpline hours.

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 trialling 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.

Over the year we have seen our group of amazing volunteers grow and grow, allowing us to promote Bolton Carers Support and our activities more widely throughout the borough, allowing us to sign post fellow carers to the benefits and advice they may need.

It was great sadness and immense gratitude, that due to funding ending, we say goodbye to three members of our team: Lynn (Volunteer Coordinator), Christine (Financial Wellbeing Worker) and Peter (Activities Coordinator). A special mention must be given to Peter, who many of you will know, as he has been with BCS since 2007! We wish everyone good health and happiness in their next adventure.

I would like to thank the Staff, Trustees and all our Volunteers for your trust and support of me over these few months and with your continued help we will continue on for another 30 years.

Take Care and look after yourselves

Sue 
Susan Foster (Dec 16, 2025 19:12:22 GMT)

Susan Foster
Chair of Bolton Carers Support

Date 16-Dec-2025

Trustees' Report
For the year ended 31 March 2025

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.

Trustees' Report
For the year ended 31 March 2025

3 STRUCTURE, GOVERNANCE AND MANAGEMENT (continued)**The staff team**

Chief Officer and Company Secretary	Georgette Kay
Operations Manager	Alison Caunce
Activities Co-ordinator	Peter Harmer - role ended 31 October 2025
Financial Wellbeing Worker	Christine Horrobin - role ended 14 November 2025
Carers Volunteer Coordinator	Lynn Meadowcroft - role ended 8 October 2025
Carers Information and Advice Service Officer	Bev Strang
Carers Information and Advice Service Assistant	Angela Pagett
Carers Information and Advice Service Assistant	Khadija Patel
Outreach Worker and Key Worker	Zoe Hill - Outreach role ended 31 October 2025
Key Worker and Health Linkworker	Nireexa Solanki
Health Linkworker	Eleanor Kay
Telephone Befriending Co-ordinator	Laurent Fernandez-Moreno

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 31-year track record of delivering high quality information and support to carers (having been in existence since 1994). Currently, 5,465 carers are being supported (as at 31 March 2025).

Our Vision

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

Trustees' Report
For the year ended 31 March 2025

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 was open 24 hours a day, 7 days a week, including bank holidays, until June 2025. Due to funding, revised helpline hours are Monday to Thursday 10am - 4pm.
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. The printed quarterly newsletter ended in Spring 2025 due to funding, and has been replaced by an electronic monthly bulletin.
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. This service ended in November 2025.
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. The Activities Coordinator funding ended October 2025. However, we will continue to offer opportunities to bring carers together, and funding is being sought to offer the most we can.
Training	Carers' workshops, short courses and learning days are held with topics covering health, exercise, arts and crafts, IT, relaxation and mental well-being. Due to the Activities Coordinator post ending, we will offer opportunities where we can.
Support Groups	Carers support groups are held at different locations around the borough, offering opportunities for friendship and mutual support. There will be a change to this offer due to the Outreach Worker role ending.
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 and recent updates on services offered.

X @boltoncarers

Facebook @boltoncarers

Trustees' Report
For the year ended 31 March 2025

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 530 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 2025 is 5,465.

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, enabled the helpline to be open 24 hours a day, 7 days a week and on bank holidays, ensuring that carers can access support and advice at a time when they most need it. However, due to funding, the operating times have been revised to Monday - Thursday 10am - 4pm.

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.

* 5712 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 4,106 issues sent out each time.

Outreach Work to identify hidden carers in the community included:

Zoom Groups:

- Carers Quiz Zoom Group - 27 sessions
- Creative Wellbeing Zoom Group - 10 sessions

Carer drop in activities:

- Tonge Moor Carers Zoom Group and in person meetings - 33 sessions
- Westhoughton Carers Hub Meetings - 10 sessions
- Little Lever Christ Church Group - 33 sessions
- Kearsley Carers Hub - 6 sessions
- The Bridge Hub, Bradshaw Road - 8 sessions
- The Bridge Church, Horwich - 6 sessions
- The Mill Coffee Shop, Brightmet - 8 sessions
- Withins UCAN - 3 sessions
- Brightmet Library - 3 sessions

Presentations to Professionals/Community Groups:

- Neighbourhood Meeting Greenway - 3 sessions
- U3A
- Parkinsons Support Group
- Physio Team Brightmet
- Prostate Cancer Group
- Women's Institute Astley Bridge
- Jigsaw
- Precious Gems

Trustees' Report
For the year ended 31 March 2025

5 ACHIEVEMENTS AND PERFORMANCE (continued)

- Home Instead
- Age UK Little Lever
- Lever Chambers Neighbourhood Leads
- Parent Carers Pre-School Group
- Benefits Info Zoom Meeting
- Think Ahead Trainee Social Workers x2 sessions

Regular Groups Attended:

- Precious Memories - 14
- Post Diagnostic Support Group - 7
- Senior Solutions - 1
- Kings Church Wellbeing Event - 3
- Carers Roadshow with Home Instead - 4 (Blackrod, Westhoughton, Harwood, L/Lever)
- Community Connect - 3
- Octagon Carers Morning - 4

Presentations & Events:

- Castel Hill Event - 3 sessions
- Macmillan Info Day - 2 sessions
- Little Lever Library
- UCAN Pop-Up Little Lever
- Women's Health Day Event
- Deane UCAN
- BCS Carers Xmas Meal
- Westhoughton Carers Xmas Meal
- Tonge Carers Xmas Meal
- Hollingworth & Entwistle with Tonge Moor Carers
- BCS AGM & Carers Week Info Day
- Team Away Day
- Safeguarding Training
- Line Dancing Group - 2 sessions
- Cover for Nam Ploy Carer Meal

Unlocking Wellbeing in Bolton (UWIB)

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 Brightmet. 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. The past year has involved listening to carers, understanding their needs, and providing opportunities for connection, relaxation, and recognition.

Trustees' Report
For the year ended 31 March 2025

5 ACHIEVEMENTS AND PERFORMANCE (continued)**Key Issues Identified:**

Through 1-1 conversations, wellbeing events and Carers Hub carers shared some of the daily challenges and barriers they face.

Isolation & Loneliness

Carers often described a deep sense of isolation, a breakdown in friendships and a feeling of loneliness even with many people around them.

Mental and Physical Wellbeing

Many carers reported worsening physical and mental wellbeing. The emotional pressure and stress of caring without respite was clear.

Financial Pressures

Many carers we spoke to told us they face significant financial hardship, often having to reduce or give up paid work while struggling to cover the rising costs of care and household expenses, this frequently led to emotional burnout.

Barriers to Services

Often carers find accessing healthcare was a major concern, appointment times, unable to get through to their GP and not being able to leave the person they cared for were all issues frequently spoken about by carers.

Emotional Pressure & Guilt

Carers frequently told us they put their needs last, with guilt and exhaustion recurring in many of the conversations we had.

Wellbeing Events

Our community based Wellbeing events are held at The Mill Coffee Shop Kings Church in Breightmet one of our key areas. They are held approximately every 3 months and are in response to the challenges that carers face. Each of our events

- Free refreshments and a welcoming, relaxed space
- A time to 'breathe' and take a moment for themselves
- Creative arts and activities for mental wellbeing
- Health checks and informal chats with Bolton's Health Practitioners
- Financial information and advice/signposting
- Conversations with staff, volunteers and other carers - 'someone to talk to'

Carers have repeatedly told us how much these sessions helped them feel noticed and valued – a rare break from their daily responsibilities.

Referral Pathways & Holistic Support

When carers are identified through our outreach hubs or wellbeing events, we actively refer and encourage carers to tap into the wider support available through Bolton Carers Support, this includes -

- Access to our benefits advisor for benefits advice and financial support
- Telephone befriending service to reduce isolation
- Short courses and wellbeing groups focused on confidence, self-care, and coping skills
- Short breaks and respite opportunities with other carers
- Practical workshops covering issues like emergency planning, digital skills, and carers' rights

This holistic approach recognises that caring impacts every part of the carer's life – emotionally, physically, socially, and financially. By providing person centred support, we're able to meet carers individual needs in ways that feel practical, accessible and meaningful.

Carers often tell us that they didn't know this kind of help existed. That first connection – whether it was through our wellbeing event, a chat at a carer's hub, or a referral from another professional – can be life-changing.

Trustees' Report
For the year ended 31 March 2025

5 ACHIEVEMENTS AND PERFORMANCE (continued)**Networking & Raising Awareness**

Part of the Outreach role is to strengthen relationships with other professionals across healthcare and the voluntary sector. This partnership working is vital -

- It raises awareness of carers' experiences, needs and gives a voice to their challenges
- We can identify 'hidden carers'
- Partnerships create stronger referral pathways across organisations
- Improved communication and collaboration between professionals and organisations

This work helps ensure unpaid carers are not passed between services or overlooked – but instead, supported in a coordinated and compassionate way.

UWIB Carers Hubs & Events Attended

- The Mill Carers Hub - 8 sessions
- Christ Church L/Lever - 16 sessions
- Parkinsons Event
- Alastair Medical Practice - 3 sessions
- Brightmet Library - 3 sessions
- Coffee Morning at Blackrod Cricket Club
- Dementia Group - Prevision
- Neighbourhood Leads Meeting
- Carers Wellbeing Morning - King's Church - 3 sessions
- Harwood Library - Information Stand - 8 sessions
- BCS Key Workers & Project Coordinator Introduction Meeting
- Carers Week Information Sharing Day
- Meeting with Neighbourhood Leader (East) Kelly Wray
- Carers' Coffee Morning with Bolton Solidarity Community Association
- Withins UCAN Neighbourhood Meeting
- Unlocking Wellbeing Meeting
- Services Catch Up Neighbourhood Meeting
- Carers Support, Health, Wellbeing and Disability Awareness Event
- Harwood Church - Prostate Cancer Support Group Talk
- North Neighbourhood Partners Meet and Greet
- Blackshaw Community Hub - School
- Harwood Event
- Alastair Medical Practice
- Harwood Methodist Church - 11 sessions
- Coffee Morning Octagon - 5 sessions
- Asian Elders' Resource Centre Annual Celebration Event 2024 'UNITY IN THE COMMUNITY'
- Albert Hall
- Stadium
- Holiday Inn Event
- Hospital - 5 sessions
- Wellbeing Event
- All Souls Event

Trustees' Report
For the year ended 31 March 2025

5 ACHIEVEMENTS AND PERFORMANCE (continued)**Telephone Befriending Service**

The telephone befriending service has been running for 5 years and has supported over 300 carers since its inception.

There continues to be a steady flow of referrals, 68 new carers have been contacted during this year, averaging just under 6 a month. In this period 51 carers have left the service. The majority of these come from within Bolton Carers Support. Carers are identified by the helpline staff as requiring more frequent contact. There has been a steady flow of referrals from the social prescribers based in GP services.

Befriending relationships have been started this year with 68 carers and, as of today, there are 99 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 depending on the needs of each carer.

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 and has become a trustee with BCS.

Carers referred into the befriending service tend to be identified as having more ongoing 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.

Volunteer Co-ordinator

Volunteering is at the heart of everything we do at Bolton Carers Support, and it's been another incredible year of growth, connection, and contribution.

Following our volunteer inductions, we received some lovely feedback from new volunteers:

- "Very informative."
- "Thank you very much for this pleasant session and for making us feel welcome and useful."
- "Everything has been very well explained."
- "Very good comprehensive information. Illuminating on Bolton Carers Support and the scope of the organisation. Thank you, Lynn."
- "Very interesting information."
- "I have a better understanding of the volunteer role."
- "Good to meet the team and learn about their roles."
- "Nice to meet the other volunteers today."
- "Excellent session, which I would recommend to others."
- "Very interesting meeting, well informed, now know what my volunteer role is about."
- "It was useful, informative, and necessary."
- "Information was enough for an initial session."

From our ongoing volunteer feedback forms, volunteers shared what their experience means to them:

What does volunteering at BCS give back to you?

- "Satisfaction in knowing that I may have helped someone feel better." - Gerard
- "I gave back a listening ear, shared connections to different activities and events, offered companionship and support." - Tracy
- "A sense of connection and giving back to the community." - Jane
- "Made me feel useful." - Gill
- "A good feeling, knowing I have made a difference." - Kath
- "Rewarding to help in any way." - Mavis
- "An insight into what goes on behind the scenes. I didn't realise there are so many organisations helping people in need." - John
- "A sense of belonging, comradeship, and being valued." - Peter

Trustees' Report
For the year ended 31 March 2025

5 ACHIEVEMENTS AND PERFORMANCE (continued)**Would you recommend volunteering to others?**

- "Definitely - it's so rewarding and makes such a difference." - Tracy
- "Yes, it's a way of continuing their skills." - Christine
- "The feel-good factor. It helps you make a difference and make new friends." - Kath
- "Yes, it gets you out, helps you connect with others and make friends." - John
- "Yes, it's very worthwhile to help others." - Mavis

Why did you choose to volunteer with BCS?

- "As a carer and a cared-for person, I needed something to give me a break from the caring role." - Peter

Activities and Achievements

- We held **two volunteer induction sessions**, welcoming a total of **23 new volunteers**.
- We ran **regular Volunteer Catch-Up Meetings**, attended by **51 volunteers** (with many attending multiple sessions). These included a festive Christmas party and a special **'Thank You' event during Volunteers' Week in June 2024**.
- Our hospital information sessions at the Royal Bolton Hospital were a big success, with **14 sessions** delivered by a dedicated group of **38 volunteers** (some attending multiple times).

Volunteers led a wide range of activities for carers, including:

- Line dancing - 20 sessions
- Writing group - 30 weekly sessions
- Cookery classes - 2 sessions
- Christmas craft sessions - 3 sessions
- Relaxation sessions - 4 sessions
- Weekly craft group - 4 sessions
- Our hardworking newsletter team of 6-8 volunteers contributed to the packing and distribution of four issues:
 - May 2024 - 4,058 newsletters
 - September 2024 - 4,229 newsletters
 - November 2024 - 4,014 newsletters
 - February 2025 - 4,042 newsletters

This adds up to a remarkable 16,343 newsletters printed, packed, labelled, and franked by hand – a testament to the dedication of our team.

We are incredibly proud of everything our volunteers have contributed. Whether supporting carers face-to-face, helping behind the scenes, or simply offering a listening ear, every single volunteer has made a meaningful impact.

We want to end by saying a heartfelt thank you to our amazing volunteers – your time, energy, and kindness make all the difference. You are truly the heart of Bolton Carers Support, and we value and appreciate everything you do.

Benefits Advice Service

The Benefit Advice Service offers carers the practical help and advice to claim the benefits they are entitled to support them in their caring role. Carers were given access to information with help to identify potential benefit entitlements to assist with a caring role, a telephone appointments service initially offered advice, with pre booked personal appointments available for practical form completion.

The service was delivered in the office and at outreach venues with follow-up appointments available to support benefit applications for the carers or the cared for person. Visits were conducted by arrangement on a privacy basis at specific outreach facilities, to assist carers in a discreet environment supporting forms completion, avoiding delay in benefit payments impacting on the care needs.

Trustees' Report

For the year ended 31 March 2025

5 ACHIEVEMENTS AND PERFORMANCE (continued)

Benefit reviews were also supported when there was a change in circumstance, such as hospital discharge with benefits stopped or re awards delayed creating an urgent financial pressure on the caring role. Occasional home visits were also undertaken, for a 'quick fix' to support a benefit review claim or to deal with additional financial support needs with help provided via Household Support Fund budget allocation with food vouchers and items, or with referrals support to the local welfare provision or other charities for financial hardship.

A continuing office benefit telephone service supported enquiries including communications about benefit awards with letters received from DWP, explanations of awards, assisted benefit reviews, reconsiderations, appeals advice and supported changes to benefit entitlement. Carers received further support regarding benefit decisions to be made concerning a caring role by the provision of estimates/calculations to further support family decisions with explanations of Gov.uk guidance, managing expectations of current benefit legislation. Carer conversations were held for people seeking benefit advice whilst still working with balancing a caring role and for those approaching retirement age seeking information regarding pensions entitlements with disability and caring responsibilities.

The financial wellbeing side of this role also included taking an active part in attending community services events representing BCS, attending the Bolton inter -agency forum along with other organisations hosted by Bolton Council at the quarterly group meeting, to discuss and communicate benefit service delivery and changes that may impact upon Bolton carers. Networking with National charities, local church community groups, veterans' organisations, Bolton Council Community service and the DWP Communications local service for the delivery of benefit support, financial help and housing support for the residents of Bolton including Carers.

The BCS benefit role was an active member of a working party with Age Uk for Bolton services who provide financial and benefit claims, working in partnership with these agencies BCS has provided the support required for the interests of registered carers.

Total number of carers assisted with the project

- Telephone Appointments - 212
- Personal Appointments - 68
- Outreach Appointments & enquiries seen - 14
- Emergency Home Visits - 2
- Workshop Benefit Support - 44

The benefit gains and savings in this reporting period are £453,647.91

Council tax savings for the period are £23,793.78

In total, the yearly awarded funds through vouchers/items via cost-of-living funding was £1,520

(This included food vouchers/ white good vouchers, additionally slow cookers, air fryers, flasks, blankets and socks distributed.)

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
Planning your future workshop	17th Apr 2024	Learning Day	13	
Easter meal Holiday Inn	18th Apr 2024	Carer & Cared For	33	Plus 31 cared for
Bolton Little Theatre	22nd Apr 2024	Carers Event	25	
Wellbeing & Mindfulness workshops x4	April / May	Learning Day	56	4 x 14 per workshops
Carers Writing Group	April / Oct	Learning Day	12	Weekly workshops
Halle @ Bridgewater Hall	15th May 2024	Carers Event	29	
Line Dancing Workshops	June / Oct	Carers Event	14	Monthly

Trustees' Report
For the year ended 31 March 2025

5 ACHIEVEMENTS AND PERFORMANCE (continued)

History Walk	11th June 2024	Carers Event	18	
Blackedge Brewery Tour	11th May 2024	Carers Event	19	
Male Carers Meal	3rd July 2024	Carers Event	12	
RHS Garden Bridgewater	9th July 2024	Carers Event	26	
Tai Chi Workshops x 6	July / Aug	Learning Day	15	workshops
Achari Indian Restaurant	22nd Aug 2024	Carers Event	28	
Summer Meal Holiday Inn	29th Aug 2024	Carer & Cared For	34	Plus 32 cared for
Sound Relaxation Workshop	19th Sept 2024	Learning Day	10	
Wellbeing & Relaxation Workshops x 4	Oct	Learning Day	12	workshops
Flower Display Workshops x 3	Oct	Learning Day	9	workshops
Imperial War Museum North	10th Oct 2024	Carers Event	19	
History Walk	29th Oct 2024	Carers Event	18	
Planning your future	30th Oct 2024	Learning Day	12	
Halloween Meal Holiday Inn	31st Oct 2024	Carer & Cared For	30	Plus 28 cared for
Palliative Care and End of Life workshop	5th Nov 2024	Learning Day	8	
Men's Carer Group	6th Nov 2024	Carers Outing	7	
Nam Ploy Restaurant	13th Nov 2024	Carers Outing	29	
Planning your future	27th Nov 2024	Learning Day	10	
Christmas Floristry 1	28th Nov 2024	Learning Day	12	
Men's Carers Group	4th Dec 2024	Carers Outing	12	
Christmas Floristry 2	5th Dec 2024	Learning Day	12	
Christmas Crafts Workshop 1	5th Dec 2024	Learning Day	10	
Carer Christmas Meal	9th Dec 2024	Carers Outing	40	
Christmas Floristry 3	12th Dec 2024	Learning Day	12	
Christmas Crafts Workshop 2	12th Dec 2024	Learning Day	10	
Carer & Cared For Christmas Lunch	17th Dec 2024	Carer & Cared For	42	Plus 38 cared for
Christmas Crafts Workshop 3	19th Dec 2024	Learning Day	10	
Men's Carers Group	9th Jan 2025	Carers Outing	7	
Boundary Mill Outing	22nd Jan 2025	Carers Outing	20	
Men's Carers Group	6th Feb 2025	Learning Day	7	
Financial Wellbeing Workshop	26th Feb 2025	Learning Day	12	
Cookery on a budget workshop 1	27th Feb 2025	Learning Day	12	
Men's Carers Group	6th Mar 2025	Carers Outing	6	
Cookery on a budget workshop 2	6th Mar 2025	Learning Day	12	
Ten Pin Bowling	17th Mar 2025	Carers Outing	16	
Cookery on a budget workshop 3	20th Mar 2025	Learning Day	12	

429

Carers Week Information Day	13th Ju 2024	General event	124	
AGM and Carers Rights Day event	21st Nov 2024	General event	117	

241

Total Engagement

670
Health Linkworkers

Accelerated Reform Funding starting December 2024 for 12 months, enabled a partnership with Age UK Bolton, to identify carers through Age UK Bolton's Home for Hospital project. This has also enabled BCS to raise awareness of the support available to Bolton carers within the hospital.

Trustees' Report
For the year ended 31 March 2025

5 ACHIEVEMENTS AND PERFORMANCE (continued)

Funding

We, once again, wish to express our gratitude to The National Lottery Community Fund, Bolton Council, Eric Wright Charitable Trust, the People's Health Trust (funded by Health Lottery North West) and CVS Bolton's Fund for continued funding for supporting our work. We have also welcomed funding from the Provincial Walsh Trust and Accelerating Reform Fund.

We are very proud to say that through thorough background work and research, we achieved 100% success in funding applications submitted during the year. Despite the value of one of the applications being reduced due to high competition, we maintained a financial success rate of 91% on applications submitted. During the year we secured funding to produce a short film to accompany our Moving on Book, a relatively small project that has widespread impact, telling the stories of carers during the lockdown periods of the pandemic.

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 of 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.

As part of our efforts to diversify income sources, Simon, our Treasurer, ran the Manchester Marathon, raising £1,250 to help 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. Your support of our Winter raffle and fundraising activities raised close to £1,000, a much valued boost to Bolton Carers Support.

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



Trustees' Report
For the year ended 31 March 2025

5 ACHIEVEMENTS AND PERFORMANCE (continued)

'It's nice talking to you. It really is. You cheer me up and make me laugh, no matter what is happening in my life.'

'BCS is like having a good friend to lean on.'

'Knowing BCS are there is a comfort to me.'

'Thank you for ringing. I look forward to hearing from you and being able to unburden my problems. I hope you don't mind.'

'I feel a lot better, calmer about the situation since the last time I spoke with you. Since I've spoken to BCS, a nurse from my mums GP surgery has helped and I feel that I am becoming more positive rather than stuck.'

'Thank you for organising the trip up to the Parish Church Tower and History Walk. I thoroughly enjoyed it.'

'Really enjoyed the history walk. Dave is the font of all knowledge, and great fun.'

'I really appreciate you calling. Your calls are so helpful. It's valuable having someone just to listen.'

'Thank you for your support over the years - you think you know what you are doing one minute but it is a minefield of who, what, where, how - thank you for being here to support.'

'A lot of people must be grateful for this service and would, probably, be feeling a bit vulnerable without it. Thank you for providing these services they are my lifeline.'

"I was extremely grateful to be able to talk things through, also for the advice, support and empathy. I feel much calmer, and I can breathe again. I am feeling more determined to look after my mental and physical health, the chat has helped me to focus on important things."

Trustees' Report
For the year ended 31 March 2025

5 ACHIEVEMENTS AND PERFORMANCE (continued)

'Thanks for the up-to-date information and for speaking to me like a human being.'

'Appreciate you taking the time to listen and not judge me. I feel so much calmer and better about myself. I was getting worked up just before you rang. Feel better knowing I can ring for guidance or just a friendly voice.'

'He is a very good listener. If I am not certain about something, then he will do his best to find out for me. I can pour out all my problems, especially those that I face caring for my husband. He is a very nice person, very understanding. He is, in my opinion, very good at his job.'

"Although I can't get to coffee mornings and events because I am busy looking after my son. It is reassuring that I can speak to someone if I have any problems and it is very nice to be able to have a chat with someone on the phone."

'Really enjoy using the befriending service. I can laugh or cry. They listen and give any advice to help the situation. Good for mental health to be able to speak to someone who listens to me. It is never a miserable phone call. I laugh a lot but I am able to get rid of any stress that's hanging about. A very good service.'

*'I love my chats. I can moan, cry & laugh. He can't solve my caring problems but sharing them gives me a new lease of life. We talk about events in our lives- this reminds me that there is still life and laughter out there.'
I can say anything that is on my mind even the negative thoughts. He will remind me that I am not alone or awful because others think & say the same in my position. He also reminds me to try & think about my needs which I do neglect.'*

'The trip to see the Halle at Bridgewater Hall was fantastic.'

Trustees' Report
For the year ended 31 March 2025

6 FINANCIAL REVIEW

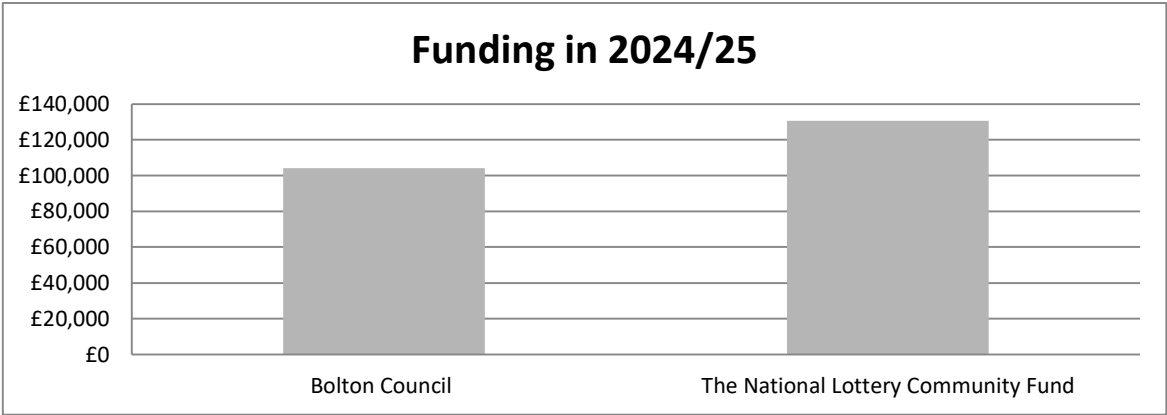
The 2024-2025 financial year saw continuing funding from Bolton Council and The National Lottery Community Fund.

Principal funding sources

The principal funding sources have been provided by:

- **Bolton Council (Adult Services)** – which funds the 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.



- | | |
|---------------------------------------|-----------------|
| • Bolton Council | £104,285 |
| • The National Lottery Community Fund | £130,606 |

Trustees' Report
For the year ended 31 March 2025

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.

Trustees' Report
For the year ended 31 March 2025

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 trustees have established a reserves policy to ensure the charity's continued financial stability and ability to meet its charitable objectives. The policy considers the nature of the charity's income and expenditure streams, the need to maintain sufficient working capital to meet ongoing commitments, and the potential risks to future income.

The charity aims to hold unrestricted reserves at a level sufficient to:

- meet short-term obligations and unforeseen expenditure,
- provide adequate working capital to support day-to-day operations, and
- enable the charity to respond to opportunities or financial challenges without disrupting key activities.

In determining the appropriate level of reserves, the trustees review annually the financial forecasts, risk register, and commitments of the charity. The trustees consider it prudent to maintain unrestricted reserves at a level that is sufficient to protect the charity against fluctuations in income, unforeseen costs, and other financial risks, thereby ensuring the ongoing delivery and sustainability of the charity's services.

Where reserves fall below or exceed this level, the trustees will implement a plan to restore reserves to the target range over a reasonable period, taking into account the charity's operational and strategic priorities.

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:



[Susan Foster \(Dec 16, 2025 19:12:22 GMT\)](#)

Susan Foster

Chair of Bolton Carers Support

Date 16-Dec-2025

Independent Examiner's Report to the Trustees of Bolton Carers Support As at 31 March 2025

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 2025 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;
- 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
Xeinadin North West Limited
100 Barbirolli Square
Manchester
M2 3BD

Date 16-Dec-2025

Statement of Financial Activities (including Income and Expenditure Account)
For the year ended 31 March 2025

	Note	Unrestricted Funds 2025 £	Restricted Funds 2025 £	Total Funds 2025 £	Total Funds 2024 £
INCOME					
Income from donations and legacies					
- Core income		12,360	-	12,360	31,590
- CCG development fund		32,734	-	32,734	
Investment Income	3	6,616	-	6,616	8,769
Income from charitable activities					
- Bolton Council	4	-	104,285	104,285	124,428
- The National Lottery Community Fund		-	130,606	130,606	125,724
- E Wright		-	38,975	38,975	23,596
- The Bolton Fund		-	25,150	25,150	48,250
- Warburtons		-	1,232	1,232	8,768
- Other charitable activities		-	25,191	25,191	9,666
Total income		51,710	325,439	377,149	380,791
EXPENDITURE					
Expenditure on charitable activities					
- Establishment cost	5	71,183	-	71,183	46,320
- Bolton Council		-	104,285	104,285	121,692
- The National Lottery Community Fund		-	133,075	133,075	133,258
- E Wright		-	24,539	24,539	23,596
- The Bolton Fund		-	25,150	25,150	48,932
- Warburtons		-	1,232	1,232	8,768
- Other charitable activities		-	25,191	25,191	7,645
- Governance costs	6	4,467	-	4,467	3,076
Total expenditure		75,650	313,472	389,122	393,287
Net income (expenditure)	7	(23,940)	11,967	(11,973)	(12,496)
Gross transfers between funds	16	(2,469)	2,469	-	-
Net movement in funds		(26,409)	14,436	(11,973)	(12,496)
Funds at 1 April 2024		69,244	-	69,244	81,740
Funds at 31 March 2025		42,835	14,436	57,271	69,244

Balance Sheet
As at 31 March 2025

	Note	2025 £	2024 £
Fixed assets			
Tangible fixed assets	11	177	131
Current assets			
Debtors	12	33,424	11,363
Cash at bank and in hand		128,004	191,137
		161,428	202,500
Creditors: amounts falling due within one year	13	(104,334)	(133,387)
Net current assets		57,094	69,113
Net assets		57,271	69,244
Funds			
Restricted funds	16	14,436	-
Unrestricted funds	16	42,835	69,244
Total funds		57,271	69,244

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 2025 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 23 to 30 were approved by the Board of Trustees :


 Susan Foster (Dec 16, 2025 19:12:22 GMT)
 Susan Foster
 Trustee


 Simon Richard Thompson (Dec 16, 2025 20:26:02 GMT)
 Simon Thompson
 Trustee

Date 16-Dec-2025

Date 16-Dec-2025

Statement of Cash Flows
For the year ended 31 March 2025

	2025 £	2024 £
Net cash flow from operating activities	(63,051)	(57,512)
Cash flow from investing activities		
Purchase of tangible fixed assets	(82)	-
Net cash flow from investing activities	(82)	-
Change in cash and cash equivalents in the year	(63,133)	(57,512)
Cash and cash equivalents brought forward	191,137	248,649
Cash and cash equivalents carried forward	128,004	191,137
Cash and cash equivalents consists of:		
Cash at bank and in hand	128,004	191,137
Net cash flow from operating activities		
Net income (expenditure)	(11,973)	(12,496)
Depreciation	36	80
(Increase) decrease in debtors	(22,061)	(8,307)
(Decrease) Increase in creditors	(29,053)	(36,789)
	(63,051)	(57,512)

Notes to the Financial Statements
For the year ended 31 March 2025

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:

Fixtures 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.

Notes to the Financial Statements
For the year ended 31 March 2025

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
	2025	2025	2025	2024
	£	£	£	£
Deposit account interest	6,616	-	6,616	8,769
4 Income from charitable activities	Unrestricted	Restricted	Total	Total
	Funds	Funds	Funds	Funds
	2025	2025	2025	2024
	£	£	£	£
Bolton Council	-	104,285	104,285	124,428
The National Lottery Community Fund	-	130,606	130,606	125,724
E Wright	-	38,975	38,975	23,596
The Bolton Fund	-	25,150	25,150	48,250
Warburtons	-	1,232	1,232	8,768
Other charitable activities	-	25,191	25,191	9,666
	-	325,439	325,439	340,432

Notes to the financial statements

For the year ended 31 March 2025

5 Expenditure

Costs directly allocated to activities	Basis of allocation	Establishment cost	Bolton Council	The National Lottery Community Fund	E Wright	The Bolton Fund	Warburtons	Other charitable activities	Governance costs	2025 Total	2024 Total
		£	£	£	£	£	£	£	£	£	£
Wages & Salaries	Direct	52,790	82,835	92,157	21,258	391		18,912		268,343	266,674
Employers NI	Direct	6,625	6,100	7,845	1,793	25		935		23,323	16,322
Pension Costs	Direct	5,197	5,792	6,451	1,488	27		1,181		20,136	18,105
Database	Direct	1,535		1,088			167			2,790	1,656
Event Costs	Direct	181		12,287		1,853	200	1,115		15,636	10,187
Insurance	Direct	19		795						814	774
IT Costs	Direct	3,481		1,072			356			4,909	5,606
HR & Recruitment	Direct	1,526						117		1,643	2,056
Recharges - Operational Costs	Direct	(14,348)	9,558	(891)		2,713	509	2,459		-	-
Rent	Direct	(5,478)		1,041						(4,437)	4,172
Office Equipment Depreciation	Direct	36								36	80
Operating Lease Payments	Direct	2,503								2,503	1,680
Other expenses	Direct			29		936				965	2,597
Printing, postage & stationery	Direct	11,553		9,196						20,749	18,925
Telephone	Direct	3,252		1,651						4,903	4,566
Travel, subsistence & expenses	Direct	2,093		354		331		472	111	3,361	2,840
Vouchers	Direct					18,874				18,874	25,020
Subscriptions	Direct	150								150	90
Bank Charges	Direct	68								68	70
Financial management										-	8,791
Independent examination									4,356	4,356	3,076
TOTAL - 2025		71,183	104,285	133,075	24,539	25,150	1,232	25,191	4,467	389,122	393,287
TOTAL - 2024		46,320	121,692	133,258	23,596	48,932	8,768	7,645	3,076		

Notes to the Financial Statements
For the year ended 31 March 2025

6 Governance costs	2025	2024
	£	£
<i>Unrestricted Expenditure</i>		
Accountancy and independent examination fees	4,356	2,804
Trustee expenses	111	272
	4,467	3,076

7 Net income (expenditure)	2025	2024
	£	£
Net incoming resources are stated after charging:		
Independent examiner's fees	4,356	2,804
Depreciation of tangible fixed assets	36	79

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

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

10 Trustee remuneration and expenses	
None of the trustees received any remuneration during either of the two years. Expenses reimbursed to trustees amounting to £111 (2024: £231) were paid during the year.	

11 Tangible fixed assets	Fixtures & fittings	Computer equipment	Total
	£	£	£
Cost or valuation			
At 1 April 2024	26,767	16,355	43,122
Additions	82	-	82
At 31 March 2025	26,849	16,355	43,204
Depreciation			
At 1 April 2024	26,636	16,355	42,991
Charge for the year	36	-	36
At 31 March 2025	26,672	16,355	43,027
Net book value			
At 31 March 2025	177	-	177
At 31 March 2024	131	-	131

Notes to the Financial Statements
For the year ended 31 March 2025

12 Debtors	2025	2024
	£	£
Trade Debtors	26,592	-
Other Debtors	-	4,531
Prepayments and Accrued Income	6,832	6,832
	33,424	11,363

13 Creditors: amounts falling due within one year	2025	2024
	£	£
Trade Creditors	2,296	1,512
Other Creditors	54,367	21,382
Accruals	5,671	14,100
Deferred income (note 13)	42,000	96,393
	104,334	133,387

14 Movement in deferred income	Balance at 1 April 2024	Released to income	Deferred in year	Balance at 31 March 2025
Funds	£	£	£	£
NHS Bolton CCG	-	-	42,000	42,000
Bolton Council	-	-	-	-
E Wright	74,734	(74,734)	-	-
Warburton	15,099	(15,099)	-	-
Cultured Carers	1,490	(1,490)	-	-
Peoples Health Trust	5,070	(5,070)	-	-
	96,393	(96,393)	42,000	42,000

Notes on deferred income

At 31 March 2025, deferred income of £42,000 (2024: £96,393) represents funding received in advance of the related expenditure. This amount relates to the CCG grant, which had been received prior to the year end for project activities scheduled to take place after the balance sheet date. In accordance with the Charities SORP (FRS 102), this income has been deferred until the charity becomes entitled to the funding through delivery of the specified activities in the following financial year.

15 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 £18,094 (2024 - £15,053).

Notes to the Financial Statements
For the year ended 31 March 2025

16 Movement in funds		Balance at 1 April		Balance at 31 March	
	Note	2024	Income	Expenses	Transfers
		£	£	£	£
Restricted funds:					
Bolton Council	i.	-	104,285	(104,285)	-
The National Lottery Community Fund	ii.	-	130,606	(133,075)	2,469
E Wright	iii.	-	38,975	(24,539)	14,436
The Bolton Fund	iv.	-	25,150	(25,150)	-
Warburtons		-	1,232	(1,232)	-
Other charitable activities		-	25,191	(25,191)	-
		-	325,439	(313,472)	2,469
Unrestricted funds:					
General funds		69,244	51,710	(75,650)	(2,469)
Total funds		69,244	377,149	(389,122)	-

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.

Notes on unrestricted funds

Unrestricted general funds are those which the board of trustees may use in the pursuance of the charity's objectives and are expendable at the discretion of the trustees.

Notes on transfer of funds

Transfers between restricted and unrestricted funds were made in accordance with the Charities SORP (FRS 102) to ensure that expenditure was properly met from available resources. Specifically, unrestricted funds were applied to cover an overspend on restricted projects where the terms of the restricted income had been fully met and no further funding was available, reflecting trustees' responsibility to ensure the continued delivery of charitable activities in line with overall charitable purposes.

17 Analysis of total funds	General Funds	Restricted Funds	31 March 2025	31 March 2024
	£	£	£	£
Analysis by type of asset and liability				
Tangible fixed assets	177	-	177	131
Net current assets	42,658	14,436	57,094	69,113
	42,835	14,436	57,271	69,244

18 Employees and Directors

The average number of employees during the period was 12 (2024: 12)