

**REGISTERED COMPANY NUMBER: 04024413 (England and Wales)**  
**REGISTERED CHARITY NUMBER: 1084930**

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

Clemence Hoar Cummings  
Chartered Accountants  
Riverside House  
1-5 Como Street  
Romford  
Essex  
RM7 7DN

**THE CARERS CENTRE**  
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**FOR THE YEAR ENDED 31 MARCH 2021**

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## THE CARERS CENTRE

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

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I am pleased to introduce the Carers Centre, Tower Hamlet's Annual Report for 2020/21. In this report we outline the range of innovative services that we have provided in supporting unpaid carers to live as a fulfilled and an independent life as possible.

Like most organisations or projects, the Carers Centre has had an eventful year; the year to March 2021 was an extremely challenging one due to successive lockdowns due to the COVID-19 pandemic which started in March 2020.

Despite the challenges and uncertainty, we supported 1,534 carers, many of whom were suffering the direct impact of COVID-19 and cemented our wide range of activities, intensive support and professional advice into a service that Carers have come to regard as reliable, relevant and accessible.

We met the unprecedented challenges of COVID-19 pandemic by transferring to a fully online service within weeks of the lockdown, including staff training in different online platforms like Zoom, Microsoft Teams, Instagram and Facebook. We also started WhatsApp groups which proved to be a very popular platform amongst our carers and an invaluable resource for day-to-day communication.

Zoom became the lifeblood in the way we delivered activities, reached out to carers, helped carers connect with each other through peer support groups, and reduced carers feeling isolated which became prevalent during the lockdowns.

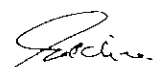
Developing sustainable, long-term partnerships with organisations has been both crucial and rewarding as there is a real buzz from other providers about working with the Carers Centre. We have established an amazing partnership with St Margaret's House - a local Settlement - in which a research and development art project looking at caring, carers and using the ethos of the book 'The Borrowers'. This has allowed carers to have fun, discuss their caring roles ready to teach new upcoming carers, we have other new exciting projects planned with St Margaret's House for another upcoming eight months.

Developing robust initiatives for carers to address their own mental health, the support they need when caring for someone with a mental health issue has also been a priority in light of the closure of the ReThink service, the increased demands on carers enduring lockdowns and the rise in challenging behaviour exhibited by cared for's during this difficult twelve months. We have addressed this by having a monthly Talking Therapies workshop on various aspects of better mental wellbeing such as anxiety and worry, better sleep for carers, mental health and the caring role. These workshops have been very popular and well attended and we will continue until December 2021.

Our longstanding relationship with CREATE has continued and a standout six-week programme was photography during the first lockdown. Carers ecstatically reported that this was a lifesaver and it provided them with much needed mental respite from their caring roles, which at that time respite was not available in any other form.

We also secured a significant three-year funding in partnership with Hackney Carers from Trust for London, enabling us to support carers through the appeals process when challenging decisions regarding their welfare benefits. We are extremely grateful for the opportunity to develop a partnership with such a supportive and innovative funder and their grant will ensure that carers have recourse to challenge often unfair and arbitrary decisions by statutory agencies.

The carers of Tower Hamlets are a resilient and creative community, who thrive on peer support, creative expression, condition specific learning and good old fun and humour, and I believe the Carers Centre delivered this and is continuing to go from strength to strength.



Sharron Currie  
Chair of Trustees

## THE CARERS CENTRE

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

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The financial statements comply with the Charities Act 2011, the Companies Act 2006, the Memorandum and Articles of Association, and Accounting and Reporting by Charities: Statements of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2015) - (Charity SORP (FRS 102) Revised).

#### **Charitable Objects:**

- o To help alleviate mental and physical distress attributable to caring amongst Carers by the giving of practical help, organisation, support, advocacy and information to those people caring or have cared for others who are dependent on them through disability arising from age, physical or mental disability within the London Borough of Tower Hamlets.
- o To advance education concerning caring amongst Carers and the public.

#### **Main Activities to Support Objectives:**

All activities operated throughout the year are designed primarily to respond to local need and provide better quality services to Carers in the London Borough of Tower Hamlets. This year we have continued to focus our activities on targeting specific Carers' needs and the Carers Centre has supported 1,534 Carers with provision of direct services.

#### **This year we have provided the following services:**

- o Continued to provide a comprehensive Carers Independent Advocacy Service to ensure that Carer's needs are assessed fairly and addressed as outlined in The Care Act 2014.
- o Welfare Benefits & Appeals service ensuring that the Carer and their cared-for receive the correct benefits and other statutory payments that they are entitled to
- o We provided benefits advice to 682 carers and supported 463 carers to successfully apply for benefits
- o Secured for carers £40,392 worth of welfare benefits
- o Carers Support Service - generic information, advice is provided to Carers to ensure that they have relevant and timely support enabling them to undertake their caring role as stress free as possible.
- o Lasting Power of Attorney, we supported 45 Carers in the setting up of a Lasting Power of Attorney, enabling them to act for another person in specified or all legal or financial matters or making decision on that person's health.
- o Young Adult Carers Project to address the needs of Carers aged 16 to 25 residing in the borough. We provided monthly information sessions on specific topics like mental health, healthy eating, relationships and careers
- o Signposting - worked with partner voluntary organisations to develop a 'library' of community services to which to both signpost Carers and to facilitate the engagement in community support initiatives.
- o Outreach - 'virtually' took our work and support tools out into the community through undertaking outreach initiatives via social media and video conferencing to both highlight the important role of Carers in the community and to raise our profile to ensure that Carers and health and social care professionals know how to access our services.
- o Monthly e-bulletins sent to 1,650 Carers and health and social care professionals, providing information about the Carers Centre's activities and highlighting issues affecting Carers
- o Facilitated social activities to help those Carers who due to their circumstances would have no social life without our activities
- o Respite and Therapy - we provided 169 respite and wellbeing activities including relaxation and mindfulness session, art sessions with Create and Shadow Boxing to 308 carers
- o We provided training to 120 carers covering a range of training opportunities such as Frailty and Dementia as well as a monthly Carer Induction to inform new carers about the services available to them
- o Art therapy workshops for Carers in partnership with Create Art
- o Training opportunities through the Carers Academy - enabling Carers to better manage their caring role and also to prepare Carers for life beyond caring and general life skills via training such as manual handling and digital skills training.
- o Facilitated monthly Carers Forums to influence improvements in service provision and act as the voice of Carers

## **THE CARERS CENTRE**

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

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The Carers Centre aims to improve the lives of Carers and by extension the lives of those they care-for. Our services are all designed in collaboration with Carers, and we strive to ensure that those services are both relevant to the needs of the carer population of Tower Hamlets and can be accessed by them in the manner of their choosing. A caring role can often be a very stressful, daunting, frustrating, emotionally, and physically exhausting experience. As a result, the pressure on the long-term Carer builds up over time. Carers become socially excluded and isolated by their caring role, and they often tend to be so busy caring that they forget the importance of looking after themselves as well as those they are caring for.

#### **Aims**

##### **The Carers Centre uses its services to:**

- o Help Carers to avoid becoming socially isolated.
- o Enable Carers to provide better quality of care.
- o Persuade Carers to take time for and look after themselves.
- o Provide Carers with the services and information they are entitled to by the relevant legislation e.g. Carers Recognition & Services Act 1995 and the Carers (Equal Opportunities) Act 2004, The Care Act 2014.
- o Give Carers a crucial voice and makes sure they are heard.
- o Represent the needs of Carers in strategic planning.
- o Identify gaps in services and unmet needs.
- o Provide a universal basic advice, information and signposting service available to any Carer.

In this way, the charity supports Carers so that they can continue in their caring role for as long as they wish to do so and are confident in the knowledge that support is available locally if they should need it.

#### **Significant Activities**

##### **Carers Support Services Included:**

- o Provided 8,094 hours (485,640 minutes) of direct 1:1 casework, advocacy, advice & information and individual support services to 1,534 Adult Carers.
- o 13,507 direct contacts with Carers - Information and advice support services to both new and existing Carers
- o The team supported 353 Carers in four different community languages: Sylheti; Bengali; Somali; and Urdu, allowing the majority of the local community to access our services seamlessly with no need to wait for interpreters. 63% of our Carers we supported are BAME.
- o Provided Carers Independent advocacy services in accordance with the Care Act 2014
- o Carried out 587 Carers Assessments documenting their needs and undertaking tailored case-work to address them
- o Supported 45 carers to gain Lasting Power of Attorney enabling them to manage the affairs of the person they are caring for when that person loses the capability to make their own decisions and choices
- o Undertook 587 Carers Assessments on behalf of the London Borough of Tower Hamlets to support Carers to access direct payments, respite and care packages from the local authority
- o Continued to grow the Carers Academy; an innovative initiative to educate Carers to better manage their caring role and also to prepare Carers for life beyond caring and general life skills via training such as manual handling and digital skills training.
- o Delivered the Hospital Carers Support - usually based at our Carers Hub at the Royal London Hospital, but due to the COVID-19 pandemic offered remotely, the aims of this service are to support carers within the hospital to liaise with staff, with discharge, arranging community support as well as practical support; housing; benefits; and home adaptations.
- o E-mailed 1,650 (341 health and social care professionals and 1,309 carers) e-bulletins per month to both Carers and health and social care professionals, giving information about our activities as well as other services available to Carers in the borough.

## THE CARERS CENTRE

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

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#### STRATEGIC REPORT

##### Achievement and performance

##### Carer Involvement

Our Policy is to involve Carers in a range of opportunities for Carers to influence national and local service provision wherever possible bearing in mind that their time is probably their most precious yet most limited commodity. We continue to seek out different ways of encouraging Carers to take full benefit of the services we offer and enable their contributions whilst being careful to limit the impact on their time or caring role. This year Carers have:

- o Taken part in & chaired Carers Forums for Carers
- o Participated in governance of the Carers Centre by serving on the Board of Trustees
- o Developed and facilitated the Carers Forums
- o Participated in a number of Health & Social Care consultations and a Carers Working Group facilitated by the Local Authority across the Tower Hamlets, in particular those relating to the improvement of services to carers
- o Participated more fully in external events of interest to Carers Forum members and cascaded information from those events to the Carers Forum membership.

##### Public Benefit

In shaping our objectives for the year and planning our activities, the trustees have considered the Charity Commission's guidance on public benefit, including the guidance 'public benefit: running a charity (PD2)'. The achievements and activities above demonstrate the public benefit arising through the Charity's activities.

##### Volunteer Involvement

Involving volunteers in a small organisation is severely limited by staffing capacity. We have by necessity, purposely restricted volunteer involvement to tasks which can be managed effectively; to this end we recruited nine volunteers to support the Carers Academy and to contact Carers on a weekly basis as part of our new 'check in' service. We developed a partnership with Tower Hamlets Workpath to recruit a volunteer who is looking to develop their employment skills. Our Board of Trustees are all volunteers. A Carer acts as Chair of the Carers Forum and represents Carers at events where the individual Carers' voice needs to be heard but their organisations are excluded.

##### Grant Making Policy

We were successful in applying to the Carers Trust to access grants to support individual carers experiencing financial hardship - we applied on behalf of and awarded grants to 30 carers totalling £8,675, the grant enabled them to buy essential household goods. We also successfully applied to the Carers Trust for £5,000 to purchase eight high specification laptops for the most digitally excluded young adult carers, enabling them to access online services and support their caring roles.

##### Fundraising

We only undertake fundraising activities for specific pieces of work by way of formal funding bids. We do not employ any fundraisers, engage in street collections, direct marketing, face-to-face fundraising etc. and therefore do not set annual fundraising objectives, nor do we have any current need for material expenditure to be related to future income generation.

##### Independence

We often have to defend our independence and willingness to raise Carers issues & whilst this may make us unpopular in some quarters, we are still able to proclaim that our services represent the views and interests of Carers in Tower Hamlets.

The Carers Centre has continued its efforts to raise awareness of its services to individuals, organisations and the wider community and has placed particular emphasis on forging links with national and local organisations which offer services that might benefit our service users or the people they care for.

## **THE CARERS CENTRE**

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

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We have continued to participate in the ongoing development of the London Borough of Tower Hamlets Carers Strategy and other ad-hoc groups. We have worked with our statutory and voluntary sector partners to improve Carers' awareness of and access to services which can often help them to provide care for as long as they wish to do so and to maintain their own health and wellbeing. We have also been actively engaged with the NHS local GP networks to raise both our profile and the needs of carers.

We continue to raise awareness of Carers' issues, areas of unmet need and changes in legislation likely to impact upon Carers and their families.

#### **Main Objects for the Year**

This year we:

- o Continued to focus our services to target those Carers in greatest need.
- o Successfully pivoted our in-person services to a supported on-line and virtual service in response to the COVID-19 pandemic that started in March 2020
- o Further developed the Carers Independent Advocacy service to support any Carer from Tower Hamlets and raised awareness among Carers of the service.
- o Increased the efficiency of The Carers Centre to improve the quality and range of support services offered.
- o Continued our involvement in strategic planning and areas of work likely to have significant impact upon Carers.
- o Enhanced our Customer Relationship Management and IT systems to capture the full variety and impact of our work and allow secure remote working.
- o Improved the skills and knowledge base of The Carers Centre with extensive training for staff.

#### **Strategies for achieving our objectives**

We have:

- o Continually reviewed our policies and procedures and introduced new ones as required
- o Improved the staff skills base by providing on-line training
- o Undertook a Skills Audit of the Trustees, identifying the Board's collective strengths and its development needs
- o Successfully recruited five new Trustees bringing in new skills and enhancing the Board's experience and expertise across a range of business disciplines.
- o Carried out a Strategic Planning half day Interactive session with the Trustees and senior staff to identify and assess practical ways to diversify our income
- o Further developed our internal record keeping and information systems.
- o Participated in external strategic planning & operational groups throughout the borough.
- o Continued to strengthen the Carers Centre's position as the first port of call for Carers and professionals.
- o Improved our website and maximised our social media platforms to improve our online presence.

## THE CARERS CENTRE

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

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#### STRATEGIC REPORT

##### Financial review

##### Financial position

The Statement of Financial Activities showed a net surplus of £58,903 (2019 - deficit £99,868) for the year and reserves stand at £346,224 (2019 - £287,321).

##### Principal funding sources

The principal funding source for the charity was via the London Borough of Tower Hamlets Health, Adults Health & Community Carers Link Service contract which funds the organisation's running costs.

Aside from that contract we derive a small income generated from grant making independent charitable trusts and bank interest, occasional room rental and a small number of donations.

All funds have been used to support and further the objectives of the charity, by being used to provide the infrastructure and staffing resources required to enable the organisation to deliver and improve its direct services to Carers in the Borough and to develop and deliver the services specified to the targets set by the London Borough of Tower Hamlets in its Service Level Agreement specification.

##### Investments

The Carers Centre does not hold any investments. The Board still considers the financial outlook as too volatile for investment. All reserves are therefore held in cash in bank or building society accounts and readily available.

##### Charitable and political donations

During the year the company made no political or charitable donations.

##### Reserves Policy

The Charity's reserve policy is to have minimum to between three- and six-months running costs in free reserves. The company's free reserves at the end of the year stood at £341,914.

##### Redundancy Provision

Given that all charities are now required to tender for contracts to deliver future services and that success cannot be guaranteed in any tender competition, the Board considered it prudent to again make specific provision for all accrued liabilities, which will be adjusted accordingly in future years.

##### Designated Funds

The Board has set aside £190,000 as 'designated funds' to cover future liabilities in any eventuality.



## THE CARERS CENTRE

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

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#### STRATEGIC REPORT

##### Future plans

During the new financial year, we plan to continue to work on improving the quality and range of services we offer to Carers in Tower Hamlets by:

- o Revising our range of leaflets to reflect changes in local services included in the Carers Link Service contract and legislation where relevant.
- o Further develop the Carers Centre's presence at the Royal London Hospital.
- o Continue to increase and expand digital innovation in accessing information and services.
- o Continuing to improve the functionality of our website and its information content making it more interactive.
- o Positively supporting the local borough's Carers Strategy reflecting the increasing social importance of the "Carling Role" and ensuring that it offers the support Carers need and can access it.
- o Continuing to develop and improve links with other organisations able to provide services for Carers.
- o Improving systems & links for distribution of information for Carers Borough-wide.
- o Carrying out Carers Assessments offered as part of the Care Act 2014 implementation on behalf of the local council.
- o As a result of frontline staff having been successfully trained to NVQ3 level in Independent Advocacy and 3 receiving training, we are continuing to develop the Independent Advocacy Service for Carers throughout Tower Hamlets.
- o The charity will also apply for the Advice Quality Standard issued by the Advice Services Alliance upon us demonstrating robust processes and best practice in providing advice to our clients, carers.
- o The charity considers partnership working as key to both its sustainability and in improving services for carers.
- o We will identify potential like-minded organisations to develop robust and appropriate partnerships with, both on an informal and formal basis.

#### STRUCTURE, GOVERNANCE AND MANAGEMENT

##### Governing document

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

The charity is constituted as a Company Limited by Guarantee incorporated on 30th June 2000 and is therefore governed by a Memorandum and Articles of Association. It was registered as a charity with the Charity Commission on 8th February 2001. In the event of the company being wound up, all trustees present and 12 months past are required to contribute an amount not exceeding £1.

The name of the Company was changed to The Carers Centre on 5th August 2011. The Memorandum & Articles of Association were also amended to reduce the number of Directors needed for a quorum to 3.

##### Recruitment and appointment of new trustees

Members of the Board of Trustees are volunteers, and some are also Carers i.e. Service Users. The Board of Trustees is required to have a minimum membership of 5 Trustees with a maximum of 10 Trustees, and as required by the Memorandum & Articles of Association, must be Carer-led, to ensure the direction of the organisation remains focused on the needs of carers.

New Trustees are recruited as and when necessary, by advertising the vacancy in our quarterly newsletter, inviting individuals to express an interest. When the Charity needs to bring in Trustees with particular skills or knowledge, it casts the net wider to include other organisations and professionals. Interested parties will then meet the Chief Executive and/or the Chair to obtain more information on the role required of Trustees and the responsibilities involved. Prospective Trustees will then complete an application form, supplying two referees and then invited to attend a Board meeting as an observer and to meet all the other Board members. On receipt of satisfactory references, successful applicants are then invited to join the Board of Directors and become a Trustee. Professional Trustees are sought for their knowledge or expertise and may be recruited from time to time. Such members are co-opted onto the Board of Trustees by invitation from the Board. The Board discusses recruitment of trustees on a regular basis and members are constantly on alert for new volunteers interested in joining the Board.

## THE CARERS CENTRE

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

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#### **STRUCTURE, GOVERNANCE AND MANAGEMENT**

##### **Organisational structure**

The Carers Centre is governed by a Board of Trustees, which determines the strategic direction of the organisation. Governance issues are dealt with by the Board of Trustees which meets bi-monthly. The charity drafted new 'Trustee Board Terms of Reference' and 'Trustee Role Description', both approved and adopted by the Board in October 2020.

Management decisions are made by the Chief Executive, who tables a report to each Board meeting. A Delegation of Authority Policy defines the extent of the Chief Executive's power to take decisions on behalf of the Board of Trustees.

##### **Induction and training of new trustees**

Upon induction, new trustees are provided with an information pack about the organisation and its services, copies of all policy documents and the statement indicating Trustees' responsibilities and a role description. The Chief Executive provides trustee training and support including training on roles and responsibilities of Trustees and Honorary Officers, the differences between governance and management, confidentiality, equal opportunities and service users acting as Board members.

Board members wherever possible and available also attend an induction course specifically designed for Trustees of voluntary organisations. New Trustees will also attend other training where available and appropriate to their role, given that many are carers and therefore the time available to them is usually extremely limited.

##### **Board Sub-Groups**

Sub-groups have been unnecessary during this financial year as all matters have been dealt with by the full Board during its regular meetings however, in March 2021 the Board established a Finance and Fundraising Sub-committee to provide a dedicated oversight of the financial health of the charity and make necessary recommendations to the full Board.

##### **Related parties**

The Carers Centre is affiliated to Carers UK - the national organisation for Carers led by Carers. The Carers Centre is also a full partner of the Carers Trust which provides both grant opportunities to bid for and valuable learning and networking opportunities.

##### **Risk management**

The Board recognises the risks associated with the organisation and where possible have implemented strategies to avoid or minimise that risk as far as possible. Each risk is assessed for its likelihood and possible impact and a specific person is nominated to take responsibility for its management.

#### **REFERENCE AND ADMINISTRATIVE DETAILS**

##### **Registered Company number**

04024413 (England and Wales)

##### **Registered Charity number**

1084930

##### **Registered office**

21 Brayford Square  
Stepney  
London  
E1 0SG

**THE CARERS CENTRE**

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

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**Trustees**

S E N Currie  
L Dickens (resigned 24/2/2021)  
H New  
I Otway (resigned 28/4/2021)  
J Pipal (resigned 16/12/2020)  
Z Portlock  
N K Arora (appointed 30/9/2020)  
Z Ashraf (appointed 28/10/2020)  
S Maltz (appointed 30/9/2020)  
E J K Twynning (appointed 24/2/2021)  
T Westwood (appointed 28/10/2020)

**Company Secretary**

Graham Collins

**Independent Examiner**

Clemence Hoar Cummings  
Chartered Accountants  
Riverside House  
1-5 Como Street  
Romford  
Essex  
RM7 7DN

Report of the trustees, incorporating a strategic report, approved by order of the board of trustees, as the company directors, on ...2...September...2021..... and signed on the board's behalf by:



.....  
Z Portlock - Trustee

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

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

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

**Responsibilities and basis of report**

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

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

**Independent examiner's statement**

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

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

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

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



Lee Blunden  
FCCA CTA  
Clemence Hoar Cummings  
Chartered Accountants  
Riverside House  
1-5 Como Street  
Romford  
Essex  
RM7 7DN

Date: 2 September 2021

THE CARERS CENTRE

STATEMENT OF FINANCIAL ACTIVITIES  
FOR THE YEAR ENDED 31 MARCH 2021

	Notes	Unrestricted funds £	Restricted funds £	2021 Total funds £	2020 Total funds £
<b>INCOME AND ENDOWMENTS FROM</b>					
Donations and legacies	2	1,936	13,675	15,611	4,766
<b>Charitable activities</b>	4				
Support & Information		566,682	11,020	577,702	554,738
Investment income	3	356	-	356	3,245
<b>Total</b>		<b>568,974</b>	<b>24,695</b>	<b>593,669</b>	<b>562,749</b>
<b>EXPENDITURE ON</b>					
<b>Charitable activities</b>	5				
Support & Information		516,091	18,675	534,766	662,617
<b>NET INCOME/(EXPENDITURE)</b>		<b>52,883</b>	<b>6,020</b>	<b>58,903</b>	<b>(99,868)</b>
Transfers between funds	15	1,710	(1,710)	-	-
Net movement in funds		54,593	4,310	58,903	(99,868)
<b>RECONCILIATION OF FUNDS</b>					
Total funds brought forward		287,321	-	287,321	387,189
<b>TOTAL FUNDS CARRIED FORWARD</b>		<b>341,914</b>	<b>4,310</b>	<b>346,224</b>	<b>287,321</b>

The notes form part of these financial statements

**THE CARERS CENTRE**

**BALANCE SHEET  
31 MARCH 2021**

	Notes	Unrestricted funds £	Restricted funds £	2021 Total funds £	2020 Total funds £
<b>FIXED ASSETS</b>					
Tangible assets	11	<b>11,333</b>	-	<b>11,333</b>	9,751
<b>CURRENT ASSETS</b>					
Debtors	12	<b>148,911</b>	-	<b>148,911</b>	148,238
Cash at bank and in hand		<b>199,215</b>	<b>18,310</b>	<b>217,525</b>	158,254
		<b>348,126</b>	<b>18,310</b>	<b>366,436</b>	306,492
<b>CREDITORS</b>					
Amounts falling due within one year	13	<b>(17,545)</b>	<b>(14,000)</b>	<b>(31,545)</b>	(28,922)
<b>NET CURRENT ASSETS</b>		<b>330,581</b>	<b>4,310</b>	<b>334,891</b>	277,570
<b>TOTAL ASSETS LESS CURRENT LIABILITIES</b>		<b>341,914</b>	<b>4,310</b>	<b>346,224</b>	287,321
<b>NET ASSETS</b>		<b>341,914</b>	<b>4,310</b>	<b>346,224</b>	287,321
<b>FUNDS</b>	15				
Unrestricted funds				<b>341,914</b>	287,321
Restricted funds				<b>4,310</b>	-
<b>TOTAL FUNDS</b>				<b>346,224</b>	287,321

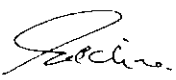
The charitable company is entitled to exemption from audit under Section 477 of the Companies Act 2006 for the year ended 31 March 2021.

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

The trustees acknowledge their responsibilities for

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

The financial statements were approved by the Board of Trustees and authorised for issue on 2 September 2021 and were signed on its behalf by:

  
 .....  
 S E N Currie - Trustee

The notes form part of these financial statements

THE CARERS CENTRE

BALANCE SHEET - continued  
31 MARCH 2021

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*Zoe Portlock*  
.....  
Z Portlock - Trustee

The notes form part of these financial statements

**THE CARERS CENTRE**

**CASH FLOW STATEMENT  
FOR THE YEAR ENDED 31 MARCH 2021**

Notes	2021 £	2020 £
<b>Cash flows from operating activities</b>		
Cash generated from operations                      1	<b>65,245</b>	(137,509)
Interest paid	-	(265)
	<u>65,245</u>	<u>(137,774)</u>
Net cash provided by/(used in) operating activities		
<b>Cash flows from investing activities</b>		
Purchase of tangible fixed assets	<b>(6,330)</b>	(13,589)
Interest received	<b>356</b>	1,913
	<u>(5,974)</u>	<u>(11,676)</u>
Net cash used in investing activities		
<b>Change in cash and cash equivalents in the reporting period</b>	<b>59,271</b>	(149,450)
<b>Cash and cash equivalents at the beginning of the reporting period</b>	<b>158,254</b>	307,704
<b>Cash and cash equivalents at the end of the reporting period</b>	<b>217,525</b>	158,254

The notes form part of these financial statements



**THE CARERS CENTRE**

**NOTES TO THE CASH FLOW STATEMENT  
FOR THE YEAR ENDED 31 MARCH 2021**

**1. RECONCILIATION OF NET INCOME/(EXPENDITURE) TO NET CASH FLOW FROM OPERATING ACTIVITIES**

	<b>2021</b>	2020
	<b>£</b>	<b>£</b>
<b>Net income/(expenditure) for the reporting period (as per the Statement of Financial Activities)</b>	<b>58,903</b>	(99,868)
<b>Adjustments for:</b>		
Depreciation charges	<b>4,747</b>	3,839
Interest received	<b>(356)</b>	(1,913)
Interest paid	-	265
Increase in debtors	<b>(672)</b>	(51,076)
Increase in creditors	<b>2,623</b>	11,244
<b>Net cash provided by/(used in) operations</b>	<b><u>65,245</u></b>	<b><u>(137,509)</u></b>

**2. ANALYSIS OF CHANGES IN NET FUNDS**

	At 1.4.20	Cash flow	At 31.3.21
	<b>£</b>	<b>£</b>	<b>£</b>
<b>Net cash</b>			
Cash at bank and in hand	<b>158,254</b>	<b>59,271</b>	<b>217,525</b>
	<b><u>158,254</u></b>	<b><u>59,271</u></b>	<b><u>217,525</u></b>
<b>Total</b>	<b><u>158,254</u></b>	<b><u>59,271</u></b>	<b><u>217,525</u></b>

The notes form part of these financial statements

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

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1. ACCOUNTING POLICIES

**Basis of preparing the financial statements**

The financial statements of the charitable company, which is a public benefit entity under FRS 102, have been prepared in accordance with the Charities SORP (FRS 102) 'Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019)', Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and the Companies Act 2006. The financial statements have been prepared under the historical cost convention.

**Income**

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

For legacies, entitlement is taken as the earlier of the date on which either: the company is aware that probate has been granted, the estate has been finalised and notification has been made by the executor(s) to the Trust that a distribution will be made, or when a distribution is received from an estate. Receipt of a legacy, in whole or in part, is only considered probable when the amount can be measured reliably and the Company has been notified of the executor's intention to make a distribution. Where legacies have been notified to the Company, or the Company is aware of the granting of probate, and the criteria for income recognition have not been met, then the legacy is treated as a contingent asset and disclosed if material.

Grants receivable and Local Authority fees credited to the Statement of Financial Activities (SoFA) in the year in which they are receivable. Income is deferred only when the Charity has to fulfil conditions becoming entitled to it or where the donor has specified that the income is to be expended in a future period.

Donated services or facilities are recognised when the company has control over the item, any conditions associated with the donated item have been met, the receipt of economic benefit from the use of the company of the item is probable and that economic benefit can be measured reliably. In accordance with the Charities SORP (FRS 102), the general volunteer time of the Friends is not recognised and refer to the Trustees' report for more information about their contribution.

On receipt, donated professional services and donated facilities are recognised on the basis of the value of the gift to the Company which is the amount the Company 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.

Income tax recoverable in relation to donations received under Gift Aid or deeds of covenant is recognised at the time of the donation.

Income tax recoverable in relation to investment income is recognised at the time the investment income is receivable.

**Expenditure**

Liabilities are recognised as expenditure as soon as there is a legal or constructive obligation committing the charity to that expenditure, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all cost related to the category.

**Tangible fixed assets**

Depreciation is provided at the following annual rates in order to write off each asset over its estimated useful life.

Fixtures and fittings	- 20% on cost
Computer equipment	- 33% on cost

## THE CARERS CENTRE

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

#### 1. ACCOUNTING POLICIES - continued

##### Taxation

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

##### Fund accounting

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

Restricted funds can only be used for particular restricted purposes within the objects of the charity. Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes.

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

##### Hire purchase and leasing commitments

Rentals paid under operating leases are charged to the Statement of Financial Activities on a straight line basis over the period of the lease.

##### Pension costs and other post-retirement benefits

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

#### 2. DONATIONS AND LEGACIES

	2021	2020
	£	£
Donations	336	4,466
Grants	13,675	300
Other income	1,600	-
	<u>15,611</u>	<u>4,766</u>

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

	2021	2020
	£	£
Carers Trust	13,675	300

#### 3. INVESTMENT INCOME

	2021	2020
	£	£
Rents received	-	1,332
Deposit account interest	356	1,913
	<u>356</u>	<u>3,245</u>

THE CARERS CENTRE

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

4. INCOME FROM CHARITABLE ACTIVITIES

		2021 £	2020 £
Grants	Activity	12,020	-
LB Tower Hamlets	Support & Information	565,682	554,738
		<u>577,702</u>	<u>554,738</u>

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

	2021 £	2020 £
Cooper Company	1,000	-
London Borough of Tower Hamlets	6,020	-
London Community Response Fund	5,000	-
	<u>12,020</u>	<u>-</u>

5. CHARITABLE ACTIVITIES COSTS

	Support costs (see note 6) £
Support & Information	<u>534,766</u>

6. SUPPORT COSTS

	Management £	Governance costs £	Totals £
Support & Information	<u>518,739</u>	<u>16,027</u>	<u>534,766</u>

7. NET INCOME/(EXPENDITURE)

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

	2021 £	2020 £
Depreciation - owned assets	4,748	3,838
Other operating leases	<u>22,500</u>	<u>21,520</u>

8. TRUSTEES' REMUNERATION AND BENEFITS

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

**THE CARERS CENTRE**

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

**8. TRUSTEES' REMUNERATION AND BENEFITS - continued**

**Trustees' expenses**

No expenses were paid to Trustees for the year ended 31st March 2021 (2020 - £50 was paid to Trustees for expenses).

**9. STAFF COSTS**

	<b>2021</b>	2020
	<b>£</b>	£
Wages and salaries	<b>376,074</b>	355,482
Social security costs	<b>36,200</b>	32,272
Other pension costs	<b>11,680</b>	9,654
	<b><u>423,954</u></b>	<u>397,408</u>

The key management personnel of the charity comprise of the Chief Executive Officer. The total employee benefits of the key management personnel of the charity were £59,313 (2020 - £33,796).

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

	<b>2021</b>	2020
	<b>14</b>	13
Total	<u>14</u>	<u>13</u>

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

**10. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES**

	Unrestricted funds £	Restricted funds £	Total funds £
<b>INCOME AND ENDOWMENTS FROM</b>			
Donations and legacies	4,466	300	4,766
<b>Charitable activities</b>			
Support & Information	554,738	-	554,738
Investment income	3,245	-	3,245
<b>Total</b>	562,449	300	562,749
<b>EXPENDITURE ON</b>			
<b>Charitable activities</b>			
Support & Information	651,356	11,261	662,617
<b>NET INCOME/(EXPENDITURE)</b>	(88,907)	(10,961)	(99,868)
<b>RECONCILIATION OF FUNDS</b>			
<b>Total funds brought forward</b>	376,228	10,961	387,189
<b>TOTAL FUNDS CARRIED FORWARD</b>	<u>287,321</u>	<u>-</u>	<u>287,321</u>

**THE CARERS CENTRE**

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

**11. TANGIBLE FIXED ASSETS**

	Fixtures and fittings £	Computer equipment £	Totals £
<b>COST</b>			
At 1 April 2020	86,132	13,085	99,217
Additions	1,710	4,620	6,330
	<u>87,842</u>	<u>17,705</u>	<u>105,547</u>
At 31 March 2021			
<b>DEPRECIATION</b>			
At 1 April 2020	85,728	3,738	89,466
Charge for year	129	4,619	4,748
	<u>85,857</u>	<u>8,357</u>	<u>94,214</u>
At 31 March 2021			
<b>NET BOOK VALUE</b>			
At 31 March 2021	<u>1,985</u>	<u>9,348</u>	<u>11,333</u>
At 31 March 2020	<u>404</u>	<u>9,347</u>	<u>9,751</u>

**12. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR**

	2021 £	2020 £
Trade debtors	143,225	140,518
Prepayments	5,686	7,720
	<u>148,911</u>	<u>148,238</u>

**13. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR**

	2021 £	2020 £
Trade creditors	2,360	18,537
Social security and other taxes	9,385	-
Pensions payable	1,840	6,139
Deferred income	14,000	-
Accrued expenses	3,960	4,246
	<u>31,545</u>	<u>28,922</u>

**14. LEASING AGREEMENTS**

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

	2021 £	2020 £
Within one year	<u>20,680</u>	<u>20,680</u>

THE CARERS CENTRE

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

15. MOVEMENT IN FUNDS

	At 1.4.20 £	Net movement in funds £	Transfers between funds £	At 31.3.21 £
<b>Unrestricted funds</b>				
General fund	181,675	52,883	(82,644)	151,914
Designated funds	105,646	-	84,354	190,000
	<u>287,321</u>	<u>52,883</u>	<u>1,710</u>	<u>341,914</u>
<b>Restricted funds</b>				
London Borough of Tower Hamlets	-	6,020	(1,710)	4,310
	<u>-</u>	<u>6,020</u>	<u>(1,710)</u>	<u>4,310</u>
<b>TOTAL FUNDS</b>	<u>287,321</u>	<u>58,903</u>	<u>-</u>	<u>346,224</u>

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

	Incoming resources £	Resources expended £	Movement in funds £
<b>Unrestricted funds</b>			
General fund	568,974	(516,091)	52,883
<b>Restricted funds</b>			
Carers Grants	13,675	(13,675)	-
London Borough of Tower Hamlets	6,020	-	6,020
London Community Response Fund	5,000	(5,000)	-
	<u>24,695</u>	<u>(18,675)</u>	<u>6,020</u>
<b>TOTAL FUNDS</b>	<u>593,669</u>	<u>(534,766)</u>	<u>58,903</u>

Comparatives for movement in funds

	At 1.4.19 £	Net movement in funds £	Transfers between funds £	At 31.3.20 £
<b>Unrestricted funds</b>				
General fund	270,582	(88,907)	13,085	194,760
Designated funds	105,646	-	(13,085)	92,561
	<u>376,228</u>	<u>(88,907)</u>	<u>-</u>	<u>287,321</u>
<b>Restricted funds</b>				
Heritage Lottery Fund	9,700	(9,700)	-	-
Carers Grants	1,261	(1,261)	-	-
	<u>10,961</u>	<u>(10,961)</u>	<u>-</u>	<u>-</u>
<b>TOTAL FUNDS</b>	<u>387,189</u>	<u>(99,868)</u>	<u>-</u>	<u>287,321</u>

THE CARERS CENTRE

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

15. MOVEMENT IN FUNDS - continued

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

	Incoming resources £	Resources expended £	Movement in funds £
<b>Unrestricted funds</b>			
General fund	562,449	(651,356)	(88,907)
<b>Restricted funds</b>			
Heritage Lottery Fund	-	(9,700)	(9,700)
Carers Grants	300	(1,561)	(1,261)
	<u>300</u>	<u>(11,261)</u>	<u>(10,961)</u>
<b>TOTAL FUNDS</b>	<u>562,749</u>	<u>(662,617)</u>	<u>(99,868)</u>

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

	At 1.4.19 £	Net movement in funds £	Transfers between funds £	At 31.3.21 £
<b>Unrestricted funds</b>				
General fund	270,582	(36,024)	(69,559)	164,999
Designated funds	105,646	-	71,269	176,915
	<u>376,228</u>	<u>(36,024)</u>	<u>1,710</u>	<u>341,914</u>
<b>Restricted funds</b>				
Heritage Lottery Fund	9,700	(9,700)	-	-
Carers Grants	1,261	(1,261)	-	-
London Borough of Tower Hamlets	-	6,020	(1,710)	4,310
	<u>10,961</u>	<u>(4,941)</u>	<u>(1,710)</u>	<u>4,310</u>
<b>TOTAL FUNDS</b>	<u>387,189</u>	<u>(40,965)</u>	<u>-</u>	<u>346,224</u>

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

	Incoming resources £	Resources expended £	Movement in funds £
<b>Unrestricted funds</b>			
General fund	1,131,423	(1,167,447)	(36,024)
<b>Restricted funds</b>			
Heritage Lottery Fund	-	(9,700)	(9,700)
Carers Grants	13,975	(15,236)	(1,261)
London Borough of Tower Hamlets	6,020	-	6,020
London Community Response Fund	5,000	(5,000)	-
	<u>24,995</u>	<u>(29,936)</u>	<u>(4,941)</u>
<b>TOTAL FUNDS</b>	<u>1,156,418</u>	<u>(1,197,383)</u>	<u>(40,965)</u>



**THE CARERS CENTRE**

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

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**16. RELATED PARTY DISCLOSURES**

There were no related party transactions for the year ended 31 March 2021.

**THE CARERS CENTRE**

**DETAILED STATEMENT OF FINANCIAL ACTIVITIES  
FOR THE YEAR ENDED 31 MARCH 2021**

	2021 £	2020 £
<b>INCOME AND ENDOWMENTS</b>		
<b>Donations and legacies</b>		
Donations	336	4,466
Grants	13,675	300
Other income	1,600	-
	<b>15,611</b>	4,766
<b>Investment income</b>		
Rents received	-	1,332
Deposit account interest	356	1,913
	<b>356</b>	3,245
<b>Charitable activities</b>		
Grants	12,020	-
LB Tower Hamlets	565,682	554,738
	<b>577,702</b>	554,738
<b>Total incoming resources</b>	<b>593,669</b>	562,749
<b>EXPENDITURE</b>		
<b>Support costs</b>		
<b>Management</b>		
Wages	376,074	355,482
Social security	36,200	32,272
Pensions	11,680	9,654
Other operating leases	22,500	21,520
Insurance	2,724	1,842
Light and heat	7,945	10,217
Telephone	6,482	5,632
Postage and stationery	1,155	19,402
Sundries	574	9,686
Subscriptions	1,605	249
Carers costs	20,816	36,730
Legal and professional fees	1,731	15,615
Repairs and renewals	3,925	9,417
Computer running costs	10,818	17,307
Staff training	1,859	11,770
Donations	216	441
Entertainment	-	529
Advertising	1,003	17,056
Cleaning costs	2,710	11,328
Travel	-	1,167
Consultancy	3,975	35,370
Staff recruitment	-	28,190
Plant and machinery	129	101
Carried forward	<b>514,121</b>	650,977

This page does not form part of the statutory financial statements

**THE CARERS CENTRE**

**DETAILED STATEMENT OF FINANCIAL ACTIVITIES  
FOR THE YEAR ENDED 31 MARCH 2021**

	2021 £	2020 £
<b>Management</b>		
Brought forward	<b>514,121</b>	650,977
Fixtures and fittings	<b>4,618</b>	3,738
Bank interest	-	265
	<b>518,739</b>	654,980
<b>Governance costs</b>		
Accountancy and legal fees	<b>16,027</b>	7,637
Total resources expended	<b>534,766</b>	662,617
<b>Net income/(expenditure)</b>	<b>58,903</b>	(99,868)

This page does not form part of the statutory financial statements