

# **CARERS TRUST**

**Hillingdon & Ealing**

## **Carers Trust Hillingdon and Ealing Ltd**

Company Limited by Guarantee

England & Wales Charity number: 1082297

England & Wales company registration number: 04041290

### **Annual Report**

31 March 2025

#### **Auditor:**

Cox Costello & Horne  
Chartered Accountants and Tax Advisers  
Batchworth Lock House  
99, Church Street  
Rickmansworth  
WD3 1JJ

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## CHAIR OF TRUSTEES STATEMENT, 2024-25

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As Chair of Trustees for Carers Trust Hillingdon and Ealing Ltd (henceforth referred to as the Charity), on behalf of the Board of Trustees, I am pleased to present our Annual Report and Financial Statements for the year April 2024 to March 2025.

The Financial Statements and Memorandum and Articles of Association comply with current statutory requirements. The Trustees annual report also states requirements of a director's report as required under Company law. The annual report are also in compliance with the Statement of Recommended Practice - Accounting and Reporting by Charities: SORP, applicable to charities preparing their accounts in accordance with FRS 102 and FRS 102 itself.

Last year we reported a change in senior personnel. After 10 years of consistent leadership, the charity's Chief Executive, Sally Chandler, handed over the role to internal candidate, Joanne Burns, after a competitive interview process. After 8 months in the role a number of personal and professional factors meant that Joanne was no longer able to continue in the role, despite doing a great job during her tenure!

As we were looking at competitively tendering for our core Hillingdon contract, we were delighted that Sally was able to return to the Chief Executive role in October 2024 to lead the charity through the tender and subsequent team restructure. Sally had stayed with the charity part time to manage all our external commitments, and was therefore able to pick things back up very quickly, with no loss of momentum at a challenging time. We are delighted to say that the Hillingdon Carers Partnership was re-awarded the Hillingdon contract in March 2025, to start from 1 May 2025. This offers the charity a stable core of funding for at least the next five years, with a possible extension for a further three years to 2033.

The Senior Management team has worked hard over the year to respond to a number of financial challenges, meaning two restructures of the team. However, we have given complete priority to frontline services and have managed to continue to deliver an extensive range of quality support to carers, with minimal disruption to the services you know and trust.



**Dolores Lee, Chair of Trustees**

## TRUSTEES ANNUAL REPORT, 2024-25

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The Board of Trustees is pleased to report that all core activities and frontline services have been unaffected by the financial challenges, and the Board and Senior Management team have worked hard to ensure that every penny possible is driven to the frontline to support carers and to continue to deliver the quality services that the Charity is known for.

### (1) Objectives and Activities

The Charity's objectives and principal activities are:

The relief of poverty and mental or physical sickness or suffering amongst the 'carers' defined in the below object.

The relief of persons with a disability arising from age, sickness or physical or mental disability and in particular by the provision of practical help, service, support, advice and information to those responsible for their care, especially spouses, partners and relatives who have an unpaid responsibility for their daily care and treatment ('the carers').

During the year Carers Trust Hillingdon and Ealing Ltd has continued to offer a broad range of services for carers in order to meet objectives for our beneficiaries. Many of our services have now returned face-to-face, although by popular demand from carers, a hybrid delivery methodology has been adopted with some activity still delivered online for their convenience. Activity falls into five broad categories:

- **Information, Advice and Support:** a High Street drop-in Advice Centre in Uxbridge; maintenance of website and social media accounts; a Carers Newsletter; extensive written information, and; provision of Carers Advisors for every carer using the service. The Advice team offers: help with form-filling, benefit checks, representation at tribunal, Carers Assessments; advocacy and a home visiting service. The team speaks four Asian languages and supports many carers who are non-English speaking.
- **Health and Wellbeing Services for adult carers:** therapeutic care sessions; Carer Cafes; emotional support and one-to-one counselling; psychotherapeutic carer support groups; arts courses; carer training, and; activities intended to improve health outcomes such as exercise and yoga classes and guided walks.
- **Young Carers Services:** one-to-one support; specialist support for children and young people; intensive Family Support Service; Young Carers Clubs for fun activities and social contact with other young carers; learning opportunities; sports activities; school holiday activities; supported transition from school to further education or employment; advocacy with education and training providers and we have developed a comprehensive school outreach and liaison programme.
- **Carer Assessments:** we have integrated carer assessments across the Hillingdon Carers Partnership and now conduct all single assessments on behalf of the council, with the exception of parent-carers and children and young people.

- **Education and Awareness Raising:** provision of training and information sessions for health and care staff, teachers and pastoral care staff in schools and other community organisations and charities.

Finally, Carers Trust Hillingdon and Ealing Ltd has maintained and developed its leadership and management of the Hillingdon Carers Partnership (HCP). The Partnership consistently exceeds contracted Key Performance Indicators (KPIs) and offers a single point of access to support for carers, meaning they only have to tell their story once.

## **(2) Delivering Quality Services**

The organisation holds the following quality marks:

- Trusted Charity level 2 (formerly PQASSO) (re-awarded August 2022)
- AQS Advice with Casework, level 2 (re-awarded January 2024)

In shaping our objectives for the year and planning activities, the Trustees have considered the Charity Commission's guidance on public benefit, including the guidance 'public benefit: running a charity (PB2)'. All core services support our charitable objectives and include:

- Provision of information and advice on support available to carers and their families;
- Provision of welfare benefits advice and support to appeal;
- Provision of short replacement care breaks for carers;
- Delivery of services that meet the needs of carers from diverse cultures and backgrounds, including information and advice services in four community languages;
- Provision of services that enable adult carers to meet together and benefit from peer support;
- Provision of training opportunities for carers;
- Provision of creative activities for carers;
- Provision of opportunities for young carers to meet other young carers, join in clubs, fun events and trips and learning activities;
- Provision of a supported transition programme for young adult carers between 16 - 25 years;
- Provision of an intensive Family Support Service;
- Provision of a Schools Outreach programme;
- Provision of a specialist service for young carers affected by parental substance misuse or mental ill health;
- Provision of counselling and therapeutic care, and;
- Enabling carers to have a voice within the local community and in the design of the services they need to support them in their roles.

In 2024-25, we supported 4,643 (20.7%) of the 22,463 carers that 2021 Census data indicates live in Hillingdon, and 1,772 (72.3%) of the estimated 2,450 young carers in the borough.

This is a decrease movement of 10.6% on adult carers supported compared to 2023-24 figures of 5,193 (23%) and an increase of 17.5% on young carers on previous figures of 1,508 (61.5%).

### (3) Volunteers

Volunteer hours significantly increasing our capacity for support to the carers of Hillingdon. The Charity is very grateful for the support it receives from its volunteers. In addition to the Board of Trustees, volunteers cover many roles and give thousands of hours per year to support our services. They provide office administration support, reception cover, outreach activity, help at Carers Cafés, counselling, setting up exercise classes, involvement with the Young Carers Clubs and their school holiday activities, curriculum support for young carers in schools and many other roles as needed.

In 2024-25, our volunteers contributed a total of 4,435 hours to the organisation, which, calculated at the London Living Wage of £13.15 per hour, equates to an increased service capacity of £58,320.

This was a slight increase on 2023-24 figures, when carers benefitted from 2,802 hours when the London Living Wage was £13.15 per hour. The decrease capacity value was therefore £36,846.

### (4) Restructure and Key achievements

#### (i) Restructure

New-look services for the Young Carers team

#### (1) Why we restructured the service

In late 2024, we started to rethink how we support the young and young adult carers registered with us. This was for four main reasons:

- (a) Financial necessity:** over the last three years, largely due the great success of our schools' outreach programme, we have registered 1,772 (72.3%) of the estimated 2,450 young carers living and caring in the borough. This is up from 970 (39.6%) at the same time in 2022 and therefore creating new pressures on our budget.
- (b) Meeting new requirements:** In early 2025, we had to re-tender for our core contract with the London Borough of Hillingdon, which saw the addition of new requirements in the contract. Most notably, these were the addition of statutory young carer assessments and a triage function.
- (c) Targeting limited resources:** As with all caring, the impact on their lives of caring responsibilities differs hugely across this large cohort of children and young people and, we have had to consider how we best target the resources we do have to where they are most needed.
- (d) Responding to changing needs:** Since the pandemic, we have seen a steady rise in the numbers of young people struggling with their mental health and/or living in 'complex' families where there are multiple social issues. For them, caring can have a much starker impact on their personal development, physical health and mental wellbeing, as well as impacting on their education and therefore, their futures. We needed to offer something more intensive for this group of young people.

#### (2) What changes we have made

We completely restructured the team and the services they deliver to meet the identified new challenges, all of which will go live in the next financial year, 2025-26. This saw some posts being deleted and other new roles created, with the team now structured around four main sub-teams:

- (a) An **Assessment and Support Coordination team**: to carry out young carers assessments and an impact assessment. They will then 'rate' the new young carer with a red, amber and green status, as indicated through the assessment and prescribe the appropriate 'pathway' through our different services, according to their needs.
- (b) A **Therapeutic Care and Outreach team**: The team will work closely with our new partner, Give Space, and offer more intensive 1:1 and group support to those young people most impacted by their caring roles.
- (c) A **Transition team**: to continue to raise aspirations and support young adult carers from 16-24 years navigate the change from school to whatever comes next.
- (d) A **Social Support team**: which will continue to provide our Young Carer Clubs and Schools holiday activities programme, although this programme might be slightly reduced in half-term holidays.

Finally, we have a new **Young Carers Senior Manager**. As part of the Senior Management team, Linda Patterson will have overall responsibility for the new services and to ensure that new ways of working are regularly reviewed and adapted as we develop our learning. Because of the way we have funded this post, there is also a dedicated day per week where the Senior Manager works as part of the Supported Transition service alongside our Supported Transition Officer.

## (ii) Key achievements

The team has worked hard to deliver core services and to achieve the things that add value to the work the Charity does. Headline achievements in year include:



# Headline achievements for young and young adult carers, 2024-25



28 schools completed national Young Carers in Schools award



345 new young or young adult carers registered in year

1,772 young carers registered with us



Four residential weekends away attended by 57 young carers

13 workshops attended by 217 young carers



38 Young Carer Club sessions delivered with 1,305 visits

27 families accessed whole family trips and activities



25 young and older carers attended our first inter-generational event

523 16-24 year olds helped via Supported Transition team





# Headline achievements for adult carers 2024-25



Total of  
2,151 trips,  
workshops  
and  
activities  
provided

£1,671,540  
secured in  
carer  
benefits  
via 1,404  
benefits  
checks



1,017 new  
adult  
carers  
registered  
in year

4,643 carers  
directly  
supported  
via 9,731  
interactions



667 carers  
needs  
assessments  
delivered

899 face-  
to-face  
advice  
contacts  
delivered



1,305  
telephone  
contacts  
accessed

1,444 1:1  
support  
sessions  
delivered  
with carers



66 outreach  
and public  
engagement  
sessions  
achieved

Volunteers  
gave  
4,435  
hours of  
their time



## **(5) Interested parties**

Carers Trust Hillingdon and Ealing Ltd is the lead organisation of the Hillingdon Carers Partnership, which is delivering the London Borough of Hillingdon's Combined Carers Services contract, 2016-2023 (extended to March 2025). It sub-contracts four specialist elements from its partners: Harlington Care, Hillingdon Mind, Alzheimer's Society and Harlington Hospice. [www.carerstrusthillingdon.org/the-hillingdon-carers-partnership/](http://www.carerstrusthillingdon.org/the-hillingdon-carers-partnership/)

Carers Trust Hillingdon and Ealing Ltd is a Network Partner of the national body, Carers Trust. This means they are part of a network of 130+ Carers Centres across the UK under a national umbrella body, Carers Trust. The annual affiliation fee gives us access to central support in the form of: national campaigns; regional structures offering peer support; access to the Network Support team for advice and guidance; grant and hardship funding; an annual Conference; learning networks and a central Learning Hub; Policy and Parliamentary digests, and; central research and intelligence about caring in the UK. [www.carers.org](http://www.carers.org)

Carers Trust Hillingdon and Ealing Ltd is one of five founding members of H4All, formerly a Charitable Incorporated Organisation (CIO), which was established to improve joint-working across the third sector in Hillingdon and to collectively improve residents' health and wellbeing. [www.h4all.org.uk](http://www.h4all.org.uk)

Whilst H4All continues to deliver health contracts in Hillingdon under the H4All brand, in early 2024, it changed its status to 3ST (Third Sector Together) NWL. 3ST operates across the eight boroughs of NW London: Hillingdon, Harrow, Brent, Hounslow, Ealing, Kensington and Chelsea, Westminster and Hammersmith and Fulham. [www.3stnwl.org.uk](http://www.3stnwl.org.uk) It is the recognised third sector collaborative by NWL Integrated Care System (ICS) and has secured financial investment from the ICS to support development.

## **(6) Collaborations and partnerships**

For those carers who are members of the charity, you might remember us writing to you about 2 years ago seeking your support for a name change from Carers Trust Hillingdon to Carers Trust Hillingdon & Ealing. This was to better reflect the geography that we now cover since winning a four-year contract with Ealing Council to deliver breaks for adult carers as the lead partner for the newly-formed Ealing Carers Partnership. We are now 18 months in to the work and thought it would be helpful to update all our stakeholders on where we are up to with developing support for Ealing's carers, and our dedicated team there have made great strides.

The Ealing Carers Partnership consists of ourselves, Harlington Care and Ealing & Hounslow CVS (Council for Voluntary Services). As in Hillingdon, Harlington Care provide all the regulated respite (replacement) care for us to give carers a short break in their own homes. Ealing & Hounslow CVS are the body that supports all the thousands of small charities that work across the two boroughs that they cover. They have been invaluable in ensuring that what we develop is bedded in locally, that our services are publicised through their considerable networks and, in securing us volunteers to support the team through their local volunteer hub.

Whilst growing the number of carers registered with the service remains challenging, the number of new partnerships, opportunities and regular services that the team has developed is really strong. Unfortunately, for a number of complex reasons, we were not allowed access to any databases of carers, so the team has focussed on an extensive programme of outreach across the seven 'towns' in Ealing to help find and register carers and to raise awareness of the new services with frontline services and other charities that can refer carers to us for our support.

### **(7) Preparation of financial statements**

The financial statements have been prepared in accordance with the accounting policies set out in the notes to the financial statements and comply with the charity's governing document, the Companies Act 2006 and Accounting and Reporting Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) effective on 1 January 2019, and FRS 102 itself.

#### **Income:**

During the financial year 2024/25, 38% of the organisation's income was via the Combined Carers Services contract and Corporate Grant from the London Borough of Hillingdon, compared to 53% in the previous 12 months. A further 18% was from the contract with the London Borough of Ealing. Remaining income was from a variety of charitable trusts and foundations.

Other income sources during 2024/25 were:

- Carers Trust
- NWL ICS
- Henry Smith Foundation
- BBC Children in Need
- Mercers Philanthropy
- ASDA Foundation
- Big Lottery
- Lidl Fund
- British and Foreign Schools Society (now Educational Opportunity Foundation)
- Heathrow Community Trust
- Masonic Charitable Foundation

#### **Expenditure:**

Carers Trust Hillingdon and Ealing Ltd has continued to exercise robust budgetary control to achieve savings, resulting in a surplus of £247,951 this year. By reviewing core costs, the organisation has not yet had to reduce support services for carers, however, it is important to flag that the centre is as lean as it can be and any reduction in income will now start to impact on carer support.

### **(8) Reserves policy**

The Charity's Reserves target is set at four to six months of annual salary, lease and contractual commitments, plus a contingency of £15,000. Our current reserves are £497,775 being unrestricted funds not represented by fixed assets, so this is currently more than the parameters of £231,358 and £339,538. Trustees continue to maintain healthy levels of reserves to support roles that are coming to the end of their funding pending a new bid or source of funding, although this is strictly monitored and managed.

The Charity has no designated funds and at the reporting date has restricted funds of £57,462 (£29,755 in 2024).

### **(9) Risk management**

The Trustees actively review the major operational and business risks faced by the charity, in particular focusing on the management of risk associated with the management of four sub-contracting organisations in Hillingdon and two in Ealing.

The charity has a risk management strategy, which comprises:

- An annual review of the principal risks and uncertainties that the charity face
- Chief Executive review and update of Risk Register for Trustee meetings twice per year – or in response to an extraordinary event
- The establishment of policies, systems and procedures to mitigate those risk identified in the risk register and annual review of policies and procedures
- The implementation of procedures designed to minimise or manage any potential impact on the charity should those risks materialise
- Annual Strengths, Weaknesses, Opportunities and Threats (SWOT) analysis to ensure all Trustees are aware of the operational environment, to identify new threats and/or weaknesses and to ensure that full advantage is taken when new opportunities present themselves.

### **(10) Recruitment of Trustees**

All the Trustees of the charity are also Directors of the company. Under requirements of the Memorandum and Articles of Association, one third of the directors should retire from office, being those who have been longest in office as directors. The retiring directors are however eligible for re-election. Appointment of Trustees is governed by the Trust Deed of the Charity. The Board of Directors is authorised to appoint new directors to fill vacancies arising through the resignation or death of an existing trustee.

All Trustees give their time voluntarily and received no benefits from the charity. Any expenses reclaimed from the charity are set out in the notes to the financial statements.

The Board of Trustees undertakes regular reviews of the skill mix of trustees and of the Board's efficacy. They have also developed the roles and portfolios of the Trustees, to maximise their support to the organisation and staff team.

It is always the intention of the Board to reflect the local population and to include representation of those with lived experience of caring. All Trustees are actively encouraged to explore the role, via conferences, seminars and workshops for trustees.

Continuous improvement is a central tenet of the organisation and Trustees hold an annual away-day where it reviews and measures the organisation against a series of key criteria, such as: sustainability, governance, reputation and quality of services.

### **(11) Induction and training of Trustees**

In addition to their initial meeting with the Chair and Chief Executive, new Trustees are provided with the Charity Commission's 'Essential Guide to Becoming a Trustee', most recent annual Financial Statements and a portfolio of current policies and procedures.

They are invited to spend some time with the Chief Executive and the staff and volunteers. It is common practice for new Trustees to visit some of the frontline services so they have a better sense of the organisation and its relationship with local communities. All have access to a training fund to support their development.

### **(12) Organisational structure of the charity**

The Board of Trustees administers the charity. The Board meets six times a year; there are four sub-committees covering quality, finance, health and safety and fundraising and an Executive sub-committee also meets at least six times per year, which has devolved decision-making powers between Trustee Board meetings. The Finance Committee meets monthly 11 months of the year (apart from June when the annual audit is in progress).

A Chief Executive is appointed by the Trustees to manage the day-to-day operations of the charity. To facilitate effective operations, the Chief Executive has delegated authority, within a scheme of delegation approved by the Trustees, for operational matters including finance, employment and service development for carer support.

In the year, a new Strategic Director role was created to manage the Charity's significant external partnerships and commitments. Therefore, the Senior Management team comprises: Strategic Director, Chief Executive and two Senior Managers.

### **(13) Staff recruitment, retention and remuneration**

The Charity needs to recruit and retain high quality staff to provide effective services, to sustain our profile and reputation and therefore, to ensure continued resources via external investment. Recruitment is challenging and therefore high levels of retention and attractive remuneration are critical.

Trustees have benchmarked salaries across the sector, particularly focusing on similar roles in other Carer support charities, with central support from the national body to do this. Additionally, they have ensured that staff terms and conditions are reflective of the fact that we are a Carer support charity, and staff have access to Carer and other special leave, such as Bereavement and Maternity/Paternity pay.

Staff are also offered other work-place benefits, such as access to a generous training budget and the Charity is committed to their personal development, not just the mandatory training that we are obliged to provide.

### **(14) Planning for the future**

Continuous improvement is a central tenet of the organisation. In addition to staff planning away days, Trustees hold an annual away-day to:

- Review and measure the organisation's performance via a full review of a series of key documents, including - but not limited to - the Sustainability Plan, Board Performance against Governance Standards, Fundraising Strategy, Marketing and Communications Strategy and Operational Delivery Plans
- Develop specialist projects. Over the last 10 years these have included: the development of two 5-year Organisational Strategies; a full rebrand of Hillingdon Carers as Carers Trust Hillingdon and Ealing Ltd; the implementation of a new Outcomes and Impact Framework; extensive

preparation for contract tenders, and; two staffing restructures to better meet operational delivery requirements and to respond to financial pressures.

- Receive presentations and updates on key strategic relationships, most notably the Hillingdon Carers Partnership, H4All and 3ST NWL to inform key decision-making about these entities.

The priorities and focus of planning for the 2024-25 financial year have been on:

- Financial planning to tackle the current challenges faced by the organisation in the current financial climate, rising core costs and a possible reduction in the contract value. Additionally, a number of external grant-funded services are also coming to the end of the current grant period, so a lot of activity has taken place to secure the financial future of the organisation.
- Preparation for the competitive tender for its core Council contract, which has been delayed 18 months but is expected in Summer 2024.
- A full review of HR systems and processes and associated Policies and Procedures, including: securing a new HR management system; an external specialist review of policies; development of a new Staff Handbook; development of a new signed Working from Home Policy, and; tightening up of absence and sickness management.

**Auditor:**

In pursuance of expenditure controls, Trustees went to the market and re-tendered the contract for the annual audit. The tender exercise was commenced in February 2018; the successful organisation, Cox, Costello and Horne, was appointed by Carers Trust Hillingdon and Ealing Ltd' membership at its AGM in October 2018 and conducted our audit for the first time at the end of the 2018-19 financial year. There is a vote by Carers Trust Hillingdon and Ealing Ltd's membership every year at its annual AGM when auditors are appointed.

**Small Company provisions:**

This report has been prepared in accordance with the special provisions for small companies under Part VII of the Companies Act 2006.

Signed on behalf of the trustees:



**Dolores Lee**  
**Chair of Trustees**  
**Dated:** 9<sup>th</sup> August 2025



## **RESPONSIBILITIES OF THE TRUSTEES**

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

The trustees confirm that so far as they are aware, there is no relevant audit information (as defined by section 418(3) of the Companies Act 2006) of which the charitable company's auditors are unaware. They have taken all the steps that they ought to have taken as trustees in order to make themselves aware of any relevant audit information and to establish that the charitable company's auditors are aware of that information.

# Independent Auditors Report to the Members of Carers Trust Hillingdon and Ealing Ltd

## Year ended 31 March 2025

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### Opinion

We have audited the financial statements of Carers Trust Hillingdon and Ealing Ltd (the 'charitable company') for the year ended 31 March 2025 which comprise Statement of Financial Activities, the Statement of Financial Position, the Statement of Cash Flows and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 *The Financial Reporting Standard applicable in the UK and Republic of Ireland* (United Kingdom Generally Accepted Accounting Practice).

In our opinion, the financial statements:

- Give a true and fair view of the state of the charitable company's affairs as at 31 March 2023 and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- Have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- Have been prepared in accordance with the requirements of the Companies Act 2006.

### Basis for opinion

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

### Conclusions relating to going concern

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

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

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

## Other information

The trustees are responsible for the other information. The other information comprises the information included in the trustees' annual report other than the financial statements and our auditor's report thereon. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon. In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether there is a material misstatement in the financial statements or a material misstatement of the other information. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

## Opinions on other matters prescribed by the Companies Act 2006

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

- The information given in the trustees' report, which includes the directors' report prepared for company law purposes, for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- The directors' report included within the trustees' report has been prepared in accordance with applicable legal requirements.

## Matters on which we are required to report by exception

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

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

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

## Responsibilities of trustees

As explained more fully in the trustees' responsibilities statement set out on pages 15 the trustees (who are also the directors of the charitable company for the purposes of

company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

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

### **Auditor's responsibilities for the audit of the financial statements**

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

### **Extent to which the audit was considered capable of detecting irregularities, including fraud**

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below.

We considered the nature of the charity's industry and its control environment, and reviewed the charity's documentation of their policies and procedures relating to fraud and compliance with laws and regulations. We also enquired of management, and others within the entity about their own identification and assessment of the risks of irregularities.

We obtained an understanding of the legal and regulatory frameworks that the charity operates in, and identified the key laws and regulations that:

- had a direct effect on the determination of material amounts and disclosures in the financial statements. These included the Memorandum and Articles of Association, The Companies Act 2006, Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and FRS 102 itself; and
- do not have a direct effect on the financial statements but compliance with which may be fundamental to the charity's ability to operate or to avoid a material penalty. These included the Charity Commission for England and Wales (Charity Commission) regulations, fundraising regulations; employment and pension law; direct and indirect tax legislation; health and safety legislation; child protection legislation; anti-bribery legislation and data protection legislation

We discussed among the audit engagement team regarding the opportunities and incentives that may exist within the charity for fraud and how and where fraud might occur in the financial statements.

As a result of performing the above, we identified the greatest potential for fraud in the following areas, and our specific procedures performed to address them are described below:

- Recognition of grant income: this involves judgement around whether grants have performance conditions attached to them which have to be met before income can be recognised, as well as judgement over whether or not those conditions have been satisfied. On a sample basis, we have assessed the judgements and estimates made by management in the recognition of this income.
- Appropriate allocation of restricted income: there is a risk that restricted income may not have been identified and allocated as such. We reviewed the allocation of income to restricted or unrestricted funds on initial recognition to ensure restrictions were appropriately identified and applied, and we reviewed fund transfers from restricted to unrestricted funds to assess the rationale for those movements.

In common with all audits under ISAs (UK), we are also required to perform specific procedures to respond to the risk of management override. In addressing the risk of fraud through management override of controls, we tested the appropriateness of journal entries and other adjustments; assessed whether the judgements made in making accounting estimates are indicative of a potential bias; and evaluated the business rationale of any significant transactions that are unusual or outside the normal course of business.

In addition to the above, our procedures to respond to the risks identified included the following:

- reviewing financial statement disclosures by testing to supporting documentation to assess compliance with provisions of relevant laws and regulations described as having a direct effect on the financial statements;
- Reviewing material and unusual journals posted during the period als also subsequent to the reporting date;
- performing analytical procedures to identify any unusual or unexpected relationships that may indicate risks of material misstatement due to fraud;
- enquiring of those charged with governance and the management concerning actual and potential litigation and claims, and instances of non-compliance with laws and regulations; and
- reading minutes of meetings of those charged with governance including subcommittees, reviewing correspondence with HMRC and with the Charity Commission.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at:

<https://www.frc.org.uk/auditorsresponsibilities>.

This description forms part of our auditor's report.

## Use of our report

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

DocuSigned by:  
  
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**Michael F Cox**  
**Senior Statutory Auditor**

**Dated:** 17 October 2025

**For and on behalf of:**

Cox Costello & Horne  
Chartered Accountants and Statutory Auditors  
Batchworth Lock House  
99 Church Street  
Rickmansworth  
WD3 1JJ



**Carers Trust Hillingdon and Ealing Ltd**  
**Statement of Financial Activities**  
(Incorporating the income and expenditure account)  
Year ended 31 March 2025

		Unrestricted Funds	Restricted Funds	Total Funds 2025	Total Funds 2024
		£	£	£	£
<b>INCOME FROM:</b>	Note				
Donations	<b>2</b>	217,612	9,979	227,591	19,595
Charitable activities	<b>3</b>	991,699	548,805	1,540,504	1,413,645
Interest receivable		8,042	-	8,042	3,214
Other trading activities		-	5,597	5,597	39,385
<b>TOTAL</b>		<b>1,217,353</b>	<b>564,381</b>	<b>1,781,734</b>	<b>1,475,839</b>
<b>EXPENDITURE ON:</b>					
Charitable activities	<b>4</b>	(982,339)	(536,103)	(1,518,442)	(1,473,435)
Raising funds	<b>5</b>	(14,975)	(572)	(15,547)	(19,924)
<b>TOTAL EXPENDITURE</b>		<b>(997,314)</b>	<b>(536,674)</b>	<b>(1,533,989)</b>	<b>(1,493,359)</b>
<b>NET INCOME (EXPENDITURE)</b>		<b>220,039</b>	<b>27,706</b>	<b>247,744</b>	<b>(17,520)</b>
<b>NET MOVEMENT IN FUNDS</b>		<b>220,039</b>	<b>27,706</b>	<b>247,744</b>	<b>(17,520)</b>
<b>RECONCILIATION OF FUNDS</b>					
Total funds brought forward		278,841	29,756	308,597	326,116
<b>TOTAL FUNDS CARRIED FORWARD</b>	<b>19</b>	<b>498,880</b>	<b>57,462</b>	<b>556,341</b>	<b>308,596</b>

**Carers Trust Hillingdon and Ealing Ltd**  
**Statement of Financial Position**  
Year ended 31 March 2025

		2025	2025	2024	2024
		£	£	£	£
	Note				
<b>Fixed Assets</b>					
Tangible assets	10		1,104		2,579
<b>Current Assets</b>					
Debtors	11	94,405		103,934	
Cash at bank and in hand	12	640,467		361,838	
		<u>734,872</u>		<u>465,772</u>	
<b>CREDITORS:</b>					
Amounts falling due within one year	13	(179,635)		(159,755)	
<b>NET CURRENT ASSETS</b>			<b>555,237</b>		<b>306,017</b>
<b>TOTAL ASSETS LESS CURRENT LIABILITIES</b>			<u><b>556,341</b></u>		<u><b>308,596</b></u>
<b>NET ASSETS</b>			<u><b>556,341</b></u>		<u><b>308,596</b></u>
<b>FUNDS</b>					
<b>THE FUNDS OF THE CHARITY:</b>					
Unrestricted funds	19		498,879		278,841
Restricted funds	19		<u>57,462</u>		<u>29,755</u>
<b>TOTAL FUNDS</b>			<u><b>556,341</b></u>		<u><b>308,596</b></u>

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

These financial statements were approved by the members of the Board and authorised for issue on 9<sup>th</sup> August 2025, and are signed on their behalf by:

*M Dhaliwal*

**Manpareet Dhaliwal** Trustee and Treasurer  
Charity number: 1082297 (England and Wales)  
Company registration number: 04041290 (England and Wales)

**Carers Trust Hillingdon and Ealing Ltd**  
**Statement of Cash Flows**  
**For the Year ended 31 March 2025**

		2025	2024
	Note	£	£
<b>CASH PROVIDED BY (USED IN) OPERATING ACTIVITIES</b>	<b>16</b>	<b>271,307</b>	<b>(54,401)</b>
<b>CASH FLOW FROM INVESTING ACTIVITIES</b>			
Interest income		8,041	3,214
Purchase of tangible fixed assets		(720)	(3,900)
<b>CASH PROVIDED BY (USED IN) INVESTING ACTIVITIES</b>		<b>7,321</b>	<b>(686)</b>
Increase/(Decrease) in cash and cash equivalents in the year		278,628	(55,087)
Cash and cash equivalents at the beginning of the year		361,839	416,926
<b>TOTAL CASH AND CASH EQUIVALENTS AT THE END OF YEAR</b>	<b>12</b>	<b>640,467</b>	<b>361,839</b>

# Carers Trust Hillingdon and Ealing Ltd

## Notes to the Financial Statements

### For the year ended 31 March 2025

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#### 1) Accounting policies

Principal accounting policies adopted, judgements and key sources of estimation uncertainty in the preparation of the financial statements are as follows:

##### **Basis of accounting**

The financial statements have been prepared in accordance with its governing documents, Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their financial statements in accordance with the Financial reporting Standard applicable in the UK and Republic of Ireland (FRS102) – (Charities SORP (FRS102)), the Financial reporting Standard applicable in the UK and Republic of Ireland (FRS102) and the Companies Act 2006.

Carers Trust Hillingdon and Ealing Ltd meets the definition of a public benefit entity under FRS102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy note(s).

The charity is a stand-alone entity and is not part of a group, thus the financial statements are for the charity as a single entity.

##### **Going Concern**

The trustees are of the opinion that the charity has adequate resources to operate as a going concern for the foreseeable future and the financial statements have been prepared on that basis. The charity's programmes will also adapt in response to the changing needs of the sector. As such, at the date of signing these financial statements, the trustees' forecasts indicate that the charity will be able to maintain liquidity for a period of at least one year from the date of signing these financial statements and will therefore be able to continue to operate as a going concern.

##### **Legal status of the charity**

The charity is a company limited by guarantee and has no share capital. The liability of each member in the event of winding up is limited to £1. The charity is a company incorporated in the England & Wales, and the registered office address is Luther Bouch House, 126 High Street, Uxbridge UB8 1JT. The charity has 124 members (2024: 130).

##### **Critical judgements in applying the charity's accounting policies**

The following are the critical judgements, apart from those involving estimations (which there are none), that the trustees have made in the process of applying the charity's accounting policies and that have the most significant effect on the amounts recognised in the financial statements.

# **Carers Trust Hillingdon and Ealing Ltd**

## **Notes to the Financial Statements**

### **For the year ended 31 March 2025**

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#### **1) Accounting policies (continued)**

- Grant income: the critical judgements involved in the recognition of grant income are over whether grants have performance conditions attached to them which have to be met before income can be recognised, as well as judgement over whether or not those conditions have been satisfied.

#### **Fund accounting**

Unrestricted funds are available to spend on activities that further any of the purposes of the charity.

Restricted funds are incoming resources which the donor has specified are to be solely used for particular areas of the charity's work or for specific projects being undertaken by the charity.

#### **Incoming resources**

Income is recognised when the charity has entitlement to the funds, any performance conditions attached to the item(s) of income have been met, it is probable that the income will be received and the amount can be measured reliably.

Income from government and other grants, whether 'capital' grants or 'revenue' grants, is recognised when the charity has entitlement to the funds, any performance conditions attached to the grants have been met, it is probable the income will be received and the amount can be measured reliably and is not deferred.

Income received in advance of an event or provision of other specified service is deferred until the criteria for income recognition are met.

#### **Donations**

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

#### **Legacies**

Legacies are recognised when it is probable that they will be received. Receipt is normally probable when:

# Carers Trust Hillingdon and Ealing Ltd

## Notes to the Financial Statements

### For the year ended 31 March 2025

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#### 1) Accounting policies (continued)

- there has been grant of probate; and
- the executors have established that there are sufficient assets in the estate, after settling any liabilities, to pay the legacy; and
- any conditions attached to the legacy are either within the control of the charity or have been met.

#### Gifts in kind

Gifts in kind (donated professional services and donated facilities) are recognised as income when the charity has control over the item, any conditions associated with the donated item have been met, the receipt of economic benefit from the use by the charity of the item is probable and that economic benefit can be measured reliably.

On receipt, gifts in kind are recognised on the basis of the value of the gift to the charity which is the amount the charity would have been willing to pay to obtain services or facilities of equivalent economic benefit on the open market; a corresponding amount is then recognised in expenditure in the period of receipt.

#### Interest receivable

Interest on funds held on deposit is included when receivable and the amount can be measured reliably by the charity: this is normally upon notification of the interest paid or payable by the Bank.

#### Expenditure

Expenditure is recognised once there is a legal or constructive obligation to make a payment to a third party, it is probable that settlement will be required and the amount of the obligation can be measured reliably. Expenditure is classified under the following activity headings:

- Cost of raising funds comprise the costs of producing and posting a tri-annual newspaper, fundraising and publicity, membership and subscription services, and volunteer expenses.
- Expenditure on charitable activities includes carers' activities and events undertaken to further the purposes of the charity, their associated support costs and governance costs.

#### Allocation of support costs

Support costs are those functions that assist the work of the charity but do not directly undertake charitable activities. Support costs include back-office costs,



# Carers Trust Hillingdon and Ealing Ltd

## Notes to the Financial Statements

### For the year ended 31 March 2024

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#### 1) Accounting policies (continued)

2)

- 3) finance, personnel, payroll and governance costs (such as AGM costs, audit fees, printing the Annual Review and board training) which support the charity's activities. These costs have been allocated to expenditure on charitable activities.

Support costs are allocated according to grant stipulations or proportionately according to the number of employees working on each project.

All costs are allocated between the expenditure categories of the statement of financial activities on a basis designed to reflect the use of the resource. Costs relating to a particular activity are allocated directly; the others are apportioned on an appropriate basis.

#### **Termination and Redundancy Payments**

These are recognised based on the higher of the legal or contractual amount due, no ex-gratia payments are made. The expense is recognised when a formal plan has been approved and employees have a valid expectation that they will be impacted.

#### **Debtors**

Operating and other debtors are recognised at the settlement amount due after any trade discount offered. Prepayments are valued at the amount prepaid net of any trade discounts due.

#### **Financial instruments**

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

#### **Cash at bank and in hand**

Cash at bank and cash in hand includes cash and instant access deposit accounts.

#### **Creditors**

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

**Carers Trust Hillingdon and Ealing Ltd**  
**Notes to the Financial Statements**  
**For the year ended 31 March 2025**

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**1) Accounting policies** (continued)

**Operating lease agreements**

Rentals applicable to operating leases where substantially all of the benefits and risks of ownership remain with the lessor are recognised in income and expenditure on a straight-line basis over the period of the lease.

**Defined contribution pension schemes**

Pension costs in respect of defined contribution schemes are recognised in income and expenditure for the period in which they are payable. Such costs are allocated to activities and between funds according to an employee's normal job function.

**2) Donations**

	Unrestricted Funds	Restricted Funds	Total Funds 2025	Total Funds 2024
	£	£	£	£
<b><u>Donations</u></b>				
Donations	210,107	9,979	<b>220,086</b>	8,060
Gift Aid	-	-	-	337
Gifts in kind*	7,505	-	<b>7,505</b>	11,198
	<u>217,612</u>	<u>9,979</u>	<u><b>227,591</b></u>	<u>19,595</u>

\*Gifts in kind (or Intangible income) comprise non-monetary donations such as items to be distributed to carers and intangible donations such as free venue hire and workshops.

Volunteers contributed 4,435 hours (2024 – 4,356) to the charity's operations, this contribution in accordance with the requirements of the SORP has not been quantified as intangible income.

# Carers Trust Hillingdon and Ealing Ltd

## Notes to the Financial Statements

For the year ended 31 March 2025

### 3) Income from charitable activities

	Unrestricted Funds	Restricted Funds	Total Funds 2025	Total Funds 2024
£	£	£	£	
<b>Grants Receivable</b>				
<b>London Borough of Hillingdon</b>				
Core project	-	2,000	<b>2,000</b>	105,000
<b>Contracts Receivable</b>				
<b>London Borough of Hillingdon</b>				
Adult and Young Carers	671,699	-	<b>671,699</b>	671,699
<b>London Borough of Ealing</b>				
Carers Contract	320,000	-	<b>320,000</b>	160,000
<b>Hillingdon Borough/NHS North West London ICB</b>				
Carers Support Project	-	19,093	<b>19,093</b>	20,676
<b>Carers Trust</b>				
Direct Grants to Carers	-	3,177	<b>3,177</b>	-
Time for Me!	-	-	-	2,175
Young Carers Award Day	-	-	-	800
Communities of Practice	-	600	<b>600</b>	-
Making Carers Count	-	-	-	750
Carers café				
H4All	-	230,115	<b>230,115</b>	233,180
Big Lottery Community Fund	-	93,861	<b>93,861</b>	12,823
BBC Children in Need – FSW	-	38,000	<b>38,000</b>	42,063
Compassionate Hillingdon	-	5,957	<b>5,957</b>	-
The Henry Smith Charity	-	60,900	<b>60,900</b>	42,700
Mercers Philanthropy – Caring				
Connexions	-	28,622	<b>28,622</b>	30,078
City Bridge Trust – Dementia SW	-	-	-	24,000
Lidl Neighbourhood Fund	-	280	<b>280</b>	-
Triangle Trust	-	-	-	17,500
British & Foreign Schools Society	-	30,000	<b>30,000</b>	30,000
Arnold Clark	-	-	-	2,000
Heathrow Community Trust	-	13,000	<b>13,000</b>	9,000
Asda Foundation	-	-	-	400
Masonic Charitable Foundation	-	23,200	<b>23,200</b>	8,801
	991,699	548,805	1,540,504	1,413,645

# Carers Trust Hillingdon and Ealing Ltd

## Notes to the Financial Statements

For the year ended 31 March 2025

### 4) Costs of charitable activities

	Activities undertaken directly	Support and governance costs	Total funds 2025	Total funds 2024
	£	£	£	£
<b>Restricted Funds</b>				
Carers Support Worker – CCG funded	2,637	-	<b>2,637</b>	20,676
Carers Café	2,090	57	<b>2,147</b>	1,500
YC Donations	-	-	-	4,512
N-Hance – YAC Transition	59,116	1,636	<b>60,752</b>	42,420
H4All	226,506	3,609	<b>230,115</b>	233,180
Carers Trust - Small Grants	3,177	-	<b>3,177</b>	2,175
Dementia Support Worker	81,921	533	<b>82,454</b>	29,690
Family Support Officer – CIN funded	37,888	112	<b>38,000</b>	42,063
Caring Connections – Mercers	27,408	75	<b>27,483</b>	29,417
Young People's Fund	1,099	-	<b>1,099</b>	555
Mental Health Carers Support	-	-	-	12,823
Triangle Trust	-	-	-	17,500
Arnold Clark	-	-	-	1,000
Middlesex Masonic Charity	-	-	-	1,556
Tommy's Fund	6,953	-	<b>6,953</b>	11,988
Jubilee Party 2022	823	4	<b>827</b>	-
Neighbourly Lidl	2,936	-	<b>2,936</b>	-
Communities of Practice	-	-	-	300
Time For Me!	-	-	-	8,079
British & Foreign Schools Society	-	-	-	30,000
Compassionate Hillingdon	-	-	-	32,466
YC Awards	29,940	60	<b>30,000</b>	1,173
St Helen's	11,531	23	<b>11,554</b>	2,000
Heathrow Community Trust	-	-	-	9,000
Masonic Charitable Foundation	-	-	-	8,802
Asda Foundation	12,995	5	<b>13,000</b>	400
YC Awareness Day	22,616	353	<b>22,969</b>	750
<b>Subtotal ongoing restricted funds</b>	<b>529,636</b>	<b>6,467</b>	<b>536,103</b>	<b>544,025</b>
<b>Unrestricted Funds</b>	<b>891,383</b>	<b>90,956</b>	<b>982,339</b>	<b>929,410</b>
	<b>1,421,019</b>	<b>97,423</b>	<b>1,518,442</b>	<b>1,473,435</b>

**Carers Trust Hillingdon and Ealing Ltd**  
**Notes to the Financial Statements**  
For the year ended 31 March 2025

**5) Expenditure on Raising Funds**

	Unrestricted Funds £	Restricted Funds £	Total Funds 2025 £	Total Funds 2024 £
Newspaper Production and Postage	2,019	33	2,052	7,542
Membership & Subscription	8,026	118	8,144	7,592
Fundraising & Publicity & Rebranding	3,198	135	3,333	3,174
Volunteer Expenses	1,732	286	2,018	1,616
	14,975	572	15,547	19,924

**Carers Trust Hillingdon and Ealing Ltd**  
**Notes to the Financial Statements**  
**For the year ended 31 March 2025**

**6) Governance costs**

	Unrestricted Funds	Restricted Funds	Total Funds 2025	Total Funds 2024
	£	£	£	£
Audit Remuneration and Production of the Annual Report	5,412	88	5,500	5,212
Costs - Trustees & AGM & Expenses	419	7	426	970
Companies House Fees	53	1	54	13
Trustee Indemnity Insurance	2,762	45	2807	1,863
	8,647	140	8,787	8,058

**7) Analysis of support costs**

	Staff Costs	Premises Costs	Payroll Bureaux Costs	Premises Insurance	Governance	Total 2025	Total 2024
	£	£	£	£	£	£	£
<b>Restricted funds</b>							
YC+							-
Carers Cafes	57					57	97
N-Hance YAC Transitions	380	968	35	22	140	1,545	1,800
H4All		4,081				4081	2,534
Dementia Support Worker	533					533	676
Caring Connections - Mercers	75					75	2,633
Family Support Officer-CIN	112					112	-
British & Foreign Schools	60					60	-
Tommy's Fund							-
Masonic Charitable Foundation	4					4	767
<b>Total restricted funds</b>	1,221	5,049	35	22	140	6,467	8,507
<b>Unrestricted funds</b>	13,296	65,455	2,136	1,330	8,647	90,956	100,043
	14,517	70,504	2,171	1,352	8,787	97,423	108,550

All support costs have been allocated to charitable activities.



**Carers Trust Hillingdon and Ealing Ltd**  
**Notes to the Financial Statements**  
For the year ended 31 March 2025

**8) Net incoming resources for the year**

This is stated after charging:	<b>2025</b>	2024
	£	£
Auditors' fees	<b>5,500</b>	5,486
	<b>5,500</b>	5,486

**9) Staff costs and emoluments**

<b>Total staff costs were as follows:</b>	<b>2025</b>	2024
	£	£
Wages and salaries	<b>816,089</b>	791,250
Social security costs	<b>56,930</b>	45,981
Pension costs	<b>16,994</b>	17,549
	<b>890,013</b>	854,780

Included in the total staff costs are redundancy costs of £0 (2024: £14,561).

**Particulars of employees:**

The average number of employees during the year, calculated on full-time equivalents, was as follows:

	<b>2025</b>	2024
	<b>No.</b>	Restated No.
Number of staff – Carers Support	<b>18</b>	14
Number of staff – Administrative (6 fulltime, 17 part time)	<b>4</b>	3
	<b>22</b>	17

No employee received emoluments of more than £60,000 (2024/25-Nil).

The key management personnel of Carers Trust Hillingdon comprise the Chief Executive Officer and Strategic Director. Total re-numeration of key management personnel £81,639 (2024 - £81,639).

# Carers Trust Hillingdon and Ealing Ltd

## Notes to the Financial Statements

For year ended 31 March 2025

### 10) Fixed Assets

	Fixtures & Fittings £	Total £
<b>COST</b>		
At 1 April 2024	4,949	<b>4,949</b>
Additions	720	720
<b>As at 31 March 2025</b>	<b>5,669</b>	<b>5,669</b>
<b>DEPRECIATION</b>		
At 1 April 2024	(2,370)	<b>(2,370)</b>
Charge for the year	(2,196)	(2,196)
<b>At 31 March 2025</b>	<b>(4,566)</b>	<b>(4,566)</b>
<b>NET BOOK VALUE</b>		
<b>At 31 March 2025</b>	<b>1,104</b>	<b>1,104</b>
At 31 March 2024	<b>2,579</b>	<b>2,579</b>

### 11) Debtors

	2025 £	2024 £
Operating Debtors	<b>93,615</b>	92,607
Other Debtors	-	5,113
Prepayments	<b>790</b>	6,214
	<b>94,405</b>	103,934

### 12) Cash at bank and in hand

	2025 £	2024 £
Bank Accounts	<b>640,097</b>	361,617
Cash in Hand	<b>370</b>	221
	<b>640,467</b>	361,838

**Carers Trust Hillingdon and Ealing Ltd**  
**Notes to the Financial Statements**  
For year ended 31 March 2025

**13) Creditors: Amounts falling due within one year**

	2025	2024
	£	£
Operating creditors	10,859	28,654
Taxation and social security	21,168	14,589
Other creditors	6,779	3,688
Accruals	40,759	18,857
Deferred income	100,070	93,967
	<b>179,635</b>	<b>159,755</b>

**14) Deferred income**

	Deferred income as at 1 April 2024	Incoming resources deferred in year	Amounts released from previous year	Deferred income as at 31 March 2025
<b>Restricted funds</b>	£	£	£	£
Henry Smith Charity	30,450	31,500	30,450	31,500
Children In Need	6,666	6,666	6,666	6,666
Mercers Philanthropy	28,622	40,000	28,622	40,000
Young People's Fund	2,000		2,000	
British & Foreign Schools Society	2,500	2,500	2,500	2,500
Masonic Charitable Foundation	12,322	10,879	12,322	10,879
Tesco Grant		1,125		1,125
Sport of England		7,400		7,400
	<b>82,560</b>	<b>100,070</b>	<b>82,560</b>	<b>100,070</b>

Deferred income relates to performance-related grants received in the year where the remaining objectives will be met in 2025/26.

**Carers Trust Hillingdon and Ealing Ltd**  
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## 15) Commitments under operating leases

At 31 March 2025 the charity had total commitments payable under non-cancellable operating leases as set out below

	<b>2025</b>	2024
Operating leases which expire:	<b>Land &amp; Buildings</b>	Land & Buildings
Within 1 year	<b>56,474</b>	49,074
Within 2-5 years	<b>85,880</b>	36,806
Over 5 years		-
	<b>142,354</b>	<b>85,880</b>

Lease commitment paid in the year and included as an expense was £56,474 (2024: £49,074) for the advice centre and office rent.

## 16) Reconciliation of net movement in funds to net cash flow from operating activities

	<b>2025</b>	2024
	<b>£</b>	<b>£</b>
Net movement in funds	<b>247,744</b>	(17,520)
Add back depreciation charge	<b>2,196</b>	2,160
Deduct interest income shown in investing activities	<b>(8,041)</b>	(3,214)
(Increase)/Decrease in debtors	<b>9,529</b>	(47,574)
Increase in creditors	<b>19,880</b>	11,747
<b>Net cash generated used in operating activities</b>	<b>271,307</b>	<b>(54,401)</b>

# Carers Trust Hillingdon and Ealing Ltd

## Notes to the Financial Statements

### For the year ended 31 March 2025

#### 17) Movement in funds' resources

A description of the funds is give in Note 25

	Balance 01-Apr-24	Incoming Resources	Outgoing Resources	Balance 31-Mar-25
	£	£	£	£
Carers Support Worker – ICB	-	19,093	-	<b>19,093</b>
YC Residential	2,072	-	(1,752)	<b>320</b>
Carers Café	-	350	(2,147)	<b>(1,797)</b>
YC Donations	5,161	9,629	-	<b>14,790</b>
N-Hance – YAC Transitions	-	60,900	(61,064)	<b>(164)</b>
H4All	-	230,115	(230,115)	-
Carers Small Grants	-	3,177	(3,177)	-
Dementia Support Worker	-	93,861	(82,454)	<b>11,407</b>
Family Support Officer	360	38,000	(38,000)	<b>360</b>
Adult Carers Wellbeing	1,031	-	(885)	<b>146</b>
Caring Connections	25	28,622	(27,483)	<b>1,164</b>
Young People's Fund	-	2,000	(1,099)	<b>901</b>
Lidl Fund	-	280	-	<b>280</b>
Middlesex Masonic Charity	3,444	-	(826)	<b>2,618</b>
Tommy's Fund	17,163	-	(9,919)	<b>7,244</b>
Communities of Practice	500	600	-	<b>1,100</b>
British & Foreign Schools Society	-	30,000	(30,000)	-
Compassionate Hillingdon	-	11,554	(11,554)	-
Heathrow Community Trust	-	13,000	(13,000)	-
Masonic Charitable Foundation	-	23,200	(23,200)	-
<b>Total restricted funds</b>	<b>29,755</b>	<b>564,381</b>	<b>(536,674)</b>	<b>57,462</b>
<b>Unrestricted funds</b>	<b>278,841</b>	<b>1,217,353</b>	<b>(997,314)</b>	<b>498,879</b>
<b>Total all funds</b>	<b>308,596</b>	<b>1,781,734</b>	<b>(1,533,989)</b>	<b>556,341</b>

# Carers Trust Hillingdon and Ealing Ltd

## Notes to the Financial Statements

### For the year ended 31 March 2025

#### 18) Comparatives for Movement in Funds' Resources 2024

A description of the funds is give in Note 25

	Balance 1 April 2023	Incoming Resources	Outgoing Resources	Balance 31 March 2024
	£	£	£	£
Carers Support Worker – ICB	-	20,676	(20,676)	-
YC Residential	2,072	-	-	2,072
Carers Café	-	1,500	(1,500)	-
YC Donations	6,702	2,972	(4,513)	5,161
N-Hance – YAC Transitions	-	42,700	(42,700)	-
H4All	-	233,180	(233,180)	-
Carers Small Grants	-	2,175	(2,175)	-
Dementia Support Worker	-	29,703	(29,703)	-
Family Support Officer	359	42,063	(42,063)	359
Nail Cutting Service	1,031	-	-	1,031
Caring Connections	-	30,078	(30,053)	25
Young People's Fund	555	-	(555)	-
Mental Health Carers Support	-	12,823	(12,823)	-
Schools Outreach Project	-	17,500	(17,500)	-
Arnold Clark	1,000	-	(1,000)	-
Middlesex Masonic Charity	5,000	-	(1,556)	3,444
Tommy's Fund	29,151	-	(11,988)	17,163
Communities of Practice	-	800	(300)	500
Time For Me!	8,091	-	(8,091)	-
British & Foreign Schools Society	-	30,000	(30,000)	-
Compassionate Hillingdon	-	32,466	(32,466)	-
YC Awards	1,173	-	(1,173)	-
St. Helen's College	-	2,000	(2,000)	-
Heathrow Community Trust	-	9,000	(9,000)	-
Masonic Charitable Foundation	-	8,801	(8,801)	-
Asda Foundation	-	400	(400)	-
YC Awareness Day	-	750	(750)	-
Total restricted funds	55,134	519,587	(544,966)	29,755
Unrestricted funds	270,982	956,252	(948,393)	278,841
Total all funds	326,116	1,475,839	(1,493,359)	308,596

**Carers Trust Hillingdon and Ealing Ltd**  
**Notes to the Financial Statements**  
For the year ended 31 March 2025

**(19) Comparatives for the Statement of Financial Activities 2024**

		Unrestricted Funds	Restricted Funds	Total Funds 2024	Total Funds 2023 (Restated)
		£	£	£	£
<b>INCOME FROM:</b>	Note				
Donations	<b>2</b>	15,123	4,472	19,595	38,335
Charitable activities	<b>3</b>	936,699	476,946	1,413,645	1,454,804
Interest receivable		3,214	-	3,214	1,881
Other trading activities		1,216	38,169	39,385	3,835
<b>TOTAL</b>		<b>956,252</b>	<b>519,587</b>	<b>1,475,839</b>	<b>1,498,855</b>
<b>EXPENDITURE ON:</b>					
Raising funds	<b>4</b>	(18,983)	(941)	(19,924)	(18,996)
Charitable activities	<b>5</b>	(929,410)	(544,025)	(1,473,435)	(1,485,839)
<b>TOTAL EXPENDITURE</b>		<b>(948,393)</b>	<b>(544,966)</b>	<b>(1,493,359)</b>	<b>(1,504,835)</b>
<b>NET INCOME (EXPENDITURE)</b>		<b>7,859</b>	<b>(25,379)</b>	<b>(17,520)</b>	<b>(5,980)</b>
<b>NET MOVEMENT IN FUNDS</b>		<b>7,859</b>	<b>(25,379)</b>	<b>(17,520)</b>	<b>(5,980)</b>
<b>RECONCILIATION OF FUNDS</b>					
Total funds brought forward		270,982	55,134	326,116	332,096
<b>TOTAL FUNDS CARRIED FORWARD</b>	<b>19</b>	<b>278,841</b>	<b>29,755</b>	<b>308,596</b>	<b>326,116</b>



**Carers Trust Hillingdon and Ealing Ltd**  
**Notes to the Financial Statements**  
**For the year ended 31 March 2025**

**20) Analysis of net assets between funds**

	Unrestricted Funds	Restricted Funds	Total Funds 2025	Unrestricted Funds	Restricted Funds	Total Funds 2024
Fixed assets	1,104	-	1,104	2,579	-	2,579
Current assets	569,442	165,428	734,872	330,958	134,814	465,772
Current liabilities	(71,669)	(107,966)	(179,635)	(54,696)	(105,059)	(159,755)
	498,879	57,462	556,341	278,841	29,755	308,596

**21) Transactions with the trustees**

During the current and preceding years, the trustees received no remuneration, nor reimbursement for any expenses.

The charity has taken up professional indemnity insurance to protect itself and the trustees from loss arising from the neglect or defaults of its trustees and employees. The cost of this insurance amounted to £2,204 (2024 - £1,863 ).

**22) Interested party transactions**

Carers Trust Hillingdon are one of five sovereign charities comprising H4All C.I.C., a local consortium funded by NHS Hillingdon CCG to encourage healthy living amongst the older population of Hillingdon. We directly employ 7 members of staff at present, for which we received funding worth £234,325 in the year 2024/25 (£233,180 in 2023/24).

**23) Related parties**

Other than key management compensation as disclosed in note 9 there were no related party transactions in either the current or preceding year.

**24) Financial instruments**

The charity has the following financial instruments:

Financial assets measured at amortised cost 734,872 (2024: £459,558).

Financial liabilities measured at amortised cost £179,635 (2024: £ 32,342 ).

## **Carers Trust Hillingdon and Ealing Ltd**

### **Notes to the Financial Statements**

**For the year ended 31 March 2025**

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#### **(25) Notes on Funds**

##### **Carers Support Worker – ICB funded**

NHS Hillingdon ICB partially fund this post covering carers support in terms of advocacy and benefits advice.

##### **N-Hance – YAC Transitions**

Henry Smith Foundation fund this project supporting young carers moving out of the education system and into adulthood.

##### **H4All**

Umbrella organisation comprising five Hillingdon charities supporting independence and health in the older local population, covering ten staff members.

##### **Dementia Support Worker**

City Bridge Trust and Alzheimers' Society fund this project aimed at supporting carers whose charges have dementia.

##### **Family Support Officer**

BBC Children in Need fund this project which supports families with complex caring situations.

##### **Caring Connections**

Mercers Philanthropy fund this project promoting health, wellbeing training and leisure pursuits for adult carers.

##### **British & Foreign Schools Society**

This is fund for the schools outreach project.

##### **Middlesex Masonic Charity**

This grant was given to provide Adult, Young Adult and Young Carers with residential or day trips.

##### **Communities of Practice**

Grant for the Young Carers team, spent on Young Carers trips.

##### **Compassionate Hillingdon**

This project employs a worker to support bereaved ex-carers in the London Borough of Hillingdon.

##### **Mental Health Carers Support**

Funded by the Big Lottery Communities Fund, this project supports carers mental health challenges.

## **Carers Trust Hillingdon and Ealing Ltd**

### **Notes to the Financial Statements**

**For the year ended 31 March 2025**

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#### **Notes on Funds**

##### **YC Awards**

Local businesses donated for awards ceremony recognising the achievements of our Young Carers.

##### **Heathrow Community Trust & Masonic Charitable Foundation**

These grants contributed to the salaries of the schools' outreach team

##### **Lidl Fund**

This grant was for a Christmas party for Young Adult Carers.

##### **YC Awareness Day**

This grant was used to celebrate Young Carers Awareness Day by running drama workshops.

##### **YC Residential**

Mayor's Fund donations to give young carers a short residential break.

##### **Carers Café**

Donations to run monthly cafes in four different towns in Hillingdon.

##### **YC Donations**

General donations specified for young carers activities or service provision.

##### **Carers Small Grants**

Small grants issued by the Carers Trust to cover short breaks for carers or items required.

##### **Young People's Fund**

Grant to run day trips for young carers.

##### **Tommy's Fund**

Private donor funded project aimed at supporting bereaved carers and alleviating hardship.

##### **Arnold Clarke**

Grant for a day trip for young adult carers.

##### **Time For Me!**

Carers Trust funded project enabling carers to enjoy events and activities, as well as family trips.

##### **School Outreach Project**

Grant to run School outreach activities for young carers.