

SOUTHWARK CARERS

England & Wales · Charity number 1085300

Details

Status	Registered
Legal form	Charitable company
Company number	04146495
Registered	2001-02-28
Register	View on the Charity Commission register

Contact

Address	3rd Floor Walworth Methodist Church 54 Camberwell Road London SE5 0EN
Phone	02077084497
Email	info@southwarkcarers.org.uk
Website	www.southwarkcarers.org.uk

Activities

Objects: (A) TO ALLEVIATE THE CONDITIONS OF LIFE OF CARERS IN NECESSITOUS CIRCUMSTANCES WHO CARE FOR THE ELDERLY, SICK, DISABLED, MENTALLY ILL OR OTHERWISE INFIRM BY ANY MEANS THAT IS CHARITABLE. (B) TO UNDERTAKE ANY OTHER CHARITABLE ACTIVITY.

Activities: We alleviate conditions in the lives of carers, those who care for the elderly, sick, disabled, mentally ill or otherwise infirm, by any means that is charitable. We offer counselling, massage and other therapies, respite cover, short breaks, transport grants, advice and advocacy, various activity groups, and we can help carers access grants from other organisations.

Classification

- **How:** Makes Grants To Individuals, Provides Services, Provides Advocacy/advice/information, Other Charitable Activities
- **What:** General Charitable Purposes
- **Who:** Other Defined Groups

Geography

- Southwark

Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£320,879	£322,692	-	-
2024-03-31	£268,734	£296,935	-	-
2023-03-31	£312,473	£299,376	-	-
2022-03-31	£308,797	£307,184	-	-
2021-03-31	£215,386	£278,716	-	-

Trustees

Name	Role	Appointed
Dorah Naisubi		2015-03-30
Natasha Anang		2025-04-11
Raymond Buckman		2025-04-11

Accounts



FINANCIAL STATEMENTS

FOR THE YEAR ENDED

31st MARCH 2025

COMPANY NUMBER: 04146495

CHARITY NUMBER: 1085300

SOUTHWARK CARERS

DIRECTORS REPORT FOR THE YEAR ENDED 31st MARCH 2025

The Directors are pleased to present their report together with the financial statements for the charity for the year ended 31st March 2025. The financial statements comply with current statutory requirements, the memorandum and articles of association and the 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 (FRS102) (effective 1 January 2015).

REFERENCE AND ADMINISTRATION DETAILS OF THE CHARITY ITS DIRECTORS AND ADVISERS

Directors (who are also the Charity's Trustees) who served during the period to the date of approval of the financial statements were:

Mary Jacob
Gwendoline Rebecca Yvonne Najair Bellinfante
Wondwossen Befikadu Kebede: Stepped down 11-04-2025
Eunice Lartefoo Edoh: Joined 11-04-2025

Chair
Vice Chair
Treasurer
Treasurer

Dorah Naisubi
Fiona Thompson stepped down 11-04-2025
Raymond Brian Buckman: Joined 11-04-2025
Natasha Carla Anang: Joined 09-06-2025
Antonia Kadri: Joined 11-04-2025
Stephanie Maty: Joined 11-04-2025

Chief Officer & Company Secretary

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Registered Address:

Southwark Carers
3rd Floor, Walworth Methodist Church
54 Camberwell Road
Camberwell
London SE5 0EN

Tel: 020 7708 4497

Bankers:

The Co-operative Bank
Olympic House, 6 Olympic Court
Montford Street
Salford M5 2QP

Independent examiners:

Skyrock Accountants Ltd
(Formerly Financial Warehouse Company Ltd)
Chartered Certified Accountants
The Business Terrace
Maidstone ME15 6AW

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DIRECTORS REPORT
FOR THE YEAR ENDED 31st MARCH 2025

CHAIR'S REPORT 2025

Chair's Introduction on behalf of Southwark Carer's Board of Trustees, I would like to present you with our Annual Report for the financial year 1st April 2024 to 31st March 2025.

On behalf of the Board of Trustees I would like to thank firstly and foremostly the carers, the staff, the volunteers and the Trustee Board of Southwark Carers.

Without your invaluable strength and support Southwark Carers would not have been able to achieve the outcomes and to meet its mission statement. Each year the financial conditions under which we operate become more and more stringent and dire.

The team have collaboratively reinvented and redesigned activities such Mother Natures Beauty, this originated as home remedies from a number of carers who wanted to economise, save the environment and produce useful homemade products. We use homemade creams and lotions allowing carers to rejuvenate their skin and to pamper themselves with ingredients from the kitchen store cupboard. The products used are developed and co produced by carers for example face masks have been adapted from the Asian community using Besin (Gram flour) and turmeric to treat acne breakouts as well as aloe vera gel masks that sooth and calm inflamed skin. These holistic approaches are mindful of the diversity in Southwark. During these sessions carers have an opportunity to relax and have some time for themselves so that they can rebalance their wellbeing. These groups and activities are vital in allowing the carers to express their inner most thoughts and to find new ways of coping with the challenges they are facing in their lives.

Every day we hear stories from carers about the extreme challenges they face in the current cost of living crisis. Having a warm welcoming face at the carers centre means that carers have a safe haven where they can relax and reset the balance and attempt to have a life of their own. We all know that caring can become all encompassing and impact on the carers health. We strive to ensure that carers have the resources to address the challenges that they face. We recognise that a key challenge for us will be to meet the expectations of carers.

The number of carers who have recognised themselves and their caring role have increased. Southwark Carers works closely with Health and Social Care colleagues, voluntary organisations and other partners, to offer and provide the appropriate level of support for unpaid carers at all stages of their caring journey
We also are mindful of the fact that we have to increase our level of reserves to ensure that we have at least one month's operating costs in reserves, this will be a challenge in itself but we will use 2026 as our 40th anniversary to raise funds for the centre.

We look forward to seeing carers at the centre and hearing their stories, and to them developing their passions and creating small micro businesses. If you have any hidden talents such as candle making, dress making, jewellery making or writing please contact us so we can create workshops around your strengths and talents.

Please find below our detailed report on the financial year ending 31st March 2025. We operated with a significantly reduced income, the phrase more services and outcomes for substantially less financial resources is very apt to describe the current funding and cost of living crisis. Given the changing economic, and health climate, the changes in benefit payments and the pressures on local authorities and the NHS, has seen the staff and volunteers at Southwark Carers under enormous pressure.

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FOR THE YEAR ENDED 31st MARCH 2025

STRUCTURE, GOVERNANCE AND MANAGEMENT

Southwark Carers is a company limited by guarantee (each member having a liability of £1) and a registered charity.

The policies of the charity are determined by the board, whose membership is listed on page 1.

Appointment to Board

The charity is governed by a board of directors (the management committee) which meets quarterly. During this period all our Board meetings were moved onto Zoom. Directors are appointed by the board and serve for one year after which period they may put themselves up for re-election at the Annual General Meeting as prescribed in the Articles of Association. Officers are nominated by members and elected annually. The board has the power to co-opt up to five non-voting members. At its quarterly meetings, the board agrees the overarching strategies and activities of the charity, including information, communications, fundraising activities, reserves policies and risk management.

Directors are elected to the board annually from members who have registered with the charity and been nominated by two other members. The induction process for any new directors comprises initial meetings with the chair, existing directors and the chief executive. New directors are provided with an induction pack, which comprises a range of background information on the charity's history and recent activities and includes a copy of the Memorandum and Articles of Association, minutes of recent board meetings, recent accounts and a copy of the Charities Commission guidance documents for directors. On-going training to directors is provided as required through meetings, away days and courses. Directors are invited to attend all events that Southwark Carers hosts.

Throughout the year, the board continued to work to review and develop Southwark Carers and its services. The majority of the board, who give their time voluntarily, are carers, or former carers. Both the board and the staff work together to deliver support services for carers and to consult with them about their needs, when developing and planning future services and events.

Statement of Directors Responsibilities

The directors are responsible for preparing the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law and the law applicable to charities in England and Wales requires the directors to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charitable company and of its incoming resources and application of resources, including its income and expenditure, for that period. In preparing these financial statements the directors are required to:

- select suitable accounting policies and consistently apply them;
- observe the methods and principles of the Charities SORP;
- make judgements and estimates that are reasonable and prudent;
- state whether applicable 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 assume that

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DIRECTORS REPORT

FOR THE YEAR ENDED 31st MARCH 2025

the charity will continue to operate.

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The directors are responsible for keeping proper accounting records, which disclose with reasonable accuracy at any time the financial position of the charity and enable them to ensure that the financial statements comply with the Companies Act 2006 and the Charity (Accounts and Reports) Regulations 2008 and the provisions of the trust deed. They are also responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities. The directors confirm that, in the case of each of the persons who are directors at the date of this report, the following applies:

- So far as each director is aware there is no relevant audit information (information needed by the Charity's auditors in connection with preparing their report) of which the Charity's auditors are unaware; and
- Each director has taken all the steps that he or she ought to have taken as a director in order to make herself/himself aware of any relevant audit information and to establish that the Charity's auditors are aware of that information.

Remuneration Policy

Southwark Carers has a remuneration policy which sets out how all staff remuneration is set. The Directors review the policy and agree all increases in salary, including any cost-of-living increases, and approve any benefits for the staff team. Salary levels are set after an assessment of job descriptions and person specifications followed by a bench marking exercise that assesses pay rates and benefits associated with that type of role in the voluntary sector. As a minimum standard all staff are paid the London Living Wage and we are accredited members of the Living Wage Foundation.

Risk Management

The directors have a duty to identify and review the risks to which the charity is exposed and to ensure appropriate controls are in place to provide reasonable assurance against fraud and error.

The charity is subject to review and audit by many bodies in respect of its company status, its charitable status and by its funding bodies. The board considers periodically the major risks to which the charity is exposed and has developed documented controls to mitigate those risks. Significant external risks to funding face all charities and Southwark Carers maintains a detailed business plan with regard to funding and its activities. Internal risks are minimised by internal control procedures covering all transactions.

These procedures are reviewed to ensure they meet the growing needs of the charity. During 2024/25 the charity continued to review and audit its practices to ensure the highest standards are maintained.

OBJECTIVES AND ACTIVITIES FOR THE PUBLIC BENEFIT

The Directors have complied with the duty in section 17(5) of the Charities Act 2011 and referred to the guidance on public benefit published by the Charity Commission when reviewing the charity's aims and objectives and in planning its future activities.

The main object of the charity as defined in the memorandum and articles of association is:

"To alleviate the conditions of life of carers in necessitous circumstances, who care for the elderly, sick, disabled, mentally ill or otherwise infirm, by any means that is charitable".

Our Vision – all carers in Southwark will have access to the practical and emotional support they need and the recognition and influence they deserve.

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DIRECTORS REPORT FOR THE YEAR ENDED 31st MARCH 2025

Our Mission – to be an organisation run by and for carers, which provides practical and emotional support to increasing numbers of carers from the diverse communities of Southwark, and to obtain recognition of their invaluable contribution and influence policy in their interests.

Our Aims are to turn this vision and mission into a practical reality for carers across Southwark. We describe our aims under nine headings:

1. Services - to have a range of services accessible to carers across Southwark so that they are supported in all areas of need. These services are provided primarily in English but where needed we can provide support in the following languages Luganda, Spanish, Punjabi, Amharic, Hindi, Jamaican Patois, Croatian, Serbian;
2. Communication - to communicate clearly with a range of people so that they are aware of our organisation and the needs of carers;
3. Representation - to be a voice for carers and to speak up for them at the places where decisions are made about them;
4. Campaigning - to put forward publicly the needs that carers have and to encourage and empower carers to speak up for themselves;
5. Partnerships - to connect with and support other organisations that can help us deliver our work, or who work with carers;
6. Governance – to be a well governed and managed organisation, so that everyone can have confidence in the things we do;
7. Quality - to deliver all of our services and activities within agreed standards, to make sure that they are the best they can be;
8. Resources - to have the appropriate level of resources available, so that we have what we need in order to deliver to carers; and
9. Development - to research new and better ways of working to make sure we continue to develop to meet the needs of carers.

Our Activities are organised under the following headings:

- Reducing Social Isolation
- Advise Information and Support
- Advocacy
- Outreach
- Emotional Welfare
- Health and Well Being
- Identifying Hidden Carers
- Financial Support
- Food and Hygiene Parcels

ACHIEVEMENTS AND PERFORMANCE

REDUCING SOCIAL ISOLATION

We run a number of activities. These provide a lifeline for some carers, “the group is so valuable because it allows carers to connect”, in a friendly safe non- judgmental environment, where their peers can empathise, and understand their issues and concerns, as well as provide them with emotional and practical peer support from their own personal experiences. Carers found once they had got to grips with the technology, that they would pop in and out of Carers Café as it allowed them to access support from home. Therefore, they had no anxieties about leaving their cared for, whilst they were shielding.

These groups provide carers with a much-needed respite break from their caring role for a short time. The groups also allow carers to form new friendships and social networks. This social interaction amongst carers is

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vital as we know that addressing social isolation is a key concern for carers, whose friendships and networks of support are worn away by their caring role. Research by Newcastle University published on 15th August 2017 showed 8 out of 10 carers have felt lonely or socially isolated as a result of their caring role.

Although not all our carers can access our workshops, social events, parties, information days and other activities, they are all informed via email, text, website, and targeted phone calls. This information on our activities and support available is shared with 4000 carers.

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Monthly Groups

Our groups provide an opportunity for carers to drop in and learn a new skill, whilst relaxing and rebuilding social networks.

Film Club

Film Club this runs twice a month and is followed by a peer support session where carers can reflect on their experiences and share ideas. There were 16 sessions and 60 attendees. This was moved to Zoom and was a lifeline for a number of carers. The move to Zoom was continued post pandemic. This has proved so popular that we continued with the zoom sessions as it allowed carers to have a break from their caring role without leaving their home.

Book club

We held regular sessions of our book club, the book club met on 2 occasions and had 9 attendances. The book club was then incorporated into the Carers café and we were able to hold 31 sessions at the Carers café. The book club varied its discussions around cultural issues by looking at recipe books. The book was also a way to discuss the problems in the carers lives and to look at solutions and how to manage their physical and mental wellbeing.

Online groups

Mindfulness Group moved online

The below activities were intertwined with the carers café as staffing resources did not allow for individual sessions:

Salsa Group

Healthy Eating Group

Knitting and Nattering Group

Sewing Group

Painting Group

Jewellery Making

IT Group

As a result of specific requests from Carers we have created a one-to-one Carers IT support sessions. It was found that with group sessions there was a mismatch in skills and knowledge. The one-to-one sessions work more effectively in developing IT skills and improving carers knowledge base. We have worked with 10 carers. This work was carried out over the phone, Zoom, and in face to sessions.

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Carers Cafe

Carers Café the attendance was 208. Each carer attending the Carer café on average received 3 additional meals per café. We have framed our monthly Carers Cafes around different key issues. For example, we have had a discussions on vaccination, the impact of social isolation on carers. We also held culturally diverse cafes, a Black History Café and various sing-a-longs. This allows a cultural exchange and ensures that the diversity of Southwark is celebrated. An additional Carers Café was held in Carers Week, Carers Rights Day.

At the Christmas Party, which is also a Carers Café event there were over 72 attendees this year to ensure fairness and equality of opportunity every carer registered with the service was entered in the Christmas raffle requests for raffle tickets. We had a number of singers attend, a Christmas Carol sing-a-long, jokes being told by Young Carers, and a dance along. The entertainment provided a great opportunity for Carers to unwind and relax. There was a raffle with over 30 prizes.

The additional warm spaces café's allowed carers who were in dire straits to access vital support in a safe and secure manner for example Carer A who would attend warm space sessions at Southwark carers sessions but on days where they were not available she would go to services in Lambeth. The carers café also provided a unique and integrated way of reducing social isolation for example we had a number of Spanish speaking carers attend. We also had LGBTQ members attending and they felt they could open up about their sexuality within the café. They saw this as a positive step. The café also helped to reduce social anxiety by allowing carers to dip in and out of the service as they, needed. Slowly but surely building their confidence, reducing their social isolation by providing them with opportunities to make new friends.

Warm Spaces Hub

We received funding to create a warm hub during the winter. This allowed us to provide us a warm space for carers to come, stay and be refreshed. The number of warm spaces delivered during the period between 29/11/2024 to 11/04/2025 was 16. The total number of unique individuals was 395. The number of unique individuals that accessed advice in the warm spaces for financial advice or income maximization services was 170. The total number of unique individuals signposted to other supportive services was 61. The average number of unique individuals receiving meals per warm space session was 5.

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We have endeavored to provide case studies highlighting key aspects of our work with carers. However, it is to be noted that the case studies as with carers lives do not fit neatly into one category alone and should be read within the context of all the work that we carry out.

CASE STUDIES

Carer A

A is in her forties, the primary carer for her elderly mother, who recently, had a cancer diagnoses, and is totally dependent on her daughter. A contacted Southwark Carers, as she is feeling exhausted and emotionally drained and unsure of what support she needed. Further investigation, they were both isolated, needed emergency plans in place and had an energy debt, with an outstanding energy bill.

Evaluation of their needs we drew up a plan together, for future planning, to apply for funding to help pay off their outstanding energy bill and referral to an energy charity for support. To also access grants for respite, allowing her to take a much-needed break. To also contact cancer support as well as her GP as there were outstanding medical issues. Outcomes, A made contact for cancer support to help with some of their finances and wellbeing. Power of Attorney, an Emergency plan and message in a bottle was put in place. Hardship grant was applied and approved to pay of her energy debt. Referral to an energy charity supporting her to change to a cheaper tariff and supplying vouchers, from her energy supplier of £49.00, and a supermarket £50.00 voucher, warm pack £35.00, £147.00 from the energy charity, £49.00 from energy charity fuel bank, totalling £730.00, paying of all of her energy bills. Referral for carers break. Weekly sessions of emotional support and mindfulness strategies were put in place.

Carer feels in better place as they both have support and no debts to worry about. information given of various groups in the borough for their social isolation, including food banks and various support groups if needed.

INFORMATION and SUPPORT

Advice Service

The service provides information on welfare rights matters, and benefit issues. It helps with accessing other services in Southwark and helps in finding services to promote well-being. This service was moved to a telephone service, drop off and zoom service. We were able to have visits across the borough at various sites.

In this year the Advice and information Service provided 32,485 (NOT including whatsapp & SMS texts) sessions. This was provided by various media ranging from face to face, emails and texts.

We record the details of every carer that we speak to. The types of support we provided were:

- Health and social care services including referrals to social services, complaints against social services and liaising with the carer and social services by attending joint meetings;
- Health and wellbeing, including advising about emotional support services, massage, positive thinking services, or referral to these services;
- Housing and Adaptations including helping carers to negotiate with Southwark Council to move house more quickly or completing medical report forms. We also try to sort out disputes between the carer and landlords, by writing letters on their behalf.
- Breaks from caring, including a referral to our in-house services and finding other ways of providing the carers with holidays/respite.

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CASE STUDIES

EM - Carer

Carer for young child with special needs

EM approached a member of staff in over a drop in at Southwark Carers.

Carer is a single parent caring for a child with special needs and is unable to work due to caring responsibilities. Though being on Universal Credit carer reported seriously struggling financially due to expensive bills, transport expenses and high cost of living.

Carer was lost in the system and felt powerless and isolated. These were compounded by language barrier and carer had started to feel depressed and hopeless.

EM was very happy to discover that she could speak to and be supported by someone in her own language at Southwark carers.

EM's issues included food poverty and being behind on bills payments. Carer reported urgently needing a tumble drier as a vital aid to keep up with excessive laundry loads produced by CFP due to their medical condition.

Carer was promptly supported by Southwark carers starting with ensuring that she and her cared for person were receiving correct benefits and following with emergency food parcels from our organisation and food voucher for food banks. Following this carer was supported with application for a grant for a tumble drier. We then provided advocacy to EM to set up an affordable payment plan for debts and to access water and fuel discounts.

EM was also invited to our Warm Hub / Carers café weekly session where she and her child could have a cooked meal on Fridays and even take some surplus food home.

Through this support EM's finances and workload have greatly improved leading to EM feeling less stressed and socially included in a good and supported community with other carers - some of which speak her language.

As an additional support for carer and her CFP, EM was signposted to a support group for Children with special needs and their families. EM reports that this has been another lifeline for her and her child.

Carer says "I am extremely grateful to Southwark Carers' staff for your incredible and prompt support when I felt lost; just knowing that you are there for me and my child is a great relief and a thought I treasure"

Case Study ZB

Carer: ZB

ZB cares for her adult child with Autism.

ZB has been registered with Southwark Carers for several years and has benefited from our services to date. Such as having access to our Emergency Food parcels, food bank services, home visits and emotional support.

ZB is recovering from substance abuse. Southwark carers provided emotional support. ZB received a letter from DWP that her PIP will end on a specific date. On receiving this letter it was enough to tip her over the edge and she reverted to substance misuse again which led her further into a downward spiral of depression.

The cost of living, rising rent and benefit cuts was enough to cause her to turn to substance misuse. She was in dire straits and survived on a meagre sum of money from her daughter. There were many days she couldn't function to get out of bed, she would abuse addictive substance to numb her pain, stress, and disappointment of her financial struggles.

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The impact of her addiction that had a detrimental affect on her health. She disclosed all her additional health needs, we provided information and advise on these health conditions and emotional support in coming to terms with them.

We appealed the refusal to award PIP decision, this was successful. PIP award was effectively backdated and restored

ZB thanked us and stated she wouldn't know what would have become of her if it wasn't for the patience, care, and support from Southwark Carers.

Name: XY.

Age 60 years

Health issues: Emphysema, heart, mobility difficulties and other health issues.

XY was a full-time carer to his mother Z for six years who sadly passed away earlier this year. The death of his mother left him both traumatised and suicidal, feeling a sense of worthlessness with no point of living. XY had neglected his own health due to his caring role. Prior to his mother's ailing health, XY was worried about becoming homeless and had issues with his sibling who was on the Tenancy Agreement. The irretrievable breakdown with his siblings had a profound effect on him, he was alone in this world. XY state of mind was so fragile that on many occasions had threatened to take his own life.

Each time he wanted to end his life, we encouraged him to know there was light at the end of the tunnel and he would get through this but to take everything one day at a time. XY reached out us many times, stating he was hurting so much and in pain, he was sorry to be a bother to us. We told him in no uncertain terms that we were there to listen to and support him and should feel free to call whenever he needed to speak. We provided information about support services i.e A&E, GP and The Samaritans.

Due to our concerns of his mental state, we assisted in contacting his GP Surgery to arrange a telephone consultation to speak with a doctor due to his suicidal thoughts and depression. In addition to this, XY needed practical advice on who to contact regarding his late mother's benefits. We provided XY with information for Tell Us Once a government organisation that takes the stress away from loved ones by contacting relevant departments such as DWP, local Councils, DVLA, Home Office etc that records to be updated respectively. Due to the breakdown of the relationships with his siblings they did not intervene in helping daily tasks such as hospital appointments whilst their mother was alive or helped after her death, it was XY who dealt with all care needs of his mother and XY made all the funeral arrangements solely by himself during his bereavement.

In February Southwark Housing paid him a home visit to ascertain if he may remain in the property, he had called home for so many years to look after his mother, prior to this in the effort to keep a roof over his head, XY had already taken steps changing all utility bills to his name including the Council Tax. He wasn't entitled to receive Housing Benefit because he wasn't on the Tenancy Agreement. This caused rent to skyrocket, causing further anxiety and depression.

He called Southwark carers that he received good news that he received a Council Tax Rebate of £1,100.00, original balance was £1,400.00 leaving a balance of £300.00. In his own words he said, 'for once, he had good news for us'.

During February this year XY attended a doctor's appointment and explained all the stress, depression, and anxiety he was experiencing. It was noted on file he was indeed suffering from depression. Under such circumstances the Council has a duty of care under Mental Health to keep a roof over his head.

XY received a visit from the Complex Needs officer for housing who looked at his housing needs, notes were taken to draw up a report to put to the Panel, this was supported by a letter of support from ourselves confirming XY health needs. Ideally XY wanted to move outside London to a coastal area or at the very least far away from London away

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from his siblings. He eventually received bittersweet news from his Estate Officer that his name is on his new rent card new Tenancy Agreement. It wasn't exactly what he wanted, but at least he will not be homeless.

Despite all this, XY is facing many health issues undergoing surgery, he has stated categorically on more than one occasion that the support provided by Southwark Carers has been invaluable and has seen him through his darkest hours. Without our support he would not have survived.

Case Study FB

Carer FB cares for son with Autism. Carer FB suffers from mobility problems.

We provided emotional support, information and advise on helping FB with coping strategies for herself and dealing with her son's mental health. Referred FB to wellbeing hub so that her son could be appropriately supported.

We provided FB advise about employment and training for her son and interview techniques, helped with C.V writing.

We did a benefits check and completed a PIP form for FB and carer was awarded Enhanced rate for care and mobility components and a backdated pay of £2000.00.

In addition to these problems there was an issue to the carer's housing needs. We provided and advise and support for her housing application.

Carer AA

Carer AA cares for her 11 year old child with autism, learning difficulties and asthma. We were able to help her:

- Provided Emotional support as the carer is extremely overwhelmed with housing and her child's education setting.
- We advised about education and the process of applying to secondary school and signposted to SIAS for further support.
- Southwark carers explained the letters she received from SEN and liaised between the school and SEN
- We supported the carer in her application for financial support from Southwark Emergency Support Scheme and she was successfully awarded essentials.
- Southwark carers advised her that she could apply for an advance through Universal Credit
- Successfully applied to BBC Children in Need Emergency Essentials and she was awarded a Fridge Freezer.
- Signposted to the Handy Person's Scheme for help with the garden in the new house.

The help received from Southwark carers improved the quality of the carers life and empowered her to make effective decisions around her child's education. The move into her new home meant an increase in sense of stability for the carer and the cared for. The carer was overwhelmed with the support with financial and emotional support she received through Southwark carers.

Former Carer: G.F

Cared for:

M. G age 100 (recently deceased)

Former health needs: Osteoarthritis, Stroke, and mobility difficulties.

G.F had recently lost her grandmother and had been residing with her for over two years. Her aunt who Southwark Carers supports, referred her niece, to us for practical help and support.

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G.F is quite anxious regarding her housing situation. Her name is not on her late grandmother's tenancy agreement. An initial office appointment was booked to discuss the matter further. Prior to her appointment she had made a few notes quoting various laws designed to help those in a similar situation.

Having read through the Tenancy Agreement online and we found under section 2, she may apply for the right of Succession; this may only be done once. We advised G.F to apply to have her name included on the Tenancy Agreement, she had roughly written some notes down including housing laws and her rights.

We uploaded and went through the Tenancy Agreement regarding tenancy rules. It was clear she needed to obtain the relevant form entitled Succession to Tenancy Claim and Confirmation. She managed to obtain this from Southwark Council.

We went through the form together at another office appointment. All necessary available information she had available was submitted to her housing officer for a decision to be made.

Prior to receiving the form, we instructed G.F to contact the utility companies, including Thames Water to have her name placed on all billings and letters as she continues making payments. This has now been done, all billings and letters are all in G.F's name. She continues to pay the rent; she contacted us in March 2025 over concerns she had regarding the rent increase and how much it had gone up by?

Since her name was not listed on the tenancy agreement and no communications were sent to her regarding payment of rent, G.F was worried about falling behind with payments. We notified G.F the rent had gone up by just over £4.00 but to be safe it would be wise to add an extra £5.00 not to go into arrears.

She has been communicating with her housing officer and provided all the details she had to support her application for succession to have her name on the tenancy. completed and submitted to her housing officer.

When G.F contacted us in March she wanted to know if she should ask her housing officer about the progress of her application for succession? We advised to wait until a decision had been made.

While she awaits her decision, hopefully it will be in her favour, at least she has done all she can physically do by having all utility bills changed to her name and is paying full rent without any arrears.

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Advocacy Service

The Advocacy Service provides support in dealing with social, health or housing services and problems that carers might face, in accessing services for themselves or the person they care for. The Advocacy Service aims to promote carers views and protect carers rights by letting their voice be heard.

The Advocacy Service saw 78 carers, (333 contacts) this has substantially increased from last year and this service saw 3 times the number of carers. Included within the provision of advocacy is:

- Health and social care, including going with carers to Microsoft teams meetings with social services. This is mostly with carers, who do not understand the meetings or what the implications or outcomes are;
- Money and benefits advice and support; and
- Housing and adaptations, including going to meetings with the carer, writing letters to the council on their behalf and appealing housing decisions.

CASE STUDIES

Carer GH- Elderly

GH is in her 30s, is the primary carer for her elderly mother who has mental health. GH personal life is busy and challenging in a one-bedroom council flat with young children.

Further assessment: included a benefit check for herself and her mother advocacy and support with complaints with safeguarding to resolve issues of the care plan with the care agency.

A holiday with her mum was very much needed. An application for a holiday grant of £425.00 was put in. Southwark carers helped and supported in looking for a suitable property.

Outcomes

The benefit issues were resolved, maximising her income by £81.80. Holiday grant was approved of £425.00, to make some memories with her mum. Due to the ongoing complaints with the safeguarding of the care agency another care agency, took over the care plan with clear guidelines on safeguarding, the family are happy. An emergency plan has been put in place. Recent medical assessment of GH mother has shown signs of dementia. Future planning has started for her mum's care in a home.

Carer has been supported with emotional support, advocacy and signposting for activities and events in Southwark. GH has been offered a bigger property for herself and her children. Carer feels she can now move on with her life with her children, the families mental health has greatly improved and she is less stressed and emotionally in a better place.

Carer MS

MS is in her late 40s and has been registered with SC for some years, She has difficulty with language, reading and writing. She is the primary carer for her son and daughter who are in their 20s, both have a hereditary condition: neuro degenerative disorder with profound disability, multiple limb disorder and seizures.

Evaluation of her needs were advocacy and support for priority repairs to broken windows frames and locks, as there was no action on the repairs that had been ongoing for over a year. Grants for flooring and a cooker. Paperwork, to go through as she did not understand her high energy bills. Advocacy and support at meetings to apply for extra hours of care for her daughter.

Information and advice when her son turned 25, now being classed as a non-dependent she was in arrears with the rent of £900.00

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Outcomes: new windows and locks were finally fitted. Extra hours of care were approved with a new care plan put in place to support her daughters care needs. Grants approved of £730.00, for flooring and a cooker. The following year practical help and support was needed in applying for a grant for the cost of the funeral due to her daughter's death. The full cost of the funeral grant was approved £3,500. Benefit anomalies as MS was still being billed for housing cost for her daughter. Her daughters benefit anomalies after her death were finalised and written off. Energy grant was approved £480.00 to pay her debt, also switching to a cheaper energy supplier. Hardship fund was approved of £500.00 to pay towards her housing debt. Applying for another grant to pay of her arrears, whilst seeking legal advice to take her sons benefit case further. Signposted agencies to help with legal issues.

Carer was given emotional support and strategies, put on the counselling waiting list. A list of organisations, contact numbers were given if carer felt overwhelmed.

Carer A

Carer A reached out to the service in distress. Carer had a dual caring role for parent and adult sibling. The carer was also working full time and trying to juggle other family responsibilities. The carer specifically wanted advice around an energy bill that had been issued 362 days after the carer had paid a final bill. The energy company alleged that the carer owed a further £1100. The energy company was relentless in its pursuit of its debt. The energy company phoned, texted and emailed the customer practically daily, making demands for payment. The carers concern around the issuing of this bill were not heard and ignored. The carer had attempted to contact other advice agencies to see what assistance they could offer but had been unsuccessful. The words used by the carer were "I cannot take this anymore, I don't want to live, I can't cope, my anxiety is through the roof". The carer was assisted by ourselves with writing a lengthy letter of complaint to the head office of the energy company, which highlighted the carers issues and concerns and pointed out that on this occasion, this was a back billing issue and that regulations had stated that back billing of energy for household consumers could not be pursued where the energy had been consumed more than 365 days previously.

It was highlighted that the spirit of this law should apply in this case and that the individual who had been harassing, bullying and who had not listened to the carer needed to understand the carers perspective, and that the treatment of the carer by the company had pushed the carer to the brink of mental breakdown, the carer was a nervous wreck. The complaint was promptly responded to, but again, it was the same individual who had been constantly ringing, texting and emailing the carer for over a year who had responded.

A further complaint was lodged with the energy company, stating that it was inappropriate for this individual to be dealing with a complaint revolving around their behaviour. The energy company promptly responded with an offer to the carer to reduce the final bill to £300. A reduction of £800. Whilst a part of the carer wanted to pursue this matter further, the carer also recognised that their mental health could take no more, and that resolving the issue with this substantial discount was the best course of action. The carer made the payment of £300, bringing an end to a year of stress and anguish of dealing with the energy company, and is now able to focus their time on their caring role, trying to resolve the outstanding health needs of one of their cared for.

The carer was deeply grateful for the support and interventions offered by Southwark Carers.

Carer T

Carer T is in her 60s and is the primary carer for her elderly mother, who had been housebound for over a year. T felt very isolated as they have no family, or additional support and there are many financial restraints as she had spent all her savings and had no income. T mother was on a basic pension and had several health and mobility issues including signs of dementia, which had not been diagnosed. We drew up a plan together of priorities to put in a carer and a

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needs assessment. To have a benefit check and to apply for a 60+ travel card. Southwark Carers intervened and advocated on behalf of carer, this resulted a professional diagnosis of dementia. Benefits, we put in a claim for Pension Credit, Attendance Allowance, then Carers Allowance, including any other entitlements Outcomes: from her needs assessment bath rails were fitted and a wheelchair provided. Benefit maximization-monthly total: £803.60. £11.00 a week pension credit, backdated amount £134.00, Attendance Allowance approved £108.00, claim for carers allowance approved of £81.90. Carer was referred for a break, to have some respite. Support to change energy and telephone provider for a cheaper tariff. Southwark Carers applied for her free travel card, Referral, and signposted to local groups to help with their social isolation including social events provided by Southwark carers. Local information was given of local groups and organisation that could offer additional support. Carer sent a thank you card, how grateful she is with the support she receives from Southwark carers.

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Information Services

Southwark Carers provides an integrated set of information services, which aims to provide useful and accessible information direct to carers, staff and professionals, to enable them to support and value carers.

An Information pack is online for all carers to access. It contains a range of advice and contact details for further assistance.

All Carers have been given a plethora of information about the medical conditions of their cared for. Where the diagnosis is recent we will highlight where information can be sought about the condition and also help the carer to understand the condition. In providing information on specific conditions we are very careful not to stigmatise any one condition or increase fears of carers. However, usually, most carers are 'experts' on the medical conditions of their cared for, they are experts by experience as they advocate on their cared for's behalf, attend Doctors appointments, administer medication. Often, the cared for's condition is only likely to deteriorate and therefore support can sometimes seem futile, as the caring burden will only increase with time.

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The Website includes the latest news for carers, and details of upcoming events. There is also an area for professionals, to provide them with more information on supporting the carers. We use social media platforms to get our messages out to carers. Our key method of communication is via WhatsApp but we also use text messages, e-shots and emails depending on the preference of carers in order to pass key messages to them.

OUTREACH ACTIVITIES

We used Zoom and Microsoft Teams to carry outreach activities.
The purpose of this new way of working was to hold regular information, advice and support sessions.

EMOTIONAL SUPPORT

This service replaced our counselling service, we provided 808 sessions (with 439 unique users). We provide carers with a listening ear and coping strategies, so that they can cope with the hurdles that they face in day-to-day life. Sessions are provided on a weekly basis as carers needs require. To supplement this we also provide one to one and Group Mindfulness sessions, these were carried out over Zoom.

CASE STUDIES

Case Study: L.B.

Carer: L.B.
Numerous health conditions ranging from Mental Health, fits, seizures and Epilepsy

CFP: P.B.
Health Needs:
Osteoarthritis

When she accessed our services, LB was anxious and worried at the thought of being homeless. The reason being she was a victim of domestic violence, prior to this L.B. had been living with her abusive partner, she eventually left that abusive relationship to live with her mum.

L.B. was appointed a Housing Solicitor via the Citizens Advice Bureau who is aware of us rendering support. We provided emotional support and how to cope living with depression, epilepsy, fits, and seizures. All the trauma she underwent subsequently resulted in stress related allergies. The outcome of her hearing for housing was successful and was granted temporary accommodation in the Old Kent Road.

Underlining health issues, made her to feel vulnerable and often scared to where she acquired her one bed shared accommodation. Especially been a victim of domestic violence. She especially felt scared when using the bathroom; occasionally she needed to pass by a group of men on the stairs to use the bathroom (door unsecure), the same said of her personal room.

We received a text message she had finally been granted a one-bedroom flat. She admitted she felt a sense of relief because she now has her own permanent home where she feels safe. She has a lovely scenic view and is mentally in a better place. The issue was the property was unfurnished and needed help. Prior to this, she completed an application form for the Hardship Fund but was only awarded flooring, this triggered and elevated her anxiety, stress, and depression because she had no financial means to furnish her home. We advised to approach her Housing Officer to see if she could be provided with a bed, washing machine etc., but she was unable to receive anything else. Being in receipt of PIP and Carers Allowance made it impossible to purchase much needed furniture.

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We completed a grant application to St. George the Martyr Charity, the Hardship Grant Scheme for persons under 55 years old. Her application was successful and was awarded a lovely divan bed with bedding, pillows, a sofa, and a gift card to purchase a microwave.

L.B. was so grateful to Southwark Carers because without our help she would not have acquired these goods.

Carer: T

Health Needs:

- Depression
- Alcoholic
- High blood pressure
- High cholesterol
- Diabetes

CFP: K – (Child)

T has been registered with Southwark Carers for several years and has benefited from our services to date. Such as having access to our Emergency Food parcels, food bank services, home visits and emotional support.

T is a carer for her Autistic child K.

In a recent support session T mentioned in passing she was a recovering alcoholic. Emotional support was provided by Southwark Carers that had helped her through some of her most difficult and challenging times. At the beginning of 2024 she received a letter from DWP that her PIP award would be ending. The stress in receiving this letter caused her over the edge and back to drinking and drifted her spiraling into depression. The substance abuse issue became more apparent during a telephone call to Southwark carers as her words were slurred, and didn't sound like her. T has multiple health conditions that include high blood pressure and diabetes.

T admitted she had been drinking due to the cost of living, rising rent and benefit cuts that led her to turn to drink. T had nothing to survive on apart from a little support from her daughter. There were many days she couldn't function to get out of bed, her only focus was to drink to numb her pain, stress, and disappointment of her financial struggles.

Southwark carers provided practical advice to T not to take alcohol with her medications as this exacerbated her ongoing health problems.

Southwark carers reassured T and that they would write a letter of reconsideration, and unfortunately this was unsuccessful by a shortfall of two points.

Southwark carers then appealed DWP's decision. This appeal was successful.

The PIP award was effectively backdated and restored. T was over the moon, this has restored her hope in life, she advised Southwark carers that she is no longer drinking and is in a better place.

T wouldn't know what would have become of her if it wasn't for the patience, care, and support from Southwark Carers.

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Carer AB

Cared for GE

Health issues: Heart and bowel problems, mobility difficulties.

AB was a full-time carer to his mother GE for six years who sadly passed away just after Christmas beginning of 2025. Prior to his mother's ailing health, AB was worried about becoming homeless as his name wasn't on the Tenancy Agreement, only his brother who had not been living there for several years was on the Tenancy Agreement. The death of his mother left him both traumatised and suicidal, feeling a sense of worthlessness with no point of living, especially since he didn't get along with his siblings, he was alone in this world. AB took the bulk of all aspects of caring for his mother and this isolated him as his siblings were not supportive in any capacity in the share of caring roles.

AB's state of mind was so fragile that on many occasions he had threatened to take his own life. Each time he wanted to end his life he did reach out to Southwark carers. We would provide emotional support and encouraged him to know there was light at the end of the tunnel and that he will get through this. We advised AB to take everything one day at a time to avoid feeling overwhelmed. AB reached out to Southwark carers many times, stating he was hurting so much and in pain, he was sorry to be a bother to us. We reassured him in no uncertain terms that we were there to listen to and support him and should feel free to call whenever he needed to speak.

Southwark carers on one occasion contacted his GP Surgery with him to arrange a telephone consultation to speak with a doctor due to his suicidal thoughts and depression. In addition to this, AB needed advice on who to contact regarding his late mother's benefits. We provided AB with information for Tell Us Once a government organisation that takes the stress away from loved ones by contacting relevant departments such as DWP, local Councils, DVLA, Home Office etc that records to be updated respectively. This was a great help as during this time AB had made all the funeral arrangements solely by himself.

Early in February 2025, AB attended a doctor's appointment and explained all the stress, depression, and anxiety he was experiencing. It was noted on file he was indeed suffering from depression. Under such circumstances the Council has a duty of care under Mental Health to keep a roof over his head.

In beginning of 2025, Southwark Housing paid him a home visit to ascertain if he may remain in the property, he had called home for so many years to look after his mother, prior to this in the effort to keep a roof over his head, AB had already taken steps changing all utility bills to his name including the Council Tax. He wasn't entitled to receive Housing Benefit because he wasn't on the Tenancy Agreement. This caused rent to skyrocket, causing further exacerbated his anxiety and depression.

AB received a visit from the Complex Needs officer for housing who looked at his housing needs, notes were taken to draw up a report to put to the Panel, this was supported by a letter of support confirming AB's health needs. Ideally AB wanted to relocate outside London in a rural area and away from his siblings. He eventually received bittersweet news from his Estate Officer that his name is on his new rent card new Tenancy Agreement. It wasn't exactly what he wanted, but at least he would not be homeless.

He called Southwark carers that he received good news that he received a Council Tax Rebate of £1,100.00, original balance was £1,400.00 leaving a balance of £300.00. In his own words he said, 'for once, he had good news'.

Despite all this, AB is facing many health issues undergoing surgery, he admitted the emotional support provided by Southwark Carers helped him immensely and would not have been able to cope without the emotional support on a weekly basis. He was grateful for the support and advice given by Southwark Carers.

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J – Carer

Older carer caring for teenager with special needs

J Came to us through a re-referral from a Social Prescriber with a warning that though she needed help she might not be willing to engage with us. The referrer asked to just let her know what services are available from our organisation and let her come to us if she felt she needed help.

True to the point, J had been registered with Southwark Carers for a while but had not engaged with the organisation. On our first interaction with J it became clear that she had issues of trust and was used to bearing all issues on her own while portraying a self-contained and self-sufficient image. She also presented as very protective of her cared for person and her love for him became very clear. J said that there were issues, but she was unwilling to discuss them and insisted that she did not need any practical or financial support. Though she described her family and neighbours as very supportive when we asked about any support network. Slowly and gently, we managed to build good rapport with J and elicited details of her situation involving the history of how she ended up caring for a child with serious disabilities while dealing with serious health issues of her own at an age when she should be taking things easy. By the end of that conversation J had acknowledged her loneliness and isolation and talked about her anger and emotional struggles about the position she finds herself in and the issues that led to it. She accepted an offer to signpost her to organisations where she could connect with communities of older people and acknowledged her need for emotional support.

We have been providing weekly emotional support sessions through which J has opened up in ways she herself is surprised about given her issues of trust.

More recently J accepted an invitation to a Warm hub/ Carers café event in our organisation. She came accompanied by her cared for person and they both found easy to bond with carers and members of staff. J was very happy afterwards and said that she found the event relaxing and felt supported; but more importantly for her, she was delighted to see her cared for person happy and engaged in an activity provided for him in which other carers involved themselves while J took a chance to relax. J now says that she feels part of Southwark Carers and has contacted the other organisations she was signposted to and is aiming to visit them soon.

An interesting fact. The referrer called recently asking for an update on the referral and found herself happily surprised to hear how engaged J has been with us at Southwark Carers.

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HEALTH AND WELL BEING

With our partnership with Felix Project we were able to support vulnerable carers who needed food parcels and hygiene products. We were able to provide 207 food parcels. We were able to use volunteers to carry out deliveries.

Carers United Project

We further developed the work that we had carried out around peer support with the Challenging Behaviour Foundation. This was developed into a two day workshop that would allow our volunteer carers to provide peer support to all family carers. Thus providing an alternative support mechanism for carers in Southwark giving them the access that they need to emotional and practical support, thus easing the pressures of their caring role.

IDENTIFYING HIDDEN CARERS

It is pertinent to note that a key objective for the charity is to identify hidden carers and to provide them with appropriate support. Another key aim of our service is to raise awareness of carer issues to local health services, such as GP surgeries, local hospitals and clinics. It encourages health services to identify carers as early as possible and provide carer awareness training to health professionals across the borough.

We use innovative methods to spread our message that where an individual is looking after someone who is ill, elderly or frail that they need to recognise that their role is beyond simply that of caring for a loved one, that it is an unpaid role that saves the economy, £184 billion an average of £31186.44 per carer approximately who recognises and publicly acknowledges their role.

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We designed a number of unique marketing materials which were placed at over 150 health settings in Southwark including GP surgeries, pharmacists, libraries and leisure centres. Our Z-fold leaflet was used as a best practice example across the Carers Trust network of over 140 centres. Other tools included identification cards in protective 'oystercard' type wallets and our emergency planning kits. We also provided carers with pill boxes, attached to a key ring so that they would not be without their or their cared for's medication.

We registered 199 new carers to the service, of these 34 were male and 161 female, 4 carers refused to state whether they were male or female. This is reflective of national trends, where the number of female carers is far greater than the number of male carers.

CARERS ASSESSMENTS

In 2015 the Care Act 2014 came into effect. The Care Act enshrined a number of key principles for Carers. The Act was hailed as finally recognising a Carer's right to an independent assessment of their needs. Implementation of the Care Act across the Country has varied. Southwark Council in its implementation of the Care Act decided that the process for carrying out Carers Assessments would be taken back in house and would be carried out by a specialist carers social work team. Every carer that we came into contact with was provided with information and advice around carers assessment.

FINANCIAL SUPPORT

GRANTS

As a result of the changes in funding experienced by us and taking into account the economic and political landscape of social care we continued to work with over 40 grant providers to secure grants for carers. In this financial year we were able to help carers purchase furniture including new beds, mattresses, and chests of drawers, wardrobes. We were also able to assist in the purchase of white goods including fridges, washing machines, and ovens. We also assisted in securing educational equipment for children with additional needs. In total we achieved an additional income of £9374.24, 25 carers received 25 grant awards.

CASE STUDIES

Carer E.A – In 50's mental health, Stress, and high blood pressure

CFP(s)

P and R twins with Autism - teenagers

M Adult child

E.A. is a single parent and care giver to his children. Their mother was unable to cope having three children with special needs so walked out on them when they were young.

Southwark Carers has been supporting E. A. since May 2019 On a particular home visit E.A. felt he could no longer cope with being a lone parent and wanted to walk out on his children. We encouraged him to stay because his sons needed his presence in their lives.

E.A suffers from depression; it was an extremely difficult time for E.A due to the passing of his mother in 2023. He was unable to travel because he couldn't get carers to look after his children. This spiked his stress and high blood pressure.

Southwark carers provide regular emotional and practical support such as the completion of PIP forms that was awarded for his sons, practical support of transitioning his Universal Credit to online format, food bank vouchers and emergency food parcels has helped somewhat with an enhanced quality of life.

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Another cause of concern E.A. faced was for his sons who were all of different European nationality to become British Citizens. We completed Home Office MN1 forms for his sons to be registered to become British Citizens. We referred to the British Nationality Act 1981, under Section 1 (3), this was the appropriate section to be considered under for registration.

Registration to become a British Citizen cost £1,214.00 per child which E.A. couldn't afford being on Universal Credit. We completed Naturalisation and Fee Waiver forms. E.A posted the forms off in September 2024, E.A contacted me to let me know his son's application to become British Citizens was successful. Application for M's Biometric Card was also successful.

E.A. only has one laptop to share with his twins so in December 2024 an application was made to Community Tech Aid for a Desktop Computer. This application was successful, and his computer was delivered in January 2025. This was a positive outcome for the carer who was grateful for our support at a time he faced great adversity

CASE STUDY 2:

After submitting a successful application for I.T. equipment to Community TechAid, we have developed our relationship further and attended the Digital Inclusion Community Forum, Community TechAid work across Lambeth and Southwark, providing recycled I.T equipment for those in need. We will be pursuing our relationship further VIA joining as members so that we can assist further carers in securing vital digital equipment. Thus far, we have supported 5 carers with securing valuable I.T. equipment so that their digital lives are transformed.

OTHER

We have made good progress in achieving our main aims.

Services - please see above where our activities and performance has been set out.

1. Representation – Southwark Carers has continued to represent the views of about 4,000 carers locally. Our staff are key speakers at public events about health and social care and carers, their rights and their needs.

Southwark Carers have regularly attended the All-Party Political Group on Carers at the House of Commons, this has allowed us to represent the views of carers locally and nationally. Furthermore, we have been able to be at the cutting edge of policy developments and decision making.

Locally we have been asked on numerous occasions to represent the views of carers on consultations on local issues, ranging from planning through to the layout and design of local hospitals, local health networks and provision of services for all conditions.

2. Campaigning - we have continued to publicly campaign to put the needs and rights of carers into the wider public realm. We supported Carers Week and Carers Rights Day, and organised our own co-ordinated publicity campaigns, using newspaper advertising, posters and leaflets in health and community buildings, to help people across the community to identify as carers.

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3. Partnership Working – during the year we have regularly communicated with or established new working relationships with a range of organisations, to help us in our work, including Community Southwark, COPSINS, Cambridge House, Carers UK, King's College Hospital SLAM, St Thomas's Hospital and Southwark Resource Centre.

Our partnership with ADASS continued, allowing us to participate in a range of innovative Zoom events, including a Festival for Carers.

CASE STUDY 1:

In Black History Month last year, we held our first joint event with The Nia Project at the SRC. This was very well received by carers and other organisations attending, including the Alzheimer's society and local counsellors.

On International Women's Day, 8th March 2025, we attended the health and well-being pop up cafe, hosted by the Nia project at the SRC. On this occasion, we carried out a presentation about self-care as a carer. We specifically highlighted and showcased our nature's therapies and our literature about our events. As well as the presentation, we were able to have one to one conversations with all the attendees and other participants at the event.

There were also other well-being practitioners as well as storytellers and writers who we were all able to engage with.

4. Governance – our Trustees met quarterly throughout the year, on zoom, and continued to consider all the issues relevant to delivering our services, managing staff and developing the organisation in order to continue to serve carers locally and to ensure that we continue to meet the needs of carers.
5. Quality – to ensure that we are able to deliver our services and be an organisation that operates at a consistently high level of quality. Work on Quality Assurance continued work, more specifically on. Investors in People and Volunteers accreditation and ISO9001 this is with a view to ensuring that we are continually striving to provide an excellent service.
6. Resources - the Trustees have throughout the year maintained oversight of the financial and practical resources required to ensure that Southwark Carers continues into the future and have taken steps to ensure that we have an appropriate level of staff, financial reserves, and the practical resources for the office and carers centre.
7. Development – throughout the year we have considered different methods of working and the potential for new services that we could offer to carers, in order to support them restricted as best we can, in a pandemic. We did bid for funding for new services but were not always successful, however, each application that we did allowed us to develop ideas and look at providing innovative ways of supporting carers, for example.

We will continue to consider new sources of funding to extend and develop more services for carers of all ages, in the year ahead.

RESERVES POLICY

The purpose of the policy is to ensure that Southwark Carers are able to meet their contractual obligations and finance future expansion of the organisation. The Directors have decided to set aside funds not committed or invested in tangible assets. The level of free reserves (excluding restricted funds) is reviewed annually by the directors. The directors consider that the most appropriate level of free reserves should

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be approximately £64,518 which is 3 months running costs mostly staff cost . Unrestricted reserves at 31st March 2025 were £4,443.

The present level of unrestricted reserves equates to 1 week running costs. However, it falls short of the lower threshold. Therefore, the strategy will be to continue to act prudently in relation to the organisations reserves. However, Southwark Carers will assess the viability of reinvesting funds into services where there is a demonstrable need that cannot be met through other sources of funding.

PLANS FOR FUTURE PERIODS

We look forward to diversifying our income and our funding streams further by making applications to national and local trusts. We look forward to working with Southwark Council in developing future services for Carers.

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We look forward to developing and strengthening our local and national partnerships in order to develop models of best practice, around all services for carers, for example, emergency planning.

We look forward to developing our partnership with COPSINS and developing further joint bids within this partnership.

FINANCIAL REVIEW

The total income for the year was £320,879 in 2025 compared to £268,734 in 2024. The charitable expenditure increased to £322,692 in 2025 from £296,935 in 2024.

This report has been prepared in accordance with the special provisions relating to small companies within Part 15 of the Companies Act 2006.

Approved by the Directors and signed on their behalf by:



Dorah Naisubi

Trustee

2nd January 2026

Independent examiner's report to the trustees of Southwark Carers

I report to the charity trustees on my examination of the accounts of the Company for the year ended 31 March 2025.

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

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.



2 January 2026

Skyrock Accountants

(Formerly Financial Warehouse Company Ltd)

Chartered Certified Accountants

The Business Terrace

Maidstone, ME15 6AW

For the year ended 31 March 2025

Statement of Financial Activities

		Unrestricted Income	Restricted Income	Total Income 2025	2024 Total Income
		£	£	£	£
Income from:					
	Notes				
Income and endowments from:					
Donations and legacies	2	3,647		3,647	10,387
Charitable activities		-	-	-	
-Aging Well Project	3	-	141,209	141,209	181,347
-Advice, Information and Support	3	176,024	-	176,024	77,000
Total		179,670	141,209	320,879	268,734
Resources expended					
Expenditure on:					
Raising funds		-	-	-	-
Charitable activities				-	115,588
-Aging Well			141,209	141,209	
-Advice, Information and Support		181,483		181,483	181,347
-Enabling, Empowering & Enriching				-	-
Total	5	181,483	141,209	322,692	296,935
Net income/(expenditure) before investment		(1,813)	-	(1,813)	(28,201)
Net gains/(losses) on investments		-	-	-	-
Net income/(expenditure)		(1,813)	-	(1,813)	(28,201)
Transfers between funds		-	-	-	-
Other recognised gains/(losses):		-	-	-	-
Gains and losses on revaluation of fixed assets for the		-	-	-	-
Other gains/(losses)		-	-	-	-
Net movement in funds		(1,813)	-	(1,813)	(28,201)
Reconciliation of funds:					
Total funds brought forward		6,256	-	6,256	34,457
Total funds carried forward	13	4,443	-	4,443	6,256

Balance sheet

			Unrestricted funds	Restricted income funds	2025 Total funds	2024 Total funds
			£	£	£	£
Tangible assets			3,167	-	3,167	2,785
Investments			-	-	-	-
	<i>Total fixed assets</i>	11	3,167	-	3,167	2,785
Current assets						
Debtors		12	-	-	-	6,129
Investments			-	-	-	-
Cash at bank and in hand			5,810	-	5,810	21,399
	<i>Total current assets</i>		5,810	-	5,810	27,528
Creditors: amounts falling due within one year		12	(4,534)	-	(4,534)	(24,057)
	<i>Net current assets/(liabilities)</i>		1,276	-	1,276	3,471
	<i>Total assets less current liabilities</i>		4,443	-	4,443	6,256
Creditors: amounts falling due after one year			-	-	-	-
Provisions for liabilities			-	-	-	-
	<i>Total net assets or liabilities</i>	13	4,443	-	4,443	6,256
Funds of the Charity						
Endowment funds			-	-	-	-
Restricted income funds			-	-	-	-
Unrestricted funds			4,443	-	4,443	6,256
	<i>Total funds</i>	13	4,443	-	4,443	6,256

The directors consider that the company is entitled to exemption from the requirement to have an audit under the provisions of section 477 of the Companies Act 2006 and members have not required the charitable company to obtain an audit for the year in question in accordance with section 476 of the Act. The Directors acknowledge their responsibilities for complying with the requirements of the Companies Act 2006 with respect to accounting records and for preparing financial statements which give a true and fair view of the state of affairs of the company as at 31 March 2025 and of its net outgoing resources for the year in accordance with the requirements of sections 394 and 395 of the Act and which otherwise comply with the requirements of the Companies Act 2006 relating to financial statements, so far as applicable to the company. The financial statements have been prepared in accordance with the special

provisions relating to companies subject to the small companies regime within Part 15 of the Companies Act 2006 and in accordance with 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).

The financial statements have been prepared in accordance with the special provisions for small companies under Part 15 of the Companies Act 2006.

Approved by the trustees on 2nd January 2026 and signed on their behalf by

A handwritten signature in black ink, appearing to read 'Dorah Naisubi', written over a horizontal line.

Dorah Naisubi

Trustee

1 Accounting policies

a) Basis of preparation

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102 - effective 1 January 2015) - (Charities SORP FRS 102) and the Companies Act 2006.

The charitable company meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy or note.

b) Going concern

The trustees consider that there are no material uncertainties about the charitable company's ability to continue as a going concern. Key judgements that the charitable company has made which have a significant effect on the accounts. The trustees do not consider that there are any sources of estimation uncertainty at the reporting date that have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities within the next reporting period.

c) Income

Income is recognised when the charity has entitlement to the funds, any performance conditions attached to the income have been met, it is probable that the income will be received and that 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 that the income will be received and the amount can be measured reliably and is not deferred.

For legacies, entitlement is taken as the earlier of the date on which either: the charity is aware that probate has been granted, the estate has been finalised and notification has been made by the executor(s) to the charity that a distribution will be made, or when a distribution is received from the estate. Receipt of a legacy, in whole or in part, is only considered probable when the amount can be measured reliably and the charity has been notified of the executor's intention to make a distribution. Where legacies have been notified to the charity, or the charity 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.

Income received in advance of the provision of a specified service is deferred until the criteria for income recognition are met.

d) Donations of gifts, services and facilities

Donated professional services and donated facilities are recognised as income when the charity has control over the item or received the service, any conditions associated with the donation 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. In accordance with the Charities SORP (FRS 102),

volunteer time is not recognised so refer to the trustees' annual report for more information about their contribution.

On receipt, donated gifts, professional services and donated facilities 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 recognized in expenditure in the period of receipt.

e) **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.

f) **Fund accounting**

Restricted funds are to be used for specific purposes as laid down by the donor. Expenditure which meets these criteria is charged to the fund.

Unrestricted funds are donations and other incoming resources received or generated for the charitable purposes.

Designated funds are unrestricted funds earmarked by the trustees for particular purposes.

g) **Expenditure and irrecoverable VAT**

Expenditure is recognized 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:

- Costs of raising funds relate to the costs incurred by the charitable company in inducing third parties to make voluntary contributions to it, as well as the cost of any activities with a fundraising purpose
- Expenditure on charitable activities includes the costs of delivering services, undertaken to further the purposes of the charity and their associated support costs.
- Other expenditure represents those items not falling into any other heading

Irrecoverable VAT is charged as a cost against the activity for which the expenditure was incurred.

h) **Allocation of support costs**

Resources expended are allocated to the particular activity where the cost relates directly to that activity. However, the cost of overall direction and administration of each activity, comprising the salary and overhead costs of the central function, is apportioned on the basis which are an estimate, based on staff time, of the amount attributable to each activity.

Where information about the aims, objectives and projects of the charity is provided to potential beneficiaries, the costs associated with this publicity are allocated to charitable expenditure.

Where such information about the aims, objectives and projects of the charity is also provided to potential donors, activity costs are apportioned between fundraising and charitable activities on the basis of area occupied by each activity.

i) **Operating leases**

Rental charges are charged on a straight line basis over the term of the lease.

j) **Tangible fixed assets**

Items of equipment are capitalized where the purchase price exceeds £550. Depreciation costs are allocated to activities on the basis of the use of the related assets in those activities.

Assets are reviewed for impairment if circumstances indicate their carrying value may exceed their net realisable value and value in use.

No depreciation charge on the building is made on the grounds that it would be immaterial because the estimated remaining useful economic life is expected to be more than 50 years.

Depreciation is provided at rates calculated to write down the cost of each asset to its estimated residual value over its expected useful life. The depreciation rates in use are as follows:

Fixture and Equipment	33 1/3 % p.a straight line
Computers	33 1/3p.a straight line
Buildings and Maintenance	33 1/3% p.a straight line

k) **Debtors**

Trade 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.

l) **Cash at bank and in hand**

Cash at bank and cash in hand includes cash and short term highly liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar account. Cash balances exclude any funds held on behalf of service users.

m) **Creditors and provisions**

Creditors and provisions 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 and provisions are normally recognised at their settlement amount after allowing for any trade discounts due.

n) **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 with the exception of bank loans which are subsequently measured at amortized cost using the effective interest method.

o) **Pensions**

The charity operates stakeholder pension scheme

Income from donations and legacies

Income from donations and legacies

2

Unrestricted Fund	Restricted Fund	Total 2025	Total 2024
3,647	-	3,647	10,387
-	-	-	-
<u>3,647</u>	<u>-</u>	<u>3,647</u>	<u>10,387</u>

Income from charitable activities

3

	Unrestricted	Restricted	Total 2025	Total 2024
Contract Income				
Southwark Council	176,024	-	176,024	77,000
	-	-	-	-
	<u>176,024</u>	<u>-</u>	<u>176,024</u>	<u>77,000</u>
Grant Income				
Aging Well	-	141,209	141,209	181,347
Southwark Council	-	-	-	-
Total income from charitable activities	<u>-</u>	<u>141,209</u>	<u>141,209</u>	<u>181,347</u>

4 Income from investments

	Unrestricted	Restricted	Total 2025	Total 2024
Investment income	-	-	-	-
	<u>-</u>	<u>-</u>	<u>-</u>	<u>-</u>
Total Income	<u>179,670</u>	<u>141,209</u>	<u>320,879</u>	<u>268,734</u>

Analysis of Expenditure

Notes 5

	Cost of raising funds	Citizen Research Project	Enablind, empowering & enriching	Advise and infomration	Support cost	Total 2025	Total 2024
Staff costs (Note 7)		-	215,898	-	-	215,898	211,981
Counselling & Facilitating	-	-	-	-	-	-	-
Events and Activities	-	-	-	-	-	-	-
Grant Aid	-	-	-	-	-	-	-
			-	-	-	-	-
Support Cost	-	-	-	-	-	-	-
Office costs	-	-	55,333	-	-	55,333	45,695
Rent	-	-	30,000	-	-	30,000	13,940
Computer expenes	-	-	7,060	-	-	7,060	5,010
Printing, postage and stationery	-	-	1,698	-	-	1,698	1,909
Telephone & internet	-	-	1,128	-	-	1,128	1,217
Insurance	-	-	4,194	-	-	4,194	-
Bank charges	-	-	-	-	-	-	-
Independent examiner's fee	-	-	3,000	-	-	3,000	3,000
Registration fees	-	-	2,109	-	-	2,109	1,760
Professional fees	-	-	-	-	-	-	6,954
Depreciation	-	-	2,272	-	-	2,272	5,469
Total Expenditure 2025	-	-	322,692	-	-	322,692	296,935
Support Cost	-	-	-	-	-	-	-
Total Expenditure 2025	-	-	322,692	-	-	322,692	296,935

Analysis of Expenditure (Prior year)

	Cost of raising funds	Citizen Research Project	Enablind, empowering & enriching	Advise and infomration	Support cost	Total 2024
Staff costs (Note6)			211,981			211,981
Counselling & Facilitating			-			-
Events and Activities			-			-
Grant Aid			-			-
			-			-
Support Cost			-			-
Office costs			45,695			45,695
Rent			13,940			13,940
Computer expenes			5,010			5,010
Printing, postage and stationery			1,909			1,909
Telephone & internet			1,217			1,217
Insurance			-			-
Bank charges			-			-
Independent examiner's fee			3,000			3,000
Registration fees			1,760			1,760
Professional fees			6,954			6,954
Depreciation			5,469			5,469
			-			-
Support Cost			-			-
			-			-
Total Expenditure 2024	-	-	296,935	-	-	296,935
Support cost					-	-
Total expenditure 2024	-	-	296,935	-	-	296,935

6. Net incoming resources for the year

This is stated after charging /crediting

	2025	2024
Depreciation	2,272	5,469
Independent Examiner Fees	<u>3,000</u>	<u>3,000</u>

The average number of employees (head count based on number of staff employed) during the year

	2025	2024
Raising Funds		
Charitable activities	6	6
Support	1	1
	<u>7</u>	<u>7</u>

7. Analysis of staff costs, trustee remuneration and expenses, and the cost of key management personnel

Staff costs were as follows:

	2025 £	2024 £
Salaries and wages	190,160	189,254
Social security costs	18,454	19,288
Employer's contribution	9,415	9,369
	<u>218,029</u>	<u>217,911</u>

Staff numbers

The average number of employees (head count based on number of staff employed) during the year was as follows:

	2025 No.	2024 No.
Raising funds		
Charitable activities	6	6
Support	1	1
	<u>7</u>	<u>7</u>

£60,000 - £69,999

2025	2024
<u>1</u>	<u>1</u>

The Total employees' benefits including pension and national insurance contributions of the key management

For the year ended 31 March 2025

personnel were £60,160 (2024:£60,163,).

The charity trustees were not paid or received any other benefits from employment with the charity in the year (2024:Nil). No charity trustee received payments for professional or other services supplied to the charity (2024: Nil)

8. Staff numbers

Staff numbers

The average number of employees (head count based on number of staff employed) during the year was as follows:

	2025 No.	2024 No.
Raising funds		
Charitable activities	6	6
Support	1	1
	<u>7</u>	<u>7</u>

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

10. Taxation

The charitable company is exempt from corporation tax as all its income is charitable and is applied for charitable purposes.

The charity operates a stakeholder pension scheme. The amounts owed to the pension scheme at each balance sheet date are £2,226 and the number of staff members of the staff members of the scheme is 7

11.

Cost	Fixture & equipment	Computer & IT equipment	Total
	£	£	£
At the start of the year	-	8,254	8,254
Additions in year	-	2,654	2,654
Disposals in year	-	-	-
At the end of the year	<u>-</u>	<u>10,908</u>	<u>10,908</u>
Depreciation			
At the start of the year	-	5,469	5,469
Charge for the year	-	2,272	2,272
Eliminated on disposal	-	-	-
At the end of the year	<u>-</u>	<u>7,741</u>	<u>7,741</u>
Net book value At the end of the year	<u>-</u>	<u>3,167</u>	<u>3,167</u>

At the start of the year All of the above assets are used for charitable purposes.

12. Debtors & Creditors

	2025	2024
	£	£
Grant receivable	-	6,129
Other debtors	-	-
	<u>-</u>	<u>6,129</u>

**Creditors: amounts falling due
within one year**

	2025	2024
	£	£
Taxation and social security	3,000	21,057
Other creditors	-	0
Accruals	-	3,000
	<u>3,000</u>	<u>24,057</u>

13. Analysis of net assets between funds	General unrestricted	Designated	Restricted	Total funds 2025
Tangible fixed assets	3,167	-	-	3,167
Net current assets	1,276	-	-	1,276
Net assets at the end of the year	4,443	-	-	4,443
Analysis of net assets between funds (prior year)	General unrestricted	Designated	Restricted	Total funds 2024
Tangible fixed assets	2785	-	-	2,785
Net current assets	3471	-	-	3,471
Net assets at the end of the year	6,256	-	-	6,256

14. Movements in funds	At the start of the year £	Incoming resources & gains £	Outgoing resources & Losses	Transfers £	At the end of the year 2025 £
Restricted Funds					
Aging Well	-	141,209	(141,209)	-	-
Others	-	-	-	-	-
Total Restricted funds	-	141,209	(141,209)	-	-
Unrestricted Funds	6,256	179,670	(181,483)	-	4,443
Total Unrestricted funds	6,256	179,670	(181,483)	-	4,443
Total Funds	6,256	320,879	(322,692)	-	4,443
Movements in funds (prior year)	At the start of the year £	Incoming resources & gains £	Outgoing resources & Losses	Transfers £	At the end of the year 2024 £
Restricted Funds					
Others	-	-	-	-	-
Aging Well	-	181,347	(181,347)	-	-
Total Restricted funds	-	181,347	(181,347)	-	-
Unrestricted Funds	34,457	87,387	(115,588)	-	6,256
Total Unrestricted funds	34,457	87,387	(115,588)	-	6,256
Total Funds	34,457	(93,960)	65,759	-	6,256

The purpose of the restricted funds are to organise the activities for carers-

"Reducing Social Isolation, Advice, Information and Support, Health and Well Being, Identifying Hidden Carers and Financial Support ".

15. Operating lease commitments

The charity has no future minimum lease payments under non-cancellable operating leases.

16. 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.

Accounts



FINANCIAL STATEMENTS

FOR THE YEAR ENDED

31st MARCH 2024

COMPANY NUMBER: 04146495

CHARITY NUMBER: 1085300

SOUTHWARK CARERS

DIRECTORS REPORT FOR THE YEAR ENDED 31st MARCH 2024

The Directors are pleased to present their report together with the financial statements for the charity for the year ended 31st March 2024. The financial statements comply with current statutory requirements, the memorandum and articles of association and the 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 (FRS102) (effective 1 January 2015).

REFERENCE AND ADMINISTRATION DETAILS OF THE CHARITY ITS DIRECTORS AND ADVISERS

Directors (who are also the Charity's Trustees) who served during the period to the date of approval of the financial statements were:

Mary Jacob

Chair

Wondwossen Befikadu Kebede

Treasurer

Dorah Naisubi

Gwendoline Rebecca Yvonne Najair Bellinfante

Fiona Thompson

Chief Officer & Company Secretary

Verinder Mander

Registered Address:

Southwark Carers
3rd Floor, Walworth Methodist Church
54 Camberwell Road
Camberwell
London SE5 0EN

Tel: 020 7708 4497

Bankers:

The Co-operative Bank
Olympic House, 6 Olympic Court
Montford Street
Salford M5 2QP

Independent examiners:

Skyrock Accountants Ltd
(Formerly Financial Warehouse Company Ltd)
Chartered Certified Accountants
The Business Terrace
Maidstone ME15 6AW

SOUTHWARK CARERS
DIRECTORS REPORT
FOR THE YEAR ENDED 31st MARCH 2024

CHAIR'S REPORT 2024

Chair's Introduction on behalf of Southwark Carer's Board of Trustees, I would like to present you with our Annual Report for the financial year 1st April 2023 to 31st March 2024.

I would like to express deep appreciation to every member of staff, volunteer and Board Member for all their efforts, commitment and dedication, without whom Southwark Carers would not exist. I would also like to convey heartfelt thanks to every carer engaged with our organisation.

By accessing our services and contributing to them, you help to develop and enhance our work. You are the heart of our organisation.

Caring can be both rewarding, satisfying, joyful and also very, very challenging, so obtaining the appropriate support at the relevant time is so important. We, at Southwark Carers, would like to congratulate you and celebrate with you the valuable and vital contribution that you make to our communities and for the economy. Unpaid carers are crucial to the wellbeing of others. Together with carers, we continue conversations and open-hearted dialogue that identify individual carer's personal circumstances and raise awareness of the precious contribution unpaid carers make.

Many more people have taken on unpaid caring roles for family and friends. Therefore, it is important, now, more than ever, that carers are identified, well-informed, encouraged, supported, engaged and empowered. Every carer's experience is different. Choice and sufficient control to enable unpaid carers to balance their own lives with their caring responsibilities is vital for their health and wellbeing, as well as for the well-being of the cared-for person. Some unpaid carers have low or moderate support needs, while others are more critical or substantial. Carers' circumstances can change- that means that their support needs also change. Southwark Carers works closely with Health and Social Care colleagues, voluntary organisations and other partners, to offer and provide the appropriate level of support for unpaid carers at all stages of their caring journey. And a journey it is!

For most unpaid carers, including myself, caring is an unexpected journey. You don't grow up thinking, "I'm going to be an unpaid carer". It is not a role you train for. It is a role you tend to fall into, a new type of relationship initiated by the loved one's need for care and it is a role that infuses all aspects of our lives. In my case, I found myself in need of a crash course in new and unfamiliar skills. How to respond to and care for my mother's changing needs, how to access community resources, often hidden, where to find the relevant information, how to collaborate effectively with welfare, social care and medical professionals, how to coordinate caring with other roles and commitments- employment, life, and changing relationships, including that with the cared-for person. It is important, however, to acknowledge the strength and individuality of the cared-for person and not lose sight of this.

Caring can be a tough physical and emotional task, and financially demanding, depending on individual circumstances. I believe it is so important for carers and the professionals they work with, to remember that rather than being on the sidelines, carers are a very significant part of the care team. And as part of that team, we are owed the same respect and support as everyone else in it, even if unlike them, you are not being paid for the work that you do. Southwark Carers adopts a holistic approach to working with unpaid carers- focusing on all aspects of life to develop and deliver services that make a positive difference to their lives in some way.

The past few years have seen unprecedented changes in aspects of our lives. We at Southwark Carers attempt to use every challenge to adapt, learn, develop and grow. Feedback from our unpaid carers about their experiences and the difference our service makes, gives our work meaning, and we take onboard any suggestions of how we can improve the service. Conversation and dialogue with carers enlightens, inspires, and motivates us.

SOUTHWARK CARERS
DIRECTORS REPORT
FOR THE YEAR ENDED 31st MARCH 2024

The increasing number of unpaid carers and their invaluable input needs special recognition. During the pandemic, carers have stepped up, and stepped in, with heavier loads of caring work, more crucial, more demanding, more isolating and sometimes more overwhelming than before.

The existing healthcare and support systems and the people they support, would not have coped without unpaid carers. The impact of caring throughout the pandemic has been far-reaching and extremely intense for many existing and new carers.

We at Southwark Carers are passionate and resolute about making unpaid carer's voices heard so that they receive the recognition and support they deserve.

To those unpaid carers known to us and to those not yet known, please know that Southwark Carers is committed to supporting you in any way we can. Carers matter!

Please find below our detailed report on the financial year ending 31st March 2024. The last year was an incredibly tough year for Southwark Carers, all our service users and their families from a financial and health perspective. The impact of Covid is still being felt. We operated with a significantly reduced income, the phrase more services and outcomes for substantially less financial resources is very apt to describe the current funding and cost of living crisis. Given the changing economic, and health climate, the changes in benefit payments and the pressures on local authorities and the NHS, has seen the staff and volunteers at Southwark Carers under enormous pressure.

Throughout this period the staff and volunteers have worked closely together to maintain stability and to ensure that there was a smooth service operating. Whilst explaining to clients that services they had previously received by local government, NHS and ourselves were not available due to funding shortages and redefining priorities.

The team have strived to achieve targets set and with dedication and fortitude they have managed to be successful in their endeavours, and during this extraordinarily difficult time far exceeded expectations. This has been done against the backdrop of a reduced staffing team and reduced resources to provide services for carers.

The burden of caring does not rest with just one member of a family or friendship network, it extends to all members of the family and friendship groups. In the past we have had a whole family support officer but with the reduction in income we had to restructure the team and find new ways of working. Rather than a dedicated member of the team providing whole family support we have spread the work throughout the team. Also, we have opened up all our events to all unpaid carers and their cared for. This has enabled us to extend our reach into the community and spread our key message that Carers have a right to a life of their own.

On a positive note, we continued to promote our relationship with Carefree Breaks and were able to offer carers opportunities to sign up for breaks, in under utilised hotel accommodation. These have proved very popular and have allowed carers to look forward to respite.

We further developed our working relationship with Felix project, a food redistribution charity, this was developed further into a weekly food distribution. This allowed us to create food packages and basic hygiene products for carers in need, or who did not have the financial resources to do so.

On behalf of the Board, I would like to thank all our staff, volunteers and members for their on-going support, especially through this most challenging of years.

The Board and I will strive to improve services for carers and our reach into the community so that we identify and support all carers.

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STRUCTURE, GOVERNANCE AND MANAGEMENT

Southwark Carers is a company limited by guarantee (each member having a liability of £1) and a registered charity.

The policies of the charity are determined by the board, whose membership is listed on page 1.

Appointment to Board

The charity is governed by a board of directors (the management committee) which meets quarterly. During this period all our Board meetings were moved onto Zoom. Directors are appointed by the board and serve for one year after which period they may put themselves up for re-election at the Annual General Meeting as prescribed in the Articles of Association. Officers are nominated by members and elected annually. The board has the power to co-opt up to five non-voting members. At its quarterly meetings, the board agrees the overarching strategies and activities of the charity, including information, communications, fundraising activities, reserves policies and risk management.

Directors are elected to the board annually from members who have registered with the charity and been nominated by two other members. The induction process for any new directors comprises initial meetings with the chair, existing directors and the chief executive. New directors are provided with an induction pack, which comprises a range of background information on the charity's history and recent activities and includes a copy of the Memorandum and Articles of Association, minutes of recent board meetings, recent accounts and a copy of the Charities Commission guidance documents for directors. On-going training to directors is provided as required through meetings, away days and courses. Directors are invited to attend all events that Southwark Carers hosts.

Throughout the year, the board continued to work to review and develop Southwark Carers and its services. The majority of the board, who give their time voluntarily, are carers, or former carers. Both the board and the staff work together to deliver support services for carers and to consult with them about their needs, when developing and planning future services and events.

Statement of Directors Responsibilities

The directors are responsible for preparing the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law and the law applicable to charities in England and Wales requires the directors to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charitable company and of its incoming resources and application of resources, including its income and expenditure, for that period. In preparing these financial statements the directors are required to:

- select suitable accounting policies and consistently apply them;
- observe the methods and principles of the Charities SORP;
- make judgements and estimates that are reasonable and prudent;
- state whether applicable 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 assume that

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the charity will continue to operate.

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The directors are responsible for keeping proper accounting records, which disclose with reasonable accuracy at any time the financial position of the charity and enable them to ensure that the financial statements comply with the Companies Act 2006 and the Charity (Accounts and Reports) Regulations 2008 and the provisions of the trust deed. They are also responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities. The directors confirm that, in the case of each of the persons who are directors at the date of this report, the following applies:

- So far as each director is aware there is no relevant audit information (information needed by the Charity's auditors in connection with preparing their report) of which the Charity's auditors are unaware; and
- Each director has taken all the steps that he or she ought to have taken as a director in order to make herself/himself aware of any relevant audit information and to establish that the Charity's auditors are aware of that information.

Remuneration Policy

Southwark Carers has a remuneration policy which sets out how all staff remuneration is set. The Directors review the policy and agree all increases in salary, including any cost-of-living increases, and approve any benefits for the staff team. Salary levels are set after an assessment of job descriptions and person specifications followed by a bench marking exercise that assesses pay rates and benefits associated with that type of role in the voluntary sector. As a minimum standard all staff are paid the London Living Wage and we are accredited members of the Living Wage Foundation.

Risk Management

The directors have a duty to identify and review the risks to which the charity is exposed and to ensure appropriate controls are in place to provide reasonable assurance against fraud and error.

The charity is subject to review and audit by many bodies in respect of its company status, its charitable status and by its funding bodies. The board considers periodically the major risks to which the charity is exposed and has developed documented controls to mitigate those risks. Significant external risks to funding face all charities and Southwark Carers maintains a detailed business plan with regard to funding and its activities. Internal risks are minimised by internal control procedures covering all transactions.

These procedures are reviewed to ensure they meet the growing needs of the charity. During 2023/24 the charity continued to review and audit its practices to ensure the highest standards are maintained.

OBJECTIVES AND ACTIVITIES FOR THE PUBLIC BENEFIT

The Directors have complied with the duty in section 17(5) of the Charities Act 2011 and referred to the guidance on public benefit published by the Charity Commission when reviewing the charity's aims and objectives and in planning its future activities.

The main object of the charity as defined in the memorandum and articles of association is:

"To alleviate the conditions of life of carers in necessitous circumstances, who care for the elderly, sick, disabled, mentally ill or otherwise infirm, by any means that is charitable".

Our Vision – all carers in Southwark will have access to the practical and emotional support they need and the recognition and influence they deserve.

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Our Mission – to be an organisation run by and for carers, which provides practical and emotional support to increasing numbers of carers from the diverse communities of Southwark, and to obtain recognition of their invaluable contribution and influence policy in their interests.

Our Aims are to turn this vision and mission into a practical reality for carers across Southwark. We describe our aims under nine headings:

1. Services - to have a range of services accessible to carers across Southwark so that they are supported in all areas of need. These services are provided primarily in English but where needed we can provide support in the following languages Luganda, Spanish, Punjabi, Amharic, Hindi, Jamaican Patois, Croatian, Serbian;
2. Communication - to communicate clearly with a range of people so that they are aware of our organisation and the needs of carers;
3. Representation - to be a voice for carers and to speak up for them at the places where decisions are made about them;
4. Campaigning - to put forward publicly the needs that carers have and to encourage and empower carers to speak up for themselves;
5. Partnerships - to connect with and support other organisations that can help us deliver our work, or who work with carers;
6. Governance – to be a well governed and managed organisation, so that everyone can have confidence in the things we do;
7. Quality - to deliver all of our services and activities within agreed standards, to make sure that they are the best they can be;
8. Resources - to have the appropriate level of resources available, so that we have what we need in order to deliver to carers; and
9. Development - to research new and better ways of working to make sure we continue to develop to meet the needs of carers.

Our Activities are organised under the following headings:

- Reducing Social Isolation
- Advise Information and Support
- Advocacy
- Outreach
- Emotional Welfare
- Health and Well Being
- Identifying Hidden Carers
- Financial Support
- Food and Hygiene Parcels

ACHIEVEMENTS AND PERFORMANCE

REDUCING SOCIAL ISOLATION

We run a number of activities. These provide a lifeline for some carers, “the group is so valuable because it allows carers to connect”, in a friendly safe non- judgmental environment, where their peers can empathise, and understand their issues and concerns, as well as provide them with emotional and practical peer support from their own personal experiences. Carers found once they had got to grips with the technology, that they would pop in and out of Carers Café as it allowed them to access support from home. Therefore, they had no anxieties about leaving their cared for, whilst they were shielding.

These groups provide carers with a much-needed respite break from their caring role for a short time. The groups also allow carers to form new friendships and social networks. This social interaction amongst carers is

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vital as we know that addressing social isolation is a key concern for carers, whose friendships and networks of support are worn away by their caring role. Research by Newcastle University published on 15th August 2017 showed 8 out of 10 carers have felt lonely or socially isolated as a result of their caring role.

Although not all our carers can access our workshops, social events, parties, information days and other activities, they are all informed via email, text, website, and targeted phone calls. This information on our activities and support available is shared with 4000 carers.

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Monthly Groups

Our groups provide an opportunity for carers to drop in and learn a new skill, whilst relaxing and rebuilding social networks.

Film Club

Film Club this runs twice a month and is followed by a peer support session where carers can reflect on their experiences and share ideas. There were 18 sessions and 49 attendees. This was moved to Zoom and was a lifeline for a number of carers. The move to Zoom was continued post pandemic. This has proved so popular that we continued with the zoom sessions as it allowed carers to have a break from their caring role without leaving their home.

Book club

We held regular sessions of our book club, the book club met on 2 occasions and had 9 attendees. The book club was then incorporated into the Carers café and we were able to hold 31 sessions at the Carers café. The book club varied its discussions around cultural issues by looking at recipe books. The book was also a way to discuss the problems in the carers lives and to look at solutions and how to manage their physical and mental wellbeing.

Online groups

Mindfulness Group moved online

The below activities were intertwined with the carers café as staffing resources did not allow for individual sessions:

Salsa Group

Healthy Eating Group

Knitting and Nattering Group

Sewing Group

Painting Group

Jewellery Making

IT Group

As a result of specific requests from Carers we have created a one-to-one Carers IT support sessions. It was found that with group sessions there was a mismatch in skills and knowledge. The one-to-one sessions work more effectively in developing IT skills and improving carers knowledge base. We have worked with 10 carers. This work was carried out over the phone, Zoom, and in face to sessions.

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Carers Cafe

Carers Café the attendance was 323. Each carer attending the Carer café on average received 3 additional meals per café. We have framed our monthly Carers Cafes around different key issues. For example, we have had a discussions on vaccination, the impact of social isolation on carers. We also held culturally diverse cafes, a Black History Café and various sing-a-longs. This allows a cultural exchange and ensures that the diversity of Southwark is celebrated. An additional Carers Café was held in Carers Week, Carers Rights Day.

At the Christmas Party, which is also a Carers Café event there were over 30 attendees this year to ensure fairness and equality of opportunity every carer registered with the service was entered in the Christmas raffle requests for raffle tickets. We had a number of singers attend, a Christmas Carol sing-a-long, jokes being told by Young Carers, and a dance along. The entertainment provided a great opportunity for Carers to unwind and relax. There was a raffle with over 30 prizes.

The additional warm spaces café's allowed carers who were in dire straits to access vital support in a safe and secure manner for example Carer A who would attend warm space sessions at Southwark carers sessions but on days where they were not available she would go to services in Lambeth. The carers café also provided a unique and integrated way of reducing social isolation for example we had a number of Spanish speaking carers attend. We also had LGBTQ members attending and they felt they could open up about their sexuality within the café. They saw this as a positive step. The café also helped to reduce social anxiety by allowing carers to dip in and out of the service as they, needed. Slowly but surely building their confidence, reducing their social isolation by providing them with opportunities to make new friends.

Warm Spaces Hub

We received funding to create a warm hub during the winter. This allowed us to provide us a warm space for carers to come, stay and be refreshed. The number of warm spaces delivered during the period between 01/11/2023 to 31/03/2024 was 55. The total number of unique individuals was 372. The number of unique individuals that accessed advice in the warm spaces for financial advice or income maximization services was 170. The total number of unique individuals signposted to other supportive services was 61. The average number of unique individuals receiving meals per warm space session was 5.

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We have endeavored to provide case studies highlighting key aspects of our work with carers. However, it is to be noted that the case studies as with carers lives do not fit neatly into one category alone and should be read within the context of all the work that we carry out.

INFORMATION and SUPPORT

Advice Service

The service provides information on welfare rights matters, and benefit issues. It helps with accessing other services in Southwark and helps in finding services to promote well-being. This service was moved to a telephone service, drop off and zoom service. We were able to have visits across the borough at various sites.

In this year the Advice and information Service provided 23,831 (incl Benefits & Finance) sessions. This was provided by various media ranging from face to face, emails and texts.

We record the details of every carer that we speak to. The types of support we provided were:

- Health and social care services including referrals to social services, complaints against social services and liaising with the carer and social services by attending joint meetings;
- Health and wellbeing, including advising about emotional support services, massage, positive thinking services, or referral to these services;
- Housing and Adaptations including helping carers to negotiate with Southwark Council to move house more quickly or completing medical report forms. We also try to sort out disputes between the carer and landlords, by writing letters on their behalf.
- Breaks from caring, including a referral to our in-house services and finding other ways of providing the carers with holidays/respite.

CASE STUDIES

Case study FR

FR is 61 years old and gave up work to care for her sibling of the same age who is dependent on his sister for all his care needs, as he is housebound due to multiple disabilities. FR felt overwhelmed, stressed depressed and socially isolated in her caring role. There were housing issues with mould, no disability access, repairs needed, including financial hardship.

Further, inquiries of support needed of a benefit check, emotional support, social isolation, requiring support and advocacy with putting in for alternative accommodation suitable for disabilities. Power of Attorney the Care and Financial element. Needs and carers assessment.

Outcomes: weekly emotional support and strategies were put in place for carer to manage her stress and anxiety. Help and advocacy with filling out forms and putting in place Power of Attorney for her brother. Emergency plans and message in a bottle put in place. A claim for carers allowance and Universal Credit with a reduction in council tax and housing benefit paid. Giving her a monthly income in excess of £700.00. 50% off her monthly water bill, saving them £25.00 a month

Adult social care assessment to meet some of their needs with occupational health and direct payments for carers to visit daily.

Support and advocacy with applying and bidding for a suitable property, is now in the last stage, after 3 years they have been offered a new build, ground floor with disabled access.

Information given, advice and signposting for additional support required in Southwark on social isolation, food banks, grants and funds provided by Southwark council.

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Carer is in a much better place, leaving a lot of her struggles behind and finally excited about her future for her brother and herself. Thoroughly, improving both their physical and mental health. Finally having her own bedroom near her brother, free from mould and damp, and disability access. She always says “when he is okay so is she”!

Case Study FB

Carer FB cares for son with Autism. Carer FB suffers from mobility problems.

We provided emotional support, information and advise on helping FB with coping strategies for herself and dealing with her son’s mental health. Referred FB to wellbeing hub so that her son could be appropriately supported.

We provided FB advise about employment and training for her son and interview techniques, helped with C.V writing.

We did a benefits check and completed a PIP form for FB and carer was awarded Enhanced rate for care and mobility components and a backdated pay of £2000.00.

In addition to these problems there was an issue to the carer’s housing needs. We provided and advise and support for her housing application.

The carer was in a better place financially and knew she could dip into the service to access emotional and practical support as her needs changed.

Case Study ZB

Carer: ZB

ZB cares for her adult child with Autism.

ZB has been registered with Southwark Carers for several years and has benefited from our services to date. Such as having access to our Emergency Food parcels, food bank services, home visits and emotional support.

ZB is recovering from substance abuse. Southwark carers provided emotional support. ZB received a letter from DWP that her PIP will end on a specific date. On receiving this letter it was enough to tip her over the edge and she reverted to substance misuse again which led her further into a downward spiral of depression.

The cost of living, rising rent and benefit cuts was enough to cause her to turn to substance misuse. She was in dire straits and survived on a meagre sum of money from her daughter. There were many days she couldn’t function to get out of bed, she would abuse addictive substance to numb her pain, stress, and disappointment of her financial struggles.

The impact of her addiction that had a detrimental affect on her health. She disclosed all her additional health needs, we provided information and advise on these health conditions and emotional support in coming to terms with them.

We appealed the refusal to award PIP decision, this was successful. PIP award was effectively backdated and restored

ZB thanked us and stated she wouldn’t know what would have become of her if it wasn’t for the patience,

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care, and support from Southwark Carers.

Case study PJ

Carer PJ is in her early 60s and is the primary carer for her husband, age, 62 who has dementia, mobility issues and other health problems. Her 20-year-old son is the secondary carer.

Carer is a non-native speaker, feeling anxious stressed and low, struggling with her own health conditions and completely dependent on her husband state pension. Thus, leading to issues in the marriage, social isolation and financial hardship.

Priority was her financial hardship as many of the issues were stemming from not being financially stable. A benefit check to apply for Attendance Allowance for the cared for. To help PJ to apply for PIP, and Universal Credit for herself and help with all the forms and paperwork. Including a needs and carers assessment referral

Outcomes: the cared for was awarded higher rate of Attendance Allowance. PJ was awarded lower rate of PIP and her claim for UC was successful.

Maximising the family monthly finances by £1,117.60 including a back -payment of £1500.00

Waiting for an outcome of extra benefit of ESA, with the Capabilities form filled out and sent

A care plan was put in place from the needs assessment with carers coming in daily, including 2 days at the day centre. Bathroom fixtures and rails fitted.

Carers break referral made.

Power of Attorney the Care and Financial forms filled out and sent.

Information given on local groups, activities for carer for her social isolation.

The family dynamics and relationships have greatly improved with much financial support and help with daily care has given PJ much needed respite and less stress and anxiety.

Case study RA

RA is a carer for her son who was diagnosed with Autism.

RA reached out to us for support to appeal a refusal by the Local Authority to issue an EHC Plan for her young child as she struggles to articulate herself. We supported her with the appeal which was rejected by the Local Authority. The case had to go to tribunal.

We initially signposted carer to Kids Mediation services for SEND mediation. However, SEND mediation were unable to offer their services in this case due to a minor technicality issue, the deadline for appealing the decision had expired. We then decided to take on the carer and support her in presenting her case at Tribunal. The Tribunal accepted the appeal after the deadline had expired.

After consulting with the cared for person's school and enlisting their support, Southwark Carers completed and sent the Appeal form to HM Tribunal service via email making a strong case for the carer's son and attaching supporting documentation. An additional information request was received from The Appeals and Tribunal service to which we responded with the information requested. A date was set for the hearing at which Southwark carers would be present to support the carer at her request.

However, following the submission of the case and prior to the hearing date, the Local Authority agreed to issue an EHC plan without contest. The success of this appeal was clearly based on the strength of the case Southwark carers presented on behalf of the carer.

Case study JO

JO was a long time carer for her husband who passed away. They had been living together in a Housing Association flat. However, she was not named on the tenancy as she moved in with him into his existing flat after they got married.

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Soon after his passing away JO started receiving notification and threats of eviction as a result of her not being named in the tenancy and the flat being designated for people with specific support needs. Southwark carers supported the carer over a period of ten months liaising and communicating with the Housing association on her behalf and presenting a very strong case. After many emails and telephone exchanges with the Housing officer, her manager and the complaints department of the Housing Associations, we were able to secure her tenancy. In this case, Southwark Carers were able to successfully aid the carer in securing her succession of her late husband's tenancy.

Study case - GM

G is a carer for child M who has learning difficulties and suffers from Epilepsy.

Carer G was feeling isolated and lost in the system not only due to complicated systems but because of language barrier and her native language is Spanish.

Southwark Carers have provided support in terms of information, guidance and Welfare Benefits on how to claim what she entitled to including disability benefits for M and Carers Allowance as well as Universal Credit for G.

G has also been guided on how to navigate the education system to access support for M. In more recent times G has been facing difficult issues at work which have resulted in temporary suspension due to lack of communication within the company she works for which in turn lead to a misunderstanding which placed the blame of some mistakes unfairly on G. In relation to this issue Southwark Carers played an active part translating documentation and advising G, acting as an intermediary between G and her manager, supporting the carer emotionally and signposting her to Citizen Advice Bureau.

Result

M is now receiving all the benefits she is entitled to and M is being supported with his special needs at school. Although the work case situation is still ongoing, because of our support the carer feels more in control and empowered finding herself more and more able to assert herself and communicate her point and needs without fear. She reports that she is still being paid her salary and is now receiving offers of job placements within and outside the company that employs her. G is extremely grateful to Southwark Carers for the invaluable and timely support she has received from us.

Advocacy Service

The Advocacy Service provides support in dealing with social, health or housing services and problems that carers might face, in accessing services for themselves or the person they care for. The Advocacy Service aims to promote carers views and protect carers rights by letting their voice be heard.

The Advocacy Service saw 181 carers, this has substantially increased from last year and this service saw 3 times the number of carers. Included within the provision of advocacy is:

- Health and social care, including going with carers to Microsoft teams meetings with social services. This is mostly with carers, who do not understand the meetings or what the implications or outcomes are;
- Money and benefits advice and support; and
- Housing and adaptations, including going to meetings with the carer, writing letters to the council on their behalf and appealing housing decisions.

Case Studies

Case study RR

Carer R R, is in his 50s, and was initially referred for bereavement counselling, for the loss of his father, as he previously was the primary carer and then took on full-time caring for his mother, diagnosed with dementia.

R has many physical and mental health issues including suicide ideation. He became extremely anxious due to receiving letters to pay of his debts. He was on Universal credit and receiving no additional benefits.

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Southwark carers provided the carer with the tools and the knowledge to advocate for themselves so that these debts could be extinguished. This was a difficult and complex case as the carer refused access to specialist agencies who would have been able to work on the debt issues. The carer only opened up about the debt issues when discussing other concerns. The carer found it very difficult to communicate their circumstances and we spent a significant amount of time working with the carers building trust and dealing with one issue at a time.

He previously, had his own business and several credit cards at his disposal and always paid on time until he lost his business due to his caring role, ill health and could not pay his debts, subsequently, ignoring letters he received from the banks and credit card companies. Advocacy was needed with his debts, his largest debt was in excess of £10,000, with other cards adding up to £11,000, totalling debt in excess of £21,000. Letters were sent asking to write off the debt with supporting evidence of his basic income of Universal Credit and his mental and physical health. His debt was cleared. Addition letters have been sent dealing with his other debts and have all been cleared.

One of the debts from 2016, anomalies showed up with his rent and service charge, he believed there was a deficit of more than a £1,000. Going through his paperwork and statements, from 2016, we found he was £1600.00, in credit.

R is now debt free. We applied for PIP, and he received a back payment of nearly £3,000, where he could pay of some small outstanding debts. He now has enough money to live on living without fear and anxiety of the burden of being in debt and letters always arriving which impacted on his mental and physical health.

A relationship of trust was built up with Southwark carers where we are providing emotional support and any addition benefit advice and support that is needed. Emergency and future planning is now in place. The carer was deeply grateful of the advocacy support provided. The carer also benefitted from the advise that was provided around benefits and the carer continues to be provided with emotional support to ensure that the crisis's in their life are more easily managed and the situation with phenomenal historical debt does not arise again.

The carers feels stronger and less of a burden on society.

Case Study MS

MS is in her late 40s and has been registered with Southwark carers for some years, She has difficulty with language, reading and writing. She is the primary carer for her son and daughter who are in their 20s, both have a hereditary condition: neuro degenerative disorder with propound disability, multiple limb disorder and seizures.

Evaluation of her needs were advocacy and support for priority repairs to broken windows frames and locks, as there was no action on the repairs that had been ongoing for over a year. Grants for flooring and a cooker. Paperwork, to go through as she did not understand her high energy bills. Advocacy and support at meetings to apply for extra hours of care for her daughter. The following year support was needed applying for a grant for the cost of the funeral due to her daughter's death. Benefit anomalies as MS was still being billed for housing cost for her daughter. Information and advice when her son turned 25, now being classed as a non-dependent she was in arrears with the rent of £900.00

Outcomes: new windows and locks were finally fitted. Extra hours of care were approved with a new care plan put in place to support her daughters care needs. Grants approved of £730.00, for flooring and a cooker.

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Unfortunately, MS went through the loss of her daughter, practical help and support was given with applying for a grant for the funeral. The full cost of the funeral grant was approved. £3,500. Her daughters benefit anomalies after her death were finalised and written off. Energy grant was approved £480.00 to pay her debt, also switching to a cheaper energy supplier. Hardship fund was approved of £500.00 to pay towards her housing debt.

Applying for another grant to pay of her arrears, whilst seeking legal advice to take her sons benefit case further. Signposted agencies to help with legal issues.

Carer was given emotional support and strategies, put on the counselling waiting list. A list of organisations, contact numbers were given if carer felt overwhelmed.

Information Services

Southwark Carers provides an integrated set of information services, which aims to provide useful and accessible information direct to carers, staff and professionals, to enable them to support and value carers.

An Information pack is online for all carers to access. It contains a range of advice and contact details for further assistance.

All Carers have been given a plethora of information about the medical conditions of their cared for. Where the diagnosis is recent we will highlight where information can be sought about the condition and also help the carer to understand the condition. In providing information on specific conditions we are very careful not to stigmatise any one condition or increase fears of carers. However, usually, most carers are 'experts' on the medical conditions of their cared for, they are experts by experience as they advocate on their cared for's behalf, attend Doctors appointments, administer medication. Often, the cared for's condition is only likely to deteriorate and therefore support can sometimes seem futile, as the caring burden will only increase with time.

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The Website includes the latest news for carers, and details of upcoming events. There is also an area for professionals, to provide them with more information on supporting the carers. We use social media platforms to get our messages out to carers. Our key method of communication is via WhatsApp but we also use text messages, e-shots and emails depending on the preference of carers in order to pass key messages to them.

OUTREACH ACTIVITIES

We used Zoom and Microsoft Teams to carry outreach activities.
The purpose of this new way of working was to hold regular information, advice and support sessions.

EMOTIONAL SUPPORT

This service replaced our counselling service, we provided 1192 sessions (with 364 unique users). We provide carers with a listening ear and coping strategies, so that they can cope with the hurdles that they face in day-to-day life. Sessions are provided on a weekly basis as carers needs require. To supplement this we also provide one to one and Group Mindfulness sessions, these were carried out over Zoom.

CASE STUDIES

Case study HG

Presenting problem

HG was a 35 year old single woman who had recently lost her only sister to cancer. She worked largely from home and while supported by her manager, felt isolated during the post lock down period. She was unable to accept the loss of her sibling and to communicate with other members of her family who were also grieving. She felt powerless and alone.

Client interaction

HG was articulate and voiced her feelings on Zoom with force and anger at the event. She was frequently impatient saying she knew grief was painful but she was not able to cope. Attempts to focus on the more positive aspects of her life such as her successful career and the contacts with friends and her nephew and niece were not welcomed.

Counsellor intervention

HG revealed that she had a difficult relationship with her mother who she referred to as narcissistic and refused to speak of her. She had had therapy before, addressing her feelings and did not want to engage on the subject. Much of her anger at her mother and blame for her childhood where she felt neglected and seen as a problem was expressed but she did not want to talk about it. This was frequently expressed at the counsellor with impatience, a case of transferring her anger at her loss.
HG was encouraged to think about positive aspects of her relationship with her sister and how to manage her memories of their continuing bond without being overwhelmed. Her sister had wanted to help her to decorate and furnish her home but HG was living without a bed and only a table and chair. This became an opportunity to improve her living conditions and to make more contact with friends post lockdown and arrange walks and visits.

SOUTHWARK CARERS

DIRECTORS REPORT FOR THE YEAR ENDED 31st MARCH 2024

Impact on client

At the start of counselling HG had a high CORE assessment of 9 based on negative feelings and loss of purpose and reluctance to engage with others. Midway through counselling her score had reduced to 6 and was eventually 4 at the end of counselling. She had a total of 8 sessions covering her emotions and her unwillingness to engage with others on her loss.

Recognising the unique nature of her grief but accepting that it was a fact and that she needed to move on was key to her eventual improvement. She had a setback when her brother in law started meeting other women on dates and felt it was too soon and her sister was being forgotten. She also felt she no longer had any meaningful relationship with her sister's family .

Issues arising

This was a complex case as her feelings of insecure attachment were revealed but she did not want to address them in any concrete way. Attempts to make or renew bonds with friends was only partially successful

Case study IC

Client presenting problem

IC was a 55 year old man working as a journalist who wife had unexpectedly committed suicide after several years of depression.

Client interaction

IC and his teenage children were distraught and unbelieving as she had seemed well and cheerful during the morning and not discussed her plans to throw herself under a train later that day. The nature of her death and her and their grief had shocked and numbed them. IC was able to voice his feelings which were mainly incomprehension at the situation they found themselves in. He was also angry as well as sad at the fact that she felt unable to find the right response from her family when she had needed it.

Counsellor intervention

During the course of 8 sessions, IC was encouraged to talk about the positive memories of their twenty five year marriage and the holidays that they had and the birth of their children. He was able to accept that he was not

responsible for her mental health and the stress her job had caused her

IC was encouraged to make contact with colleagues and friends and to consider a memorial for his wife since the funeral had been rushed and during lockdown. His daughter had had a breakdown following her mother's death and had to take a year off from University. IC felt helpless at this and that he was failing her too. These internalised feelings of inadequacy

were explored and addressed during the sessions. The counsellor pointed out again that he was not responsible other than to support his family emotionally as much as possible but they made choices of their own.

This was a traumatic death and brought the extreme reactions of anger, disbelief, a sense that the relationship was not as perceived and the person he had married had not seen their life together as worth living. IC also was re-directed to Suicide Support groups and to re-engage with work including a planned book on his experiences.

SOUTHWARK CARERS

DIRECTORS REPORT FOR THE YEAR ENDED 31st MARCH 2024

Client Impact

At the start of counselling, IC's CORE score was a high 9 reflecting his feelings of life having no purpose and meaning and only carrying on for his family. During counselling this reduced to 7 and eventually 5 at the end of counselling. IC did not understand his wife's actions but he was able to accept that she was of unsound mind when she did it. He felt able to talk to friends and family

Case study KS

Client presenting problem

KS was a psychotherapist in London caring long distance for an elderly mother with dementia in York. She was constantly having to deal with phone calls and trips as a result and was the only child. She was anxious and resentful of the demands on her and her family and the tense fractured relationship with her mother over the years. Her father died when she was 8 and she felt further abandoned when she was sent away to boarding school by her mother at the age of 11.

Client interaction

KS felt torn between guilt and resentment at being unable to care for her mother but also that her mother had not cared for her when she was vulnerable, grieving for her father and being in a co-educational boarding school where she was preyed upon by the older boys and unable to get support. Her mother developed her own career and re-married and was critical of KS's appearance and choices in life, including her training and partner as they were not wealthy or successful in her view. She continued to berate KS on her visits instead of being grateful and denied

that she had neglected and failed to protect her as a child. KS was very hurt and unconfident with colleagues as result of her insecure attachment to a punitive parent. She knew she had to place and manage her boundaries with her mother.

Counsellor intervention

During 12 sessions KS explored her own expectations about her own values and how she felt about her in her profession and family. She was happy but did not feel she had achieved much and was financially constrained while her mother was not.

During counselling KS learned to shut her phone off and block the hourly calls but to allow the carers and Social Services to call her in emergencies. These were frequent as her mother who had always been a heavy drinker continued to do so and fell over frequently. She continued to find fault with KS for limiting her alcohol. She would eventually have to be taken into care but was refusing to do so. KS recognised that she would not be reconciled with her mother and that they would not repair their relationship. She felt abandoned again as the mother's condition

deteriorated. At this time, she was also having tensions with a colleague who denigrated her work and tried to exclude her from meetings. KS felt doubly that she was unable to stand up for herself and was attracting the same response because

she was unconfident in dealing with people. Persuading KS to see her colleagues as a bully and that she was living by her own values and had a right to do so and expecting others to respect her and respond accordingly. KS had internalised her mother's critical views of her and challenge them in her own responses.

Equally addressing the automatic negative assumptions made by her mother of her partner and children and herself and recognising herself as a capable professional in the NHS. KS's reactions were as a result of insecure attachment and while not appearing to seek it, external approval and validation from others.

SOUTHWARK CARERS

DIRECTORS REPORT FOR THE YEAR ENDED 31st MARCH 2024

Client impact

KS's initial CORE score was 11 at start of counselling and fell to 8 at the midpoint of counselling and 4 at the end. She was able to put boundaries in place to manage her mother's demands and address her own reluctance to challenge her mother's views on her choices in life and accept that she would never have the maternal connection with her. The main realization was that she did not share the same materialistic values as her mother and that she was entitled to live by her own values and that others had to respect her own values and expectations.

Case study JD

Client presenting problem

JD was a 60 year old nursery teacher looking after a terminally ill father and elderly mother in her own home. The other siblings were largely uninvolved. Attempts to transfer the father to hospice care had failed due to his refusal. JD was exhausted physically and mentally and also very angry at her siblings and parents for taking over her life and not respecting her own need for rest and recovery.

Client interaction

JD's parents had returned from Jamaica where they had retired when he became ill. As he worsened she became the sole carer, her mother being frail and elderly and JD was working part time to do so. She became the sole person taking them to hospital appointments and providing meals and laundry etc. Her previous relationship ended with their arrival. JD was most resentful of her sister who made no attempt to help as she had her work and family. She veered from feeling guilty to losing her temper and screaming at them. JD recognised she needed to have some rest and recovery and to have boundaries in place to deal with the demands made on her, which she had never agreed to but were made because she was single.

Counsellor intervention

Over 9 months of counselling before and after her father's death JD explored her own feelings of anger towards her parents. She had been dyslexic as a child and it had not been diagnosed so she had never done well at school and was frequently beaten at home as a result. Her mother had two daughters by a previous relationship and they were also similarly abused till they left home at 16. JD's mother never admitted she was wrong and sought to justify it by quoting from the Bible. JD felt more empathy with her father due to his illness but he was demanding and authoritarian during her childhood and did not protect her from the mother. Exploring these conflicting feelings, JD was encouraged to envisage the life she wanted for herself and how she could find one or two remaining friends and activities that would enable her to do so. Attempts to book a holiday after her father's death were unsuccessful. Her sister and brother recognised gradually the stress she had when she began talking about it at a family quarrel post his funeral when she refused to allow her nephew and niece to criticise her care of her father. JD became more confident and also more impatient with her mother who needed attention but refused to attend day care Centres. JD accepted she would need to be around her mother till her inevitable death but that she could spend more time on her own and with friends if her siblings took more responsibility. At the same time, she wanted not to lose control of her mother's care and being a carer had become part of her identity she was reluctant to lose. Some of these inevitable conflicts continued but she also felt more accepting and positive of her role in their last years.

Client impact

During the start of counselling JD's CORE score was 12 and after her father's death mid way through counselling was 9 and subsequently fell to 6 at the end of counselling. She felt she was able to cope with her mother better once the boundaries were in place although her mother frequently tested them. Her siblings support also helped give her the rest she needed. She felt counselling had helped her through the most difficult period in her life and helped to get her own priorities right.

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DIRECTORS REPORT
FOR THE YEAR ENDED 31st MARCH 2024

HEALTH AND WELL BEING

With our partnership with Felix Project we were able to support vulnerable carers who needed food parcels and hygiene products. We were able to provide 301 food parcels. We were able to use volunteers to carry out deliveries.

Carers United Project

We further developed the work that we had carried out around peer support with the Challenging Behaviour Foundation. This was developed into a two day workshop that would allow our volunteer carers to provide peer support to all family carers. Thus providing an alternative support mechanism for carers in Southwark giving them the access that they need to emotional and practical support, thus easing the pressures of their caring role.

IDENTIFYING HIDDEN CARERS

It is pertinent to note that a key objective for the charity is to identify hidden carers and to provide them with appropriate support. Another key aim of our service is to raise awareness of carer issues to local health services, such as GP surgeries, local hospitals and clinics. It encourages health services to identify carers as early as possible and provide carer awareness training to health professionals across the borough.

We use innovative methods to spread our message that where an individual is looking after someone who is ill, elderly or frail that they need to recognise that their role is beyond simply that of caring for a loved one, that it is an unpaid role that saves the economy, £162 billion an average of £23,143 per carer approximately who recognises and publicly acknowledges their role.

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We designed a number of unique marketing materials which were placed at over 150 health settings in Southwark including GP surgeries, pharmacists, libraries and leisure centres. Our Z-fold leaflet was used as a best practice example across the Carers Trust network of over 140 centres. Other tools included identification cards in protective 'oystercard' type wallets and our emergency planning kits. We also provided carers with pill boxes, attached to a key ring so that they would not be without their or their cared for's medication.

We registered 243 new carers to the service, of these 62 were male and 179 female, 2 carers refused to state whether they were male or female. This is reflective of national trends, where the number of female carers is far greater than the number of male carers.

CARERS ASSESSMENTS

In 2015 the Care Act 2014 came into effect. The Care Act enshrined a number of key principles for Carers. The Act was hailed as finally recognising a Carer's right to an independent assessment of their needs. Implementation of the Care Act across the Country has varied. Southwark Council in its implementation of the Care Act decided that the process for carrying out Carers Assessments would be taken back in house and would be carried out by a specialist carers social work team. Every carer that we came into contact with was provided with information and advice around carers assessment.

FINANCIAL SUPPORT

GRANTS

As a result of the changes in funding experienced by us and taking into account the economic and political landscape of social care we continued to work with over 40 grant providers to secure grants for carers. In this financial year we were able to help carers purchase furniture including new beds, mattresses, and chests of drawers, wardrobes. We were also able to assist in the purchase of white goods including fridges, washing machines, and ovens. We also assisted in securing educational equipment for children with additional needs. In total we achieved an additional income of £12153.68, 31 carers received 31 grant awards.

CASE STUDIES

Case Study MB

Carer MB
Cared for K and N

Health Needs: Both suffer Asthma, Hay fever and food allergies

M B and her sons have been registered with Southwark Carers and have enjoyed services offered to her. She cares for both her sons who have underlying health issues. Due to health issues, it was essential for them to have a new fridge freezer to store fresh food to help maintain holistic healthy eating.

We completed her grant application the outcome was successful that was valued at £407.98.

When she learned of the outcome of her grant application she was so overjoyed with happiness because ordinarily couldn't afford to purchase a new one. Initially her old fridge freezer was leaking and was worried about maintaining fresh food for her family.

She is so grateful for the help and support she continues to receive from Southwark Carers.

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Case study AB

AB has just turned 40 and is the primary carer for her daughter aged 3, who has a diagnosed of autism. AB suffers from stress, anxiety, panic attacks She needed financial support of applying for grants, benefits and guidance.

Further investigation carer had a list of needs. Firstly, we applied for DLA, for her daughter. Gave emotional support, with strategies to manage her anxiety and stress. Secondly, grants needed as her cooker was broken and a much-needed family holiday.

AB wanted to get back to work and help with her housing application to move, due to personal circumstances. Advocacy and support at meetings with the nursery and social services for extra nursery hours. Needs and carers assessments referral.

Outcomes: DLA approved with middle rate of care and mobility element maximising her monthly income by £549.00

Needs and carers assessment support in place with a social worker assigned.
Weekly sessions in place of emotional support, mindfulness and strategies, helped her manage her stress and panic attacks also building her confidence

Carer was supported to prepare herself for work and was signposted to several organisations which was made easier as the extra nursery hours were approved, and she now works part-time.

Advocacy with repairs for safety for her daughter were finalised.

Carer in in the process of moving to a more suitable property, waiting to pick up the keys.

Hardship fund approved of £320.00 for energy bills.

Family holiday grant approved £500.00

Grant for a cooker approved £400.00

Grant approved of £1800.00 for her new property to help with carpet, white goods, bedroom furniture for her daughter including, clothes and toys.

Carer had information on food banks and support services in the borough if needed.

Carer has struggled and had to make some difficult decisions she knows she will be in a much better place when she has moved, with the support of other agencies.

Case Study: L.B.

When she accessed our services, LB was anxious and worried at the thought of being homeless. The reason being she was a victim of domestic violence, prior to this L.B. had been living with her abusive partner, she eventually left that abusive relationship to live with her mum.

L.B. was appointed a Housing Solicitor via the Citizens Advice Bureau who is aware of us rendering support. We provided emotional support and how to cope living with depression, epilepsy, fits, and seizures. All the trauma she underwent subsequently resulted in stress related allergies. The outcome of her hearing for housing was successful and was granted temporary accommodation in the Old Kent Road.

Underlining health issues, made her to feel vulnerable and often scared to where she acquired her one bed shared accommodation. Especially been a victim of domestic violence. She especially felt scared when using the bathroom; occasionally she needed to pass by a group of men on the stairs to use the bathroom (door unsecure), the same said of her personal room.

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We received a text message she had finally been granted a one-bedroom flat. She admitted she felt a sense of relief because she now has her own permanent home where she feels safe. She has a lovely scenic view and is mentally in a better place. The issue was the property was unfurnished and needed help. Prior to this, she completed an application form for the Hardship Fund but was only awarded flooring, this triggered and elevated her anxiety, stress, and depression because she had no financial means to furnish her home. We advised to approach her Housing Officer to see if she could be provided with a bed, washing machine etc., but she was unable to receive anything else. Being in receipt of PIP and Carers Allowance made it impossible to purchase much needed furniture.

We completed a grant application to St. George the Martyr Charity, the Hardship Grant Scheme for persons under 55 years old. Her application was successful and was awarded a lovely divan bed with bedding, pillows, a sofa, and a gift card to purchase a microwave.

L.B. was so grateful to Southwark Carers because without our help she would not have acquired these goods.

OTHER

We have made good progress in achieving our main aims.

Services - please see above where our activities and performance has been set out.

1. Representation – Southwark Carers has continued to represent the views of about 4,000 carers locally. Our staff are key speakers at public events about health and social care and carers, their rights and their needs.

Southwark Carers have regularly attended the All-Party Political Group on Carers at the House of Commons, this has allowed us to represent the views of carers locally and nationally. Furthermore, we have been able to be at the cutting edge of policy developments and decision making.

Locally we have been asked on numerous occasions to represent the views of carers on consultations on local issues, ranging from planning through to the layout and design of local hospitals, local health networks and provision of services for all conditions.

2. Campaigning - we have continued to publicly campaign to put the needs and rights of carers into the wider public realm. We supported Carers Week and Carers Rights Day, and organised our own co-ordinated publicity campaigns, using newspaper advertising, posters and leaflets in health and community buildings, to help people across the community to identify as carers.

SOUTHWARK CARERS

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3. Partnership Working – during the year we have regularly communicated with or established new working relationships with a range of organisations, to help us in our work, including Community Southwark, COPSINS, Cambridge House, Carers UK, King's College Hospital SLAM, St Thomas's Hospital and Southwark Resource Centre.

Our partnership with ADASS continued, allowing us to participate in a range of innovative Zoom events, including a Festival for Carers.

4. Governance – our Trustees met quarterly throughout the year, on zoom, and continued to consider all the issues relevant to delivering our services, managing staff and developing the organisation in order to continue to serve carers locally and to ensure that we continue to meet the needs of carers.
5. Quality – to ensure that we are able to deliver our services and be an organisation that operates at a consistently high level of quality. Work on Quality Assurance continued work, more specifically on. Investors in People and Volunteers accreditation and ISO9001 this is with a view to ensuring that we are continually striving to provide an excellent service.
6. Resources - the Trustees have throughout the year maintained oversight of the financial and practical resources required to ensure that Southwark Carers continues into the future and have taken steps to ensure that we have an appropriate level of staff, financial reserves, and the practical resources for the office and carers centre.
7. Development – throughout the year we have considered different methods of working and the potential for new services that we could offer to carers, in order to support them restricted as best we can, in a pandemic. We did bid for funding for new services but were not always successful, however, each application that we did allowed us to develop ideas and look at providing innovative ways of supporting carers, for example.

We will continue to consider new sources of funding to extend and develop more services for carers of all ages, in the year ahead.

RESERVES POLICY

The purpose of the policy is to ensure that Southwark Carers are able to meet their contractual obligations and finance future expansion of the organisation. The Directors have decided to set aside funds not committed or invested in tangible assets. The level of free reserves (excluding funds) is reviewed annually by the directors. The directors consider that the most appropriate level of free reserves should be between £82,000 3 months running costs and £164,000 months running costs. Unrestricted reserves at 31st March 2024 were £6,256.

The present level of unrestricted reserves equates to 1 month running costs. However, it falls short of the lower threshold. Therefore, the strategy will be to continue to act prudently in relation to the organisations reserves. However, Southwark Carers will assess the viability of reinvesting funds into services where there is a demonstrable need that cannot be met through other sources of funding.

PLANS FOR FUTURE PERIODS

We look forward to diversifying our income and our funding streams further by making applications to national and local trusts. We look forward to working with Southwark Council in developing future services for Carers.

SOUTHWARK CARERS

DIRECTORS REPORT FOR THE YEAR ENDED 31st MARCH 2024

We look forward to developing and strengthening our local and national partnerships in order to develop models of best practice, around all services for carers, for example emergency planning.

We look forward to developing our partnership with COPSINS and developing further joint bids within this partnership.

FINANCIAL REVIEW

The total income for the year was £ 268,734 in 2024 compared to £312,473 in 2023. The charitable expenditure decreased from £296,935 in 2024 to £ 299,376 in 2023.

This report has been prepared in accordance with the special provisions relating to small companies within Part 15 of the Companies Act 2006.

Approved by the Directors and Signed on their behalf by:



Dr Mary Jacob

31st December 2024

Independent examiner's report to the trustees of Southwark Carers

I report to the charity trustees on my examination of the accounts of the Company for the year ended 31 March 2024.

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

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.

Skyrock Accountants
(Formerly Financial Warehouse Company Ltd)
Chartered Certified Accountants
11-13 Station Road
Swanley BR8 8ES

31/12/2024

		Unrestricted funds	Restricted income funds	2024 Total funds	2023 Total funds
		£	£	£	£
Income from:	Notes				
Income and endowments from:					
Donations and legacies	2	10,387		10,387	9,944
Charitable activities		-	-	-	
-Aging Well Project	3	-	181,347	181,347	125,446
-Advice, Information and Support	3	77,000	-	77,000	177,083
-Enabling, Empowering & Enriching		-		-	-
Other trading activities		-	-	-	-
Investments		-	-	-	-
JRS grant		-	-	-	
Total		87,387	181,347	268,734	312,473
Resources expended					
Expenditure on:					
Raising funds		-	-	-	-
Charitable activities		115,588	-	115,588	125,446
-Aging Well		-	-	-	-
-Advice, Information and Support		-	181,347	181,347	173,930
-Enabling, Empowering & Enriching		-	-	-	-
Total	5	115,588	181,347	296,935	299,376
Net income/(expenditure) before investment		(28,201)	-	(28,201)	13,097
Net gains/(losses) on investments		-	-	-	-
Net income/(expenditure)		(28,201)	-	(28,201)	13,097
Transfers between funds		-	-	-	-
Other recognised gains/(losses):		-	-	-	-
Gains and losses on revaluation of fixed assets for the		-	-	-	-
Other gains/(losses)		-	-	-	-
Net movement in funds		(28,201)	-	(28,201)	13,097
Reconciliation of funds:					
Total funds brought forward		34,457	-	34,457	21,360
Total funds carried forward	13	6,256	-	6,256	34,457

			Unrestricted funds	Restricted income funds	2024 Total funds	2023 Total funds
			£	£	£	£
Tangible assets			2,785	-	2,785	7,248
Investments			-	-	-	-
	<i>Total fixed assets</i>	11	-	-	-	-
Current assets			2,785	-	2,785	7,248
Debtors		12	6,129	-	6,129	12,258
Investments			-	-	-	-
Cash at bank and in hand			21,399	-	21,399	40,247
	<i>Total current assets</i>		27,528	-	27,528	52,505
Creditors: amounts falling due within one year		12	(24,057)	-	(24,057)	(25,296)
	<i>Net current assets/(liabilities)</i>		3,471	-	3,471	27,209
	<i>Total assets less current liabilities</i>		6,256	-	6,256	34,457
Creditors: amounts falling due after one year			-	-	-	-
Provisions for liabilities			-	-	-	-
<i>Total net assets or liabilities</i>		13	6,256	-	6,256	34,457
Funds of the Charity						
Endowment funds			-	-	-	-
Restricted income funds			-	-	-	-
Unrestricted funds			6,256	-	6,256	34,457
	<i>Total funds</i>	13	6,256	-	6,256	34,457

The financial statements have been prepared in accordance with the special provisions for small companies under Part 15 of the Companies Act 2006.

Approved by the trustees on 31st December 2024 and signed on their behalf by

Dr Mary Jacob
Chair

1 Accounting policies

a) Basis of preparation

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102 - effective 1 January 2015) - (Charities SORP FRS 102) and the Companies Act 2006.

The charitable company meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy or note.

b) Going concern

The trustees consider that there are no material uncertainties about the charitable company's ability to continue as a going concern. Key judgements that the charitable company has made which have a significant effect on the accounts. The trustees do not consider that there are any sources of estimation uncertainty at the reporting date that have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities within the next reporting period.

c) Income

Income is recognised when the charity has entitlement to the funds, any performance conditions attached to the income have been met, it is probable that the income will be received and that 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 that the income will be received and the amount can be measured reliably and is not deferred.

For legacies, entitlement is taken as the earlier of the date on which either: the charity is aware that probate has been granted, the estate has been finalised and notification has been made by the executor(s) to the charity that a distribution will be made, or when a distribution is received from the estate. Receipt of a legacy, in whole or in part, is only considered probable when the amount can be measured reliably and the charity has been notified of the executor's intention to make a distribution. Where legacies have been notified to the charity, or the charity 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.

Income received in advance of the provision of a specified service is deferred until the criteria for income recognition are met.

d) Donations of gifts, services and facilities

Donated professional services and donated facilities are recognised as income when the charity has control over the item or received the service, any conditions associated with the donation 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. In accordance with the Charities SORP (FRS 102),

volunteer time is not recognised so refer to the trustees' annual report for more information about their contribution.

On receipt, donated gifts, professional services and donated facilities 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 recognized in expenditure in the period of receipt.

e) **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.

f) **Fund accounting**

Restricted funds are to be used for specific purposes as laid down by the donor. Expenditure which meets these criteria is charged to the fund.

Unrestricted funds are donations and other incoming resources received or generated for the charitable purposes.

Designated funds are unrestricted funds earmarked by the trustees for particular purposes.

g) **Expenditure and irrecoverable VAT**

Expenditure is recognized 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:

- Costs of raising funds relate to the costs incurred by the charitable company in inducing third parties to make voluntary contributions to it, as well as the cost of any activities with a fundraising purpose
- Expenditure on charitable activities includes the costs of delivering services, undertaken to further the purposes of the charity and their associated support costs.
- Other expenditure represents those items not falling into any other heading

Irrecoverable VAT is charged as a cost against the activity for which the expenditure was incurred.

h) **Allocation of support costs**

Resources expended are allocated to the particular activity where the cost relates directly to that activity. However, the cost of overall direction and administration of each activity, comprising the salary and overhead costs of the central function, is apportioned on the basis which are an estimate, based on staff time, of the amount attributable to each activity.

Where information about the aims, objectives and projects of the charity is provided to potential beneficiaries, the costs associated with this publicity are allocated to charitable expenditure.

Where such information about the aims, objectives and projects of the charity is also provided to potential donors, activity costs are apportioned between fundraising and charitable activities on the basis of area occupied by each activity.

i) **Operating leases**

Rental charges are charged on a straight line basis over the term of the lease.

j) **Tangible fixed assets**

Items of equipment are capitalized where the purchase price exceeds £550. Depreciation costs are allocated to activities on the basis of the use of the related assets in those activities.

Assets are reviewed for impairment if circumstances indicate their carrying value may exceed their net realisable value and value in use.

No depreciation charge on the building is made on the grounds that it would be immaterial because the estimated remaining useful economic life is expected to be more than 50 years.

Depreciation is provided at rates calculated to write down the cost of each asset to its estimated residual value over its expected useful life. The depreciation rates in use are as follows:

Fixture and Equipment	33 1/3 % p.a straight line
Computers	33 1/3p.a straight line
Buildings and Maintenance	33 1/3% p.a straight line

k) **Debtors**

Trade 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.

l) **Cash at bank and in hand**

Cash at bank and cash in hand includes cash and short term highly liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar account. Cash balances exclude any funds held on behalf of service users.

m) **Creditors and provisions**

Creditors and provisions 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 and provisions are normally recognised at their settlement amount after allowing for any trade discounts due.

n) **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 with the exception of bank loans which are subsequently measured at amortized cost using the effective interest method.

o) **Pensions**

The charity operates stakeholder pension scheme

Income from donations and legacies

2

Unrestricted Fund	Restricted Fund	Total 2024	Total 2023
	-	10,387	
Donations	-	-	9,944
-	-	10,387	-
10,387			9,944

Income from charitable activities

3

Unrestricted	Restricted	Total 2024	Total 2023
Contract Income	-	77,000	
Southwark Council	-	-	166,750
-	-	77,000	-
77,000			166,750
Grant Income	181,347	181,347	
Aging Well	-	-	125,446
Southwark Council	-	-	-
-	-	-	3,833
United ST Saviours	-	-	4,000
The League Community	-	-	-
Furlough Grant	-	-	-
Other Grants	-	-	-
Total income from charitable activities	181,347	181,347	133,279

4 Income from investments

Unrestricted	Restricted	Total 2024	Total 2023
	-	-	
Investment income	-	-	-
-	-	-	-
	181,347	268,734	
Total Income	87,387		309,973

Analysis of Expenditure

Notes 5

	Cost of raising funds	Citizen Research Project	Enablind, empowering & enriching	Advise and infomration	Support cost	Total 2024	Total 2023
Staff costs (Note 7)		-	211,981	-	-	211,981	219,728
Counselling & Facilitating	-	-	-	-	-	-	-
Events and Activities	-	-	-	-	-	-	1,776
Grant Aid	-	-	-	-	-	-	-
			-	-	-	-	-
Support Cost	-	-	-	-	-	-	-
Office costs	-	-	45,695	-	-	45,695	44,176
Rent	-	-	13,940	-	-	13,940	10,000
Computer expenses	-	-	5,010	-	-	5,010	5,185
Printing, postage and stationery	-	-	1,909	-	-	1,909	700
Telephone & internet	-	-	1,217	-	-	1,217	2,048
Insurance	-	-	-	-	-	-	3,721
Bank charges	-	-	-	-	-	-	-
Independent examiner's fee	-	-	3,000	-	-	3,000	3,000
Registration fees	-	-	1,760	-	-	1,760	2,247
Professional fees	-	-	6,954	-	-	6,954	1,578
Depreciation	-	-	5,469	-	-	5,469	5,217
Total Expenditure 2024	-	-	296,935	-	-	296,935	299,376
Support Cost	-	-	-	-	-	-	-
						-	-
Total Expenditure 2024	-	-	296,935	-	-	296,935	299,376

Analysis of Expenditure (Prior year)

	Cost of raising funds	Citizen Research Project	Enabling, empowering & enriching	Advise and information	Support cost	Total 2023
Staff costs (Note6)			219,728			219,728
Counselling & Facilitating			-			-
Events and Activities			1,776			1,776
Grant Aid			-			-
			-			-
Support Cost			-			-
Office costs			44,176			44,176
Rent			10,000			10,000
Computer expenses			5,185			5,185
Printing, postage and stationery			700			700
Telephone & internet			2,048			2,048
Insurance			3,721			3,721
Bank charges			-			-
Independent examiner's fee			3,000			3,000
Registration fees			2,247			2,247
Professional fees			1,578			1,578
Depreciation			5,217			5,217
						-
Support Cost						-
						-
Total Expenditure 2023	-	-	299,376			299,376
Support cost					-	
Total expenditure 2023	-	-	299,376			299,376

6. Net incoming resources for the year

This is stated after charging /crediting

	2024	2023
Depreciation	5,469	5,217
Independent Examiner Fees	<u>3,000</u>	<u>3,000</u>

7. Analysis of staff costs, trustee remuneration and expenses, and the cost of key management personnel

Staff costs were as follows:

	2024 £	2023 £
Salaries and wages	190,160	189,254
Social security costs	18,454	19,288
Employer's contribution	9,415	9,369
	<u>218,029</u>	<u>217,911</u>

Staff numbers

The average number of employees (head count based on number of staff employed) during the year was as follows:

	2024 No.	2023 No.
Raising funds		
Charitable activities	6	6
Support	1	1
	<u>7</u>	<u>7</u>

£60,000 - £69,999

2024	2023
<u>1</u>	<u>1</u>

The Total employees' benefits including pension and national insurance contributions of the key management personnel were £60,160 (2023:£60,163,).

The charity trustees were not paid or received any other benefits from employment with the charity in the year (2023:Nil). No charity trustee received payments for professional or other services supplied to the charity (2024: Nil)

8. Staff numbers

Staff numbers

The average number of employees (head count based on number of staff employed) during the year was as follows:

	2024 No.	2023 No.
Raising funds		
Charitable activities	6	6
Support	1	1
	<u>7</u>	<u>7</u>

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

10. Taxation

The charitable company is exempt from corporation tax as all its income is charitable and is applied for charitable purposes.

The charity operates a stakeholder pension scheme. The amounts owed to the pension scheme at each balance sheet date are £2,226 and the number of staff members of the staff members of the scheme is 7

11. Tangible fixed assets

Cost	Fixture & equipment	Computer & IT equipment	Total
	£	£	£
At the start of the year	-	7,248	7,248
Additions in year	-	1,006	1,006
Disposals in year	-	-	-
At the end of the year	<u>-</u>	<u>8,254</u>	<u>8,254</u>
Depreciation			
At the start of the year	-	-	-
Charge for the year	-	5,469	5,469
Eliminated on disposal	-	-	-
At the end of the year	<u>-</u>	<u>5,469</u>	<u>5,469</u>
Net book value At the end of the year	<u>-</u>	<u>2,785</u>	<u>2,785</u>

12. Debtors & Creditors

	2024	2023
	£	£
Grant receivable	6,129	12,258
Other debtors	-	-
	<u>6,129</u>	<u>12,258</u>

**Creditors: amounts falling due
within one year**

	2024	2023
	£	£
Taxation and social security	21,057	19,296
Other creditors	-	0
Accruals	<u>3,000</u>	<u>6,000</u>
	<u>24,057</u>	<u>25,296</u>

13. Analysis of net assets between funds	General unrestricted	Designated	Restricted	Total funds	
Tangible fixed assets	2,785	-	-	2,785	
Net current assets	3,471	-	-	3,471	
Net assets at the end of the year	6,256	-	-	6,256	
Analysis of net assets between funds (prior year)	General unrestricted	Designated	Restricted	Total funds	
Tangible fixed assets	7248	-	-	7,248	
Net current assets	27209	-	-	27,209	
Net assets at the end of the year	34,457	-	-	34,457	
14. Movements in funds	At the start of the year	Incoming resources & gains	Outgoing resources & Losses	Transfers	At the end of the year
	£	£		£	£
Restricted Funds					
Aging Well	-	181,347	(181,347)	-	-
Others	-	-	-	-	-
	-	-	-	-	-
	-	-	-	-	-
	-	-	-	-	-
Total Restricted funds	-	181,347	(181,347)	-	-
Unrestricted Funds	34,457	87,387	(115,588)	-	6,256
					-
					-
Total Unrestricted funds	34,457	87,387	(115,588)	-	6,256
Total Funds	34,457	268,734	(296,935)	-	6,256
Movements in funds (prior year)	At the start of the year	Incoming resources & gains	Outgoing resources & Losses	Transfers	At the end of the year
	£	£		£	£
Restricted Funds					
Others	-	10,333	(10,333)	-	-
Aging Well	-	125,446	(125,446)	-	-
Total Restricted funds	-	135,779	(135,779)	-	-
Unrestricted Funds	21,360	176,694	(163,597)	-	34,457
Total Unrestricted funds	21,360	176,694	(163,597)	-	34,457
Total Funds	21,360	40,915	(27,818)	-	34,457

Funds: Total funds

Purposes of restricted funds

All carers in Southwark will have access to the practical and emotional support they need and the recognition

and influence they deserve. The purpose of the restricted funds are to organise the activities for carers- "Reducing Social Isolation, Advice, Information and Support, Health and Well Being, Identifying Hidden Carers and Financial Support ".

15. Operating lease commitments

The charity has no future minimum lease payments under non-cancellable operating leases.

16. 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.

Accounts



FINANCIAL STATEMENTS

FOR THE YEAR ENDED

31st MARCH 2023

COMPANY NUMBER: 04146495

CHARITY NUMBER: 1085300



SOUTHWARK CARERS
DIRECTORS REPORT
FOR THE YEAR ENDED 31st MARCH 2023

The Directors are pleased to present their report together with the financial statements for the charity for the year ended 31st March 2023. The financial statements comply with current statutory requirements, the memorandum and articles of association and the 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 (FRS102) (effective 1 January 2015).

REFERENCE AND ADMINISTRATION DETAILS OF THE CHARITY ITS DIRECTORS AND ADVISERS

Directors (who are also the Charity's Trustees) who served during the period to the date of approval of the financial statements were:

Wondwossen Befikadu Kebede

Mary Jacob

Dorah Naisubi

Gwendoline Rebecca Yvonne Najair Bellinfante

Fiona Thompson

Treasurer

Chair

Chief Officer & Company Secretary

Verinder Mander

Registered Address:

Southwark Carers

3rd Floor, Walworth Methodist Church

54 Camberwell Road

Camberwell

London SE5 0EN

Tel: 020 7708 4497

Bankers:

The Co-operative Bank

Olympic House, 6 Olympic Court

Montford Street

Salford M5 2QP

Independent examiners:

The Financial Warehouse Company Ltd

The Business Terrace

Maidstone House

King street

Maidstone ME15 6AW

SOUTHWARK CARERS

DIRECTORS REPORT FOR THE YEAR ENDED 31st MARCH 2023

CHAIR'S REPORT 2023

The last year was an incredibly tough year for Southwark Carers, all our service users and their families from a financial and health perspective. Covid restrictions were lifted but the impact of Covid continued. Given the changing economic, cost of living crisis and health climate, the changes in benefit payments and the pressures on local authorities and the NHS, has seen the staff and volunteers at Southwark Carers under enormous pressure.

Throughout this period the staff and volunteers have worked closely together to maintain stability and to ensure that there was a smooth service operating. Whilst explaining to clients that services they had previously received by local government, NHS and ourselves were not available due funding shortages, COVID-19 and redefining priorities.

The team have strived to achieve targets set and with dedication and fortitude they have managed to be successful in their endeavours, and during this extraordinarily difficult time far exceeded expectations. This has been done against reduced resources to provide services for carers.

The burden of caring does not rest with just one member of a family or friendship network, it extends to all members of the family and friendship groups. We have spread the work throughout the team. We have opened up all our events to all unpaid carers and their cared for. This has enabled us extend our reach into the community and spread our key message that Carers have a right to a life of their own.

On a positive note we continued to promote our relationship with Carefree Breaks and were able to offer carers opportunities to sign up for breaks, in under utilised hotel accommodation. These have proved very popular and have allowed carers to look forward to respite, and society was able to operate fully again after Covid-19 restrictions were lifted.

We further developed our working relationship with Fareshare a food redistribution charity, this was developed further into a weekly food distribution. This alleviated the pressures of the cost of living crisis. This allowed us to create food packages for carers in need, those having to shield with their cared for, those who had to isolate and where they could not access food deliveries, or did not have the financial resources to do so. We were also provided with Covid safety kits for carers to use when looking after loved ones.

On behalf of the Board I would like to thank all our staff, volunteers and members for their on-going support, especially through this most challenging of years.

The Board and I will strive to improve services for carers and our reach into the community so that we identify and support all carers.

SOUTHWARK CARERS
DIRECTORS REPORT
FOR THE YEAR ENDED 31st MARCH 2023

STRUCTURE, GOVERNANCE AND MANAGEMENT

Southwark Carers is a company limited by guarantee (each member having a liability of £1) and a registered charity.

The policies of the charity are determined by the board, whose membership is listed on page 1.

Appointment to Board

The charity is governed by a board of directors (the management committee) which meets quarterly. During this period all our Board meetings were moved onto Zoom. Directors are appointed by the board and serve for one year after which period they may put themselves up for re-election at the Annual General Meeting as prescribed in the Articles of Association. Officers are nominated by members and elected annually. The board has the power to co-opt up to five non-voting members. At its quarterly meetings, the board agrees the overarching strategies and activities of the charity, including information, communications, fundraising activities, reserves policies and risk management.

Directors are elected to the board annually from members who have registered with the charity and been nominated by two other members. The induction process for any new directors comprises initial meetings with the chair, existing directors and the chief executive. New directors are provided with an induction pack, which comprises a range of background information on the charity's history and recent activities and includes a copy of the Memorandum and Articles of Association, minutes of recent board meetings, recent accounts and a copy of the Charities Commission guidance documents for directors. On-going training to directors is provided as required through meetings, away days and courses. Directors are invited to attend all events that Southwark Carers hosts.

Throughout the year, the board continued to work to review and develop Southwark Carers and its services. The majority of the board, who give their time voluntarily, are carers, or former carers. Both the board and the staff work together to deliver support services for carers and to consult with them about their needs, when developing and planning future services and events.

Statement of Directors Responsibilities

The directors are responsible for preparing the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law and the law applicable to charities in England and Wales requires the directors to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charitable company and of its incoming resources and application of resources, including its income and expenditure, for that period. In preparing these financial statements the directors are required to:

- select suitable accounting policies and consistently apply them;
- observe the methods and principles of the Charities SORP;
- make judgements and estimates that are reasonable and prudent;
- state whether applicable 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 assume that the charity will continue to operate

SOUTHWARK CARERS

DIRECTORS REPORT FOR THE YEAR ENDED 31st MARCH 2023

The directors are responsible for keeping proper accounting records, which disclose with reasonable accuracy at any time the financial position of the charity and enable them to ensure that the financial statements comply with the Companies Act 2006 and the Charity (Accounts and Reports) Regulations 2008 and the provisions of the trust deed. They are also responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities. The directors confirm that, in the case of each of the persons who are directors at the date of this report, the following applies:

- so far as each director is aware there is no relevant audit information (information needed by the Charity's auditors in connection with preparing their report) of which the Charity's auditors are unaware; and
- each director has taken all the steps that he or she ought to have taken as a director in order to make herself/himself aware of any relevant audit information and to establish that the Charity's auditors are aware of that information.

Remuneration Policy

Southwark Carers has a remuneration policy which sets out how all staff remuneration is set. The Directors review the policy and agree all increases in salary, including any cost of living increases, and approve any benefits for the staff team. Salary levels are set after an assessment of job descriptions and person specifications followed by a bench marking exercise that assesses pay rates and benefits associated with that type of role in the voluntary sector. As a minimum standard all staff are paid the London Living Wage and we are accredited members of the Living Wage Foundation.

Risk Management

The directors have a duty to identify and review the risks to which the charity is exposed and to ensure appropriate controls are in place to provide reasonable assurance against fraud and error.

The charity is subject to review and audit by many bodies in respect of its company status, its charitable status and by its funding bodies. The board considers periodically the major risks to which the charity is exposed and has developed documented controls to mitigate those risks. Significant external risks to funding face all charities and Southwark Carers maintains a detailed business plan with regard to funding and its activities. Internal risks are minimised by internal control procedures covering all transactions.

These procedures are reviewed to ensure they meet the growing needs of the charity. During 2022/23 the charity continued to review and audit its practices to ensure the highest standards are maintained.

OBJECTIVES AND ACTIVITIES FOR THE PUBLIC BENEFIT

The Directors have complied with the duty in section 17(5) of the Charities Act 2011 and referred to the guidance on public benefit published by the Charity Commission when reviewing the charity's aims and objectives and in planning its future activities.

The main object of the charity as defined in the memorandum and articles of association is:

"To alleviate the conditions of life of carers in necessitous circumstances, who care for the elderly, sick, disabled, mentally ill or otherwise infirm, by any means that is charitable".

Our Vision – all carers in Southwark will have access to the practical and emotional support they need and the recognition and influence they deserve.

SOUTHWARK CARERS

DIRECTORS REPORT FOR THE YEAR ENDED 31st MARCH 2023

Our Mission – to be an organisation run by and for carers, which provides practical and emotional support to increasing numbers of carers from the diverse communities of Southwark, and to obtain recognition of their invaluable contribution and influence policy in their interests.

Our Aims are to turn this vision and mission into a practical reality for carers across Southwark. We describe our aims under nine headings:

1. Services - to have a range of services accessible to carers across Southwark so that they are supported in all areas of need;
2. Communication - to communicate clearly with a range of people so that they are aware of our organisation and the needs of carers;
3. Representation - to be a voice for carers and to speak up for them at the places where decisions are made about them;
4. Campaigning - to put forward publicly the needs that carers have and to encourage and empower carers to speak up for themselves;
5. Partnerships - to connect with and support other organisations that can help us deliver our work, or who work with carers;
6. Governance – to be a well governed and managed organisation, so that everyone can have confidence in the things we do;
7. Quality - to deliver all of our services and activities within agreed standards, to make sure that they are the best they can be;
8. Resources - to have the appropriate level of resources available, so that we have what we need in order to deliver to carers; and
9. Development - to research new and better ways of working to make sure we continue to develop to meet the needs of carers.

Our Activities are organised under the following headings:

- Reducing Social Isolation
- Advice Information and Support
- Advocacy
- Outreach
- Emotional Welfare
- Health and Well Being
- Identifying Hidden Carers
- Financial Support
- Food Parcels

ACHIEVEMENTS AND PERFORMANCE

REDUCING SOCIAL ISOLATION

We run a number of activities. These provide a life line for some carers, “the group is so valuable because it allows carers to connect”, in a friendly safe non- judgmental environment, where their peers can empathise, and understand their issues and concerns, as well as provide them with emotional and practical peer support from their own personal experiences. Carers found once they had got to grips with the technology, that they would pop in and out of Carers Café online as it allowed them to access support from home. Therefore, they had no anxieties about leaving their cared for.

These groups provide carers with a much needed respite break from their caring role for a short time. The groups also allow carers to form new friendships and social networks. This social interaction amongst carers is vital as we know that addressing social isolation is a key concern for carers, whose friendships and networks

SOUTHWARK CARERS

DIRECTORS REPORT FOR THE YEAR ENDED 31st MARCH 2023

of support are worn away by their caring role. Research by Newcastle University published on 15th August 2017 showed 8 out of 10 carers have felt lonely or socially isolated as a result of their caring role.

Although, not all our carers can access our workshops, social events, parties, information days and other activities, they are all informed via email, text, website, and targeted phone calls. This information on our activities and support available is shared with 4000 carers.

Monthly Groups

Our groups provide an opportunity for carers to drop in and learn a new skill, whilst relaxing and to rebuild social networks.

Film Club

Film Club this runs twice a month and is followed by a peer support session where carers can reflect on their experiences and share ideas. There were 17 sessions and 58 attendees. This was moved to Zoom and was a lifeline for a number of carers. The move to Zoom was vital during the Covid-19 pandemic. This has proved so popular that we continued with the zoom sessions as attendance was greater than in person sessions.

Book club

We held regular sessions of our book club, the book club met on 6 occasions and had 21 attendees. The book club varied its discussions around cultural issues by looking at recipe books.

Online groups

Mindfulness Group moved online.

The following groups Healthy Eating, Knitting and nattering, Salsa, Sewing, Painting and Jewellery making groups, now form part of the Carers café.

Healthy Eating group

We received funding to create a roof garden and to hold healthy eating work shops. We held 5 workshops and has 42 attendees. The attendees were also supported with one on one support to identify products that might ease their health conditions.

IT Group

As a result of specific requests from Carers we have created a one to one Carers IT support sessions. It was found that with group sessions there was a mismatch in skills and knowledge. The one-to-one sessions work more effectively in developing IT skills and improving carers knowledge base. We have worked with 11 carers. This work was carried out over the phone, Zoom, and in face to sessions.

Carers Cafe

Carers Café we held 2 online and 5 (total) in person, the attendance was 68 (total) at the in the person event. We have framed our monthly Carers Cafes around different key issues. For example, we have had discussions on vaccination, the impact of social isolation on carers and the need for shielding and its impact

SOUTHWARK CARERS

DIRECTORS REPORT FOR THE YEAR ENDED 31st MARCH 2023

on carers. We have also looked at the over prescribing of medicines. We held culturally diverse cafes, a Black History Café and various sing-a-longs. This allows a cultural exchange and ensures that the diversity of Southwark is celebrated. An additional Carers Café was held in Carers Week and on Carers Rights Day.

At the Christmas Party, which is also had a Carers Café event, there were over 42 attendees on Zoom, this year to ensure fairness and equality of opportunity every carer registered with the service was entered in the Christmas raffle requests for raffle tickets. We had a number of singers attend the Zoom session, a Christmas Carol sing-a - long, jokes being told by Young Carers, and a dance along. The entertainment provided a great opportunity for Carers to unwind and relax. There was a raffle with over 100 prizes.

We received funding to create a warm hub during the winter. This allowed us to provide us a warm space for carers to come, stay and be refreshed. This was an extension of our carers café and met on 19 occasions and had 291 attendees.

SOUTHWARK CARERS

DIRECTORS REPORT FOR THE YEAR ENDED 31st MARCH 2023

INFORMATION and SUPPORT

Advice Service

The service provides information on welfare rights matters, and benefit issues. It helps with accessing other services in Southwark and helps in finding services to promote well-being. This service was moved to a telephone service, drop off and zoom service. Post Covid we were able to resume working as we had previously with face to face and telephone and home visits. However, the creative ways of working with Covid continued we used zoom, Microsoft meetings to complete forms and support carers.

In this year the Advice and information Service provided 18379 sessions.

We record the details of every carer that we speak to. The types of support we provided were:

- Health and social care services including referrals to social services, complaints against social services and liaising with the carer and social services by attending joint meetings;
- Health and wellbeing, including advising about emotional support services, positive thinking services, or referral to these services;
- Housing and Adaptations including helping carers to negotiate with Southwark Council to move house more quickly or completing medical report forms. We also try to sort out disputes between the carer and landlords, by writing letters on their behalf.
- Breaks from caring and finding other ways of providing the carers with holidays/respite.

Advocacy Service

The Advocacy Service provides support in dealing with social, health or housing services and problems that carers might face, in accessing services for themselves or the person they care for. The Advocacy Service aims to promote carers views and protect carers rights by letting their voice be heard.

The Advocacy Service saw 50 carers. Included within the provision of advocacy is:

- Health and social care, including going with carers to Microsoft teams meetings with social services. This is mostly with carers, who do not understand the meetings or what the implications or outcomes are;
- Money and benefits advice and support; and
- Housing and adaptations, including going to meetings with the carer, writing letters to the council on their behalf and appealing housing decisions.

Information Services

Southwark Carers provides an integrated set of information services, which aims to provide useful and accessible information direct to carers, staff and professionals, to enable them to support and value carers.

An Information pack is online for all carers to access. It contains a range of advice and contact details for further assistance.

All Carers have been given a plethora of information about the medical conditions of their cared for. Where the diagnosis is recent we will highlight where information can be sought about the condition and also help the carer to understand the condition. In providing information on specific conditions we are very careful not to stigmatise any one condition or increase fears of carers. However, usually, most carers are 'experts' on the medical conditions of their cared for, they are experts by experience as they advocate on their cared for's behalf, attend Doctors appointments, administer medication. Often, the cared for's condition is only likely to deteriorate and therefore support can sometimes seem futile, as the caring burden will only increase with time.

SOUTHWARK CARERS

DIRECTORS REPORT FOR THE YEAR ENDED 31st MARCH 2023

The Website includes the latest news for carers, and details of upcoming events. There is also an area for professionals, to provide them with more information on supporting the carers. In the last year we had 30006 unique visitors to our website. They accessed the site on 48,326 occasions.

We have 2229 followers on Twitter.

We use social media tools including Facebook and WhatsApp groups to share information.

As part of Southwark carers information and advice service we offer home visits to the most vulnerable clients who are unable to access our services in the community and in our office. Home visits are vital for the particularly vulnerable and for those caring for someone with multiple needs where the carer is not accessing any respite or support.

Case study AB

AB was referred to us by their G.P. practice through a social prescriber. A is 75 years of age and is the primary carer for their partner who is also in their seventies and was recently diagnosed with dementia. AB was working until covid hit, the couple lived of their private pensions which was topped up by the state pension.

After the initial telephone call by Southwark carers, priorities were financial, a home visit was in the best interest of A, especially as they were unable to leave their home and loved one, AB felt daunted and embarrassed as they had never claimed benefits before. They had spent all their savings and were receiving no benefits. They lived in a council property and were paying full rent and council tax which was partly paid from their credit card.

On the home visit we took an Attendance Allowance form to apply for this benefit. In the benefit check A would be entitled to a reduction in rent and council tax as well as Attendance Allowance. A was surprised as they did use an online benefit calculator and it stated they were not entitled to benefits as they were over the threshold. Another home visit appointment was made to put in a claim for rent and council tax which was made online.

Further investigation we provided support with contacting their energy suppliers for advice and help with a grant and reduced rates with a payment plan.

A Southwark carers emergency plan was put in place for them that became the first point of call for all information when needed. Including, a message in the bottle that is part of the emergency plan which is kept in the fridge for emergency services to find.

Information was given on activities and support for the cared for in Southwark as well as the cost-of-living crises booklet by Southwark Council.

Outcomes financially: £1,000 repayment of rent and is better of £80.00 a week. Their credit card has been cleared and there is no debt outstanding.

Without home visits this carer would not have received the support and benefits they were entitled to.

Our information and advice service also supports carers through end of life care and after a bereavement.

Case Study X and Y

Southwark Carers have been supportive of X with many underlying health issues and her adult child Y.

X was born in the 1950's and suffers from a range of serious health conditions which include heart problems, kidney failure, arthritis and walking difficulties

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Y was born in the 1980's and is blind, has learning disabilities and Asthma

There have been issues with her Housing Association regarding her housing disrepair mainly leakage from the kitchen ceiling, mice infestation and being chronically overcrowded living in a one bed flat.

Due to extreme poverty both X and Y have been surviving without a working fridge and cooker that barely works. Food items were kept in boxes which had water leakage from the ceiling that had seeped through damaging the contents. At one point X had suffered from food poisoning resulting in admission to hospital. On being contacted Southwark carers recognised the distress and anguish of the carer and set about finding practical solutions to help.

As part of our services, Southwark carers have been providing X with emotional support, Southwark Carers runs an essential emergency food parcel service which X as a vulnerable older, carer dips into from time-to-time, on many occasions this service ensured both X and her adult child Y ate healthy and balanced food. Southwark carers also provided X and Y a winter bag containing a warm blanket, scarf, socks and informative details on how to keep warm and energy efficiency advise.

The carer was supported to complete a change of circumstances form. Southwark carers completed a housing application form for a two-bed property from The Metropolitan Thames Valley Housing Association. Still awaiting housing decision.

Completed two PIP application forms for X and her adult child Y. Y received enhanced rate mobility and daily living.

Requested a Carers Assessment (as a result only given one day respite).

Filled out an application form from Connect for Help for a fridge-freezer and electric cooker. This was successful and fridge freezer and electric cooker installed.

Completed London Fire Brigade application form for home assessment and received a home visit from the London Fire Brigade to have fire alarms fitted.

Case study C

C is in her forties and has been registered with Southwark carers since 2015, as the primary carer to her husband, of 84 years of age. C visited the office to update us on the recent bereavement of her husband. She has no family and has her own physical and mental health needs that have been ignored, due to her caring role.

C was not computer literate and had a basic understanding of the workings of her mobile phone. There are no savings and no funeral plan. She spoke of having to bury her husband with a pauper's funeral. She did not know the process and procedures of how to arrange his funeral.

The only income she had was her carers allowance, which was to be stopped. She had no other means of income or savings. Southwark carers intervention was to look at her finances, practical and emotional needs. We drew up a plan together of the priorities for her picking up husband death certificate. Registering his death to different organisations.

We went through her financial plan and issues. She was given information on other organisation and support agencies in Southwark if she needed them.

We started her claim online for Universal Credit and an appointment was made for an interview.

Over the phone we put in a claim for the Bereavement Support Allowance. We accompanied her to the

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chosen funeral parlour and a social fund bereavement application was filled out and posted with the bill of the cost for the funeral.

We accompanied her on her second visit to the Job Centre where her UC claim was processed. Emotional support was given by Southwark carers, to manage her grief. With time C was able to move forward with her life as she wanted to prepare for work, we supported her into voluntary work locally. Southwark carers arranged mock interviews to help the carer gain confidence. She signed up to a beginners IT course. We helped put her CV together and referred her to Smart Works they provided C with a complete outfit and workshops to support her getting back into work. Information on local organisations was also given.

Outcomes, she received her Bereavement Support Allowance and Universal Credit. All the funeral cost were paid by the social fund bereavement payment. She started to attend her health appointments to look after herself. We supported her to plan her finances to pay off outstanding debts and bills. C found a job that gave her focus and a purpose. She became enthusiastic with life and started to look towards a future.

OUTREACH ACTIVITIES

We used Zoom and Microsoft Teams to carry outreach activities. The purpose of this new way of working was to hold regular information, advice and support sessions. To market the innovative ways that we were working during Covid-19.

EMOTIONAL SUPPORT

Our emotional support sessions, we provided 1196 sessions (with 373 carers). We provide carers with a listening ear and coping strategies, so that they can cope with the hurdles that they face in day-to-day life. Sessions are provided on a weekly basis as carers needs require.

COUNSELLING

We received funding from St George The Martyr to provide counselling to carers, this service was designed to deal with the pandemic and its impact on carers.

Whilst we had anticipated a high level of need we didn't envisage the numbers that would be accessing our services. This reflective of the impact of the pandemic and an inability to access services, especially mental health, counselling and coping strategies. The number of people accessing the service highlights the need for this valuable intervention.

410 Carers were supported through this service. The over subscription of this service allowed us to access additional funds from the Surrey Dispensary Grant.

1. RJ Case Study

RJ works full time and was the primary carer for his wife until the loss of his wife, due to a terminal illness. He thinks he hasn't had time to grieve as after his wife died, he tried to carry on as normal and then found he was isolating himself. He is feeling low and sad as he spoke about bottling up all his feelings. Explored his feelings of grief and explained the process to help normalise those feelings. Discussed different strategies to help with his grief and mindfulness.

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He is not feeling so low as he felt that talking therapies have helped him. He spoke about how he felt when his wife died. He is now able to communicate his feelings to his family which is something he has never done before and now has their support. He spoke about feeling sad and how he shut himself away for a long time from other people. Helped to normalise some of his feelings of grief and spoke about getting a life balance and putting strategies in place and feel good practices, including looking into some hobbies.

RJ is feeling better and is feeling more hopeful as he can see a massive improvement to how he was feeling. He is reflecting more and not trying to do everything himself. He spoke about his wife as it's her birthday soon and how he will be putting strategies in place for it to be a sad but more positive experience. He spoke about his personal issues and fears and the feeling that his head was being crushed, but now his head is much clearer. He is now acknowledging his feelings and looking after himself and is getting more of a life balance of doing one thing at a time. I made some interpretations. I listened. I reflected back the difficult place that he had come from to seeing the light at the end of the tunnel instead of his feelings of desperation.

2. SS Case Study

SS is in her forties and is the primary carer for her mother who is bedridden and cares for her father too. She has suffered mental health due to the death of family members, friends, and the stress of working full time, and the pressure of her caring responsibilities. She feels consumed by her emotions of grief by the loss of her brother and sister. Work issues also played a dominant role due to a death of a close friend at work whom she had known for many years and who was a confidant.

Discussed the grief process writing down her feelings walking and being out and breathing exercises. Spoke about writing a letter to her brother as she did not get a chance to say goodbye as she was told over the phone that he had passed away. Discussed difficult feelings and planting a tree in her brother's memory. She spoke about her loss, I listened.

SS has many days where she is feeling stressed, angry, and overwhelmed with sadness and loss. Work was also becoming stressful, and causing anxiety. This was manifesting in physical symptoms such as having headaches and her body is tight and taunt with tension and stress.

We discussed work life balance. How this could be implemented. Mindfulness breathing and strategies to use on a daily basis. We explored her options, choices and the future. We explored her anger and understanding the process of grief, putting in place a number of different strategies for her to have an outlet for her anger and frustration.

She took some annual leave and used that time to go out with friends, walking, talking and tried yoga for the first time. She is putting in mindfulness and breathing strategies and found the relaxation exercises helped with her headaches and stress. She is feeling better as she is more aware of her feelings and allowing herself to grieve properly.

SS has started to put her health and wellbeing as a priority instead of neglecting her needs and putting others first. She has recently stated to look forward to the future in a more positive way and has signed up for training courses, making changes that benefit her emotional wellbeing. She is decorating her home and is finally opening many of the boxes she has had closed and in storage when she moved in her home many years ago.

3. Case Study S

S cares for her elderly mother who lives alone and is in the early stages of dementia. Although S has four siblings living in the area, she is the sole carer for her mother combining care with a part time job.

S was overwhelmed and suffering from anxiety and exhaustion when she contacted Southwark Carers a few

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months ago requesting support with filling in a form and said that she didn't want to continue caring for her mother. When invited to join our online activities to take a break from caring she responded angrily that she didn't have time.

S instantly agreed to an offer of six sessions of counselling and Mindfulness relaxation sessions with the view of extending the course if necessary. She has had twelve sessions and we are continuing to work together at present.

During these sessions S has been very open about the issues affecting her and her relationship with her cared for and extended family. The main emerging issues have been huge anger and resentment towards her mother and family dynamics.

S is the youngest of six children from a family of BAME background and like all her siblings she was born in England. She is intelligent and because she doesn't consider herself a beauty, she gives her physical appearance a great deal of care, attention and importance. She is also accomplished and successful in her career.

S described her mother as selfish, uncaring and manipulative. She justified her resentment towards her explaining how due to her personality and attitudes S and her needs have always been overlooked or quashed throughout her life. She disclosed the importance her mother gives to looks, skin colour and gender which meant that she has favoured her lighter coloured children always showering praise, attention and appreciation on her sons and her whiter daughters while ignoring S's lifetime devotion, service and loyalty. Our sessions revealed that amongst many, the three biggest issues S is holding against her mother are her determination to hold her back as a young promising athlete, her refusal to support and protect her when still very young she decided to marry an unsuitable man, and her inability to defend her when things got ugly with her siblings. S discussed how these actions have left her with lasting damaging effects including lack of confidence, unhappiness with her life as a childless divorcee living alone with a dog who is now sick and dying of old age and being estranged from her siblings. She feels like an outsider in her own family and fears the isolation when her mother and her dog die. S also resents having to care for her mother when according to her she didn't receive any care or support from her.

Questions have revealed a deep need of validation, acceptance and connection with her mother, and S was on a quest for her mother's acknowledgement and explanation of her conduct, and she was seeking apologies for her mother's treatment of her.

Our work has been centred on loss, anger and relationship dynamics. Through this S has been able to see how her angry, defensive and confrontational approach when seeking answers from her mother was getting in the way of a productive, honest and open conversation which was holding her back from achieving her goals.

Anger as a useful feeling has been discussed and explored as well as the need to express and channel it into more constructive objectives. Subsequently acknowledged and fear of loss of both her mother and her dog has also surfaced and been explored as has S's fear of the future without her caring role.

Through these sessions in which many topics including culture, age, religion, family attitudes and beliefs, individual personal experiences, historic events, role models, education, social class and historic period have been discussed, S has been able to see her mother's actions and attitudes from a more open perspective. As a result, her approach to her sessions has taken a tone of curiosity and willingness to learn and understand the root of her mother actions. This has led S to see her mother with some empathy and compassion, subsequently greatly improving their relationship and bringing them closer. Although still grieving her losses S has is finding her answers and getting the apologies as her mother gradually expresses her regrets. Recently S lamented the waste of time resenting her mother in our session and stated that from now on her focus will be to make every minute count creating positive memories with her and her dog.

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Through her Mindfulness sessions S has become more present and aware of her feelings and reactions and consequently more able to see what changes she needs to make. Having learnt to use breathing as a coping strategy she reports feeling overall calmer, less anxious, more focused and more grounded. Seeing how beneficial the sessions are, she has now implemented Mindfulness relaxation exercises in her daily routine for longer or shorter periods of time depending on time and is applying this to aid sleep. These strategies have also supported S when challenges arise with her mother.

Discussing what S wants for herself in the future she has decided that she will move to a seaside town which has been a dream for a long time and will start a new life while perhaps starting to build bridges with at least two of her siblings.

Over the last few sessions S has repeatedly expressed her immense appreciation and gratitude for our service articulating how much this intervention has changed her life, and by extension the lives of those around her, especially her relationship with her mother. While grieving for her losses and acknowledging her sadness S's resentment for her mother has lessened and she stopped wanting to abandon her. However, S's issues are deep, and we continue to work together in awareness and acknowledgment that hers is going to be a long ongoing journey as her mother's mental and physical health deteriorates bringing new challenges and wakening old grudges. It is one step forward and two steps back at the moment, but S has taken a few significant leaps. After all these dynamics S is also undergoing some serious health issues of her own.

4. Case study C

C is a carer known to Southwark Carers for many years, as she cares for her three young adult children all of whom have special needs. C presented overwhelmed and full of anxiety when she called a few months ago requesting information about an organisation providing specialised support for young people with the type of needs her children have.

C was offered weekly counselling and Mindfulness relaxation sessions when she explained the many difficult issues she was facing. They were practical, financial and mostly emotional.

C had no coping strategies, nothing good going for herself and had faced lockdown with all its challenges on her own. She was on antidepressants and said that she felt trapped and wanted to run away never to come back. She was at the end of her tether. She was neglecting herself, had no energy and felt alone with her incredible caring responsibility.

Delving into her issues C disclosed that her youngest (teenage) child was acting out and her eldest's behaviour was unpredictable. C was also scared. Not long ago her eldest had destroyed many things at home and broken a window in a fit of rage and she had to call the police. Nevertheless, C described herself as a strong, independent and self-sufficient woman but felt that she had lost control and was lost.

C has made incredible progress since starting our sessions. Our early conversations revealed issues of social isolation and depression and core issues of shame, lack of trust, guilt and anger.

After discussing present situation and addressing feelings and thoughts we started to explore family dynamics. During these sessions C started to realise that her own issues of shame, anger, fear and a refusal to accept her children's disabilities were the root issues affecting the family. Not surprisingly she discovered that these issues and her approach to life and her family stemmed from attitudes and behaviours from her community, role models and life experiences.

C's community is judgmental, and they don't accept disabilities, so she was made to feel ashamed of her children. This was having a tremendous impact. C was both being both overprotective and pushy with her children forcing them to be like or better than their peers and holding them back socially. C suffered trauma and abandonment in her early life and this was compounded by further abandonment and betrayal from the father of her children. Having no outlet or coping strategies her anger and frustration were coming out in her interactions and responses with her children. One of C's main concerns was that her teenage child had become

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angry and refused to talk to her. Because he is the one with the mildest disability, she felt she was losing him. Making matters worse was the children's dynamics between themselves; they were snapping at each other which aggravated their individual issues and impacted the collective whole.

Our work together has consisted in demystifying disability, helping C see her children as individuals with strengths and weaknesses and supporting and encouraging with focus on their abilities while considering their weak points, and equipping them to deal with challenges in their daily life.

We have also worked on coping strategies to help C support herself when stressed or overwhelmed. Mindfulness relaxation and breathing exercises have done wonders. While a little reserved at the beginning C has gradually opened up about her personal issues and history. We have discussed the anger and guilt and she has been able to start to process these outside the family dynamics. A few weeks ago, while addressing her losses C grieved for her young self and reminisced on the bright, happy, fun, free spirit, and aspirational woman who loved making beautiful colourful dresses she used to be. We agreed to unearth at least a part of this old self and she talked about starting over by using some self-care and starting a course on fashion design.

C and I agree that it has been a long journey. As a result of which she finds herself more at peace and in control of her life now. With new confidence she recently gathered the courage to confront her ex-partner about his betrayal and abandonment of his children. She also started to talk about her traumatic experience with her extended family. She said she would have never been able to find her voice if it wasn't for our sessions. Her children stopped acting out and they are having productive conversations. Through these she has got to know them better and is now encouraging and supporting them to achieve their dreams. She has equipped them with practical strategies to deal with challenges and is giving them more freedom. It appears that the children have mentioned her change and she delights in their closeness to her. She says that apart from the occasional problem there is peace and no shouting in the house. C has stopped wanting to run away and stopped caring about what other people say or think about her family and is now focused on her life going forward.

To supplement the counselling service we also provide one to one and Group Mindfulness sessions, these were carried out over Zoom.

HEALTH AND WELL BEING

With our partnership with Fareshare we were able to support vulnerable carers who needed food parcels. We were able to provide 259 food parcels.

Carers United Project

We further developed the work that we had carried out around peer support with the Challenging Behaviour Foundation. This was developed into a two-day workshop that would allow our volunteer carers to provide peer support to all family carers. Thus providing an alternative support mechanism for carers in Southwark giving them the access that they need to emotional and practical support, thus easing the pressures of their caring role.

IDENTIFYING HIDDEN CARERS

It is pertinent to note that a key objective for the charity is to identify hidden carers and to provide them with appropriate support. Another key aim of our service is to raise awareness of carer issues to local health services, such as GP surgeries, local hospitals and clinics. It encourages health services to identify carers as early as possible and provide carer awareness training to health professionals across the borough.

We use innovative methods to spread our message that where an individual is looking after someone who is ill, elderly or frail that they need to recognise that their role is beyond simply that of caring for a loved one,

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that it is an unpaid role that saves the economy, £162 billion / year as stated by Carers UK, who recognises and publicly acknowledges their role.

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We designed a number of unique marketing materials which were placed at over 42 health settings in Southwark including GP surgeries, pharmacists, libraries and leisure centres. Other tools included identification cards in protective 'oystercard' type wallets and our emergency planning kits. We also provided carers with pill boxes, attached to a key ring so that they would not be without their or their cared for's medication.

We registered 205 new carers to the service, of these 33 were male and 168 female, 4 carers refused to state whether they were male or female. This is reflective of national trends, where the number of female carers is far greater than the number of male carers.

CARERS ASSESSMENTS

In 2015 the Care Act 2014 came into effect. The Care Act enshrined a number of key principles for Carers. The Act was hailed as finally recognising a Carer's right to an independent assessment of their needs. Implementation of the Care Act across the Country has varied. Southwark Council in its implementation of the Care Act decided that the process for carrying out Carers Assessments would be taken back in house and would be carried out by a specialist carers social work team. We referred 51 carers for an assessment and provided information and support around carers to a further 2517 carers.

FINANCIAL SUPPORT

GRANTS

As a result of the changes in funding experienced by us and taking into account the economic and political landscape of social care we continued to work with over 40 grant providers to secure grants for carers. In this financial year we were able to help carers purchase furniture including new beds, mattresses, and chests of drawers, wardrobes. We were also able to assist in the purchase of white goods including fridges, washing machines, and ovens. We also assisted in securing educational equipment for children with additional needs. In total we achieved an additional income of £10,927.75, carers received 33 grant awards.

Case study E

E was born 1980's is the carer

G born on 1930's has mobility issues, suffers from incontinence , diabetes and has communication issues.

E is the sole and Primary carer to G who is exceptionally vulnerable. E lives out of the borough and commutes to Southwark.

The cared for suffers from incontinence and soiled themselves frequently. E had to take the dirty laundry to wash at launderette and at times hand wash clothing. This was a long and arduous process. A washing machine was a basic necessity for this carer but was unaffordable.

Southwark carers made a successful application to have a grant for a washing machine to be installed at the cared home for which made the carers life easier.

OTHER

We have made good progress in achieving our main aims.

Services - please see above where our activities and performance has been set out.

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1. Representation – Southwark Carers has continued to represent the views of about 5300 carers locally. Our staff are key speakers at public events about health and social care and carers, their rights and their needs.

Southwark Carers have regularly attended the All-Party Political Group on Carers at the House of Commons, this has allowed us to represent the views of carers locally and nationally. Furthermore, we have been able to be at the cutting edge of policy developments and decision making.

Locally we have been asked on numerous occasions to represent the views of carers on consultations on local issues, ranging from planning through to the layout and design of local hospitals, local health networks and provision of services for all conditions.

2. Campaigning - we have continued to publicly campaign to put the needs and rights of carers into the wider public realm. We supported Carers Week and Carers Rights Day, and organised our own co-ordinated publicity campaigns, using newspaper advertising, posters and leaflets in health and community buildings, to help people across the community to identify as carers.

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3. Partnership Working – during the year we have regularly communicated with or established new working relationships with a range of organisations, to help us in our work, including Community Southwark, COPSINS, Cambridge House, Carers UK, King's College Hospital, SLaM, St Thomas's Hospital and Southwark Resource Centre.

We created a partnership with ADASS, allowing us to participate in a range of innovative Zoom events, including a Festival for Carers.

4. Governance – our Trustees met quarterly throughout the year, on zoom, and continued to consider all the issues relevant to delivering our services, managing staff and developing the organisation in order to continue to serve carers locally and to ensure that we continue to meet the needs of carers.
5. Quality – to ensure that we are able to deliver our services and be an organisation that operates at a consistently high level of quality. Work on Quality Assurance continued work, more specifically on Investors in People and Volunteers accreditation and ISO9001 this is with a view to ensuring that we are continually striving to provide an excellent service.
6. Resources - the Trustees have throughout the year maintained oversight of the financial and practical resources required to ensure that Southwark Carers continues into the future and have taken steps to ensure that we have an appropriate level of staff, financial reserves, and the practical resources for the office and carers centre.
7. Development – throughout the year we have considered different methods of working and the potential for new services that we could offer to carers, in order to support them as best we can. We did bid for funding for new services but were not always successful, however, each application that we did allowed us to develop ideas and look at providing innovative ways of supporting carers.

We will continue to consider new sources of funding to extend and develop more services for carers of all ages, in the year ahead.

RESERVES POLICY

The purpose of the policy is to ensure that Southwark Carers are able to meet their contractual obligations and finance future expansion of the organisation. The Directors have decided to set aside funds not committed or invested in tangible assets. The level of free reserves (excluding restricted funds) is reviewed annually by the directors. The directors consider that the most appropriate level of free reserves should be between £82,000 and £164,000 3 months running costs. Unrestricted reserves at 31st March 2023 were £34,457.

The present level of unrestricted reserves equates to 1 month running costs. However, it falls short of the lower threshold. Therefore, the strategy will be to continue to act prudently in relation to the organisations reserves. However, Southwark Carers will assess the viability of reinvesting funds into services where there is a demonstrable need that cannot be met through other sources of funding.

PLANS FOR FUTURE PERIODS

We look forward to diversifying our income and our funding streams further by making applications to national and local trusts. We look forward to working with Southwark Council in developing future services for Carers.

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We look forward to developing and strengthening our local and national partnerships in order to develop models of best practice, around all services for carers, for example emergency planning.

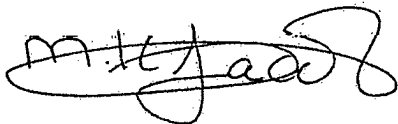
We look forward to developing our partnership with COPSINS and developing further joint bids within this partnership.

FINANCIAL REVIEW

The total income for the year was £ 312,473 in 2023 compared to £ 308,797 in 2022. The charitable expenditure decreased from £299,376 in 2023 to £307,184 in 2022.

This report has been prepared in accordance with the special provisions relating to small companies within Part 15 of the Companies Act 2006.

Approved by the Directors and Signed on their behalf by:

A handwritten signature in black ink, appearing to read 'm. jacob', written over a horizontal line.

Mary Jacob

26th April 2024

Independent examiner's report to the trustees of Southwark Carers

I report to the charity trustees on my examination of the accounts of the Company for the year ended 31 March 2023.

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

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.

Financial Warehouse Company Ltd
Chartered Certified Accountants
The Maidstone Terrace
Maidstone ME15 6AW

26/04/2024

Statement of financial activities (incorporating an income and expenditure account)

For the year ended 31 March 2023

		Unrestricted funds £	Restricted income funds £	2023 Total funds £	2022 Total funds £
Income from:	Notes				
Income and endowments from:					
Donations and legacies	2	9,944	-	9,944	1,326
Charitable activities		-	-	-	161,928
-Aging Well Project	3	-	125,446	125,446	137,150
-Advice, Information and Support	3	166,750	10,333	177,083	-
-Enabling, Empowering & Enriching		-	-	-	-
Other trading activities		-	-	-	-
Investments		-	-	-	-
JRS grant		-	-	-	8,393
Total		176,694	135,779	312,473	308,797
Resources expended					
Expenditure on:					
Raising funds		-	-	-	-
Charitable activities		-	125,446	125,446	161,928
-Aging Well		-	-	-	-
-Advice, Information and Support		163,597	10,333	173,930	-
-Enabling, Empowering & Enriching		-	-	-	145,256
Total	5	163,597	135,779	299,376	307,184
Net income/(expenditure) before investment		13,097	-	13,097	1,613
Net gains/(losses) on investments		-	-	-	-
Net income/(expenditure)		13,097	-	13,097	1,613
Transfers between funds		-	-	-	-
Other recognised gains/(losses):		-	-	-	-
Gains and losses on revaluation of fixed assets for the		-	-	-	-
Other gains/(losses)		-	-	-	-
Net movement in funds		13,097	-	13,097	1,613
Reconciliation of funds:					
Total funds brought forward		21,360	-	21,360	19,747
Total funds carried forward	13	34,457	-	34,457	21,360

As at 31 March 2023

			Unrestricted funds £	Restricted income funds £	2023 Total funds £	2022 Total funds £
Tangible assets			7,248	-	7,248	6,372
Investments			-	-	-	-
<i>Total fixed assets</i>	11		7,248	-	7,248	6,372
Current assets						
Debtors	12		12,258	-	12,258	30,877
Investments			-	-	-	-
Cash at bank and in hand			40,247	-	40,247	14,989
<i>Total current assets</i>			52,505	-	52,505	45,866
Creditors: amounts falling due within one year	12		(25,296)	-	(25,296)	30,878
<i>Net current assets/(liabilities)</i>			27,209	-	27,209	14,988
<i>Total assets less current liabilities</i>			34,457	-	34,457	21,360
Creditors: amounts falling due after one year			-	-	-	-
Provisions for liabilities			-	-	-	-
<i>Total net assets or liabilities</i>	13		34,457	-	34,457	21,360
Funds of the Charity						
Endowment funds			-	-	-	-
Restricted income funds			-	-	-	-
Unrestricted funds			34,457	-	34,457	21,360
<i>Total funds</i>	13		34,457	-	34,457	21,360

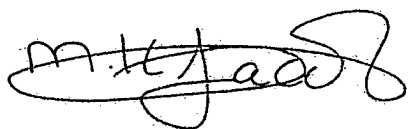
The directors consider that the company is entitled to exemption from the requirement to have an audit under the provisions of section 477 of the Companies Act 2006 and members have not required the charitable company to obtain an audit for the year in question in accordance with section 476 of the Act. The Directors acknowledge their responsibilities for complying with the requirements of the Companies Act 2006 with respect to accounting records and for preparing financial statements which give a true and fair view of the state of affairs of the company as at 31 March 2023 and of its net outgoing resources for the year in accordance with the requirements of sections 394 and 395 of the Act and which otherwise comply with the requirements of the Companies Act 2006 relating to financial statements, so far as applicable to the company. The financial statements have been prepared in accordance with the special provisions relating to companies subject to the small companies regime within Part 15 of the Companies Act 2006 and in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with

Southwark Carers

Balance sheet

The financial statements have been prepared in accordance with the special provisions for small companies under Part 15 of the Companies Act 2006.

Approved by the trustees on 26th April 2024 and signed on their behalf by

A handwritten signature in black ink, appearing to read 'M. Jacob', written over a horizontal line.

Mary Jacob
Chair

1 Accounting policies

a) Basis of preparation

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102 - effective 1 January 2015) - (Charities SORP FRS 102) and the Companies Act 2006.

The charitable company meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy or note.

b) Going concern

The trustees consider that there are no material uncertainties about the charitable company's ability to continue as a going concern. Key judgements that the charitable company has made which have a significant effect on the accounts. The trustees do not consider that there are any sources of estimation uncertainty at the reporting date that have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities within the next reporting period.

c) Income

Income is recognised when the charity has entitlement to the funds, any performance conditions attached to the income have been met, it is probable that the income will be received and that 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 that the income will be received and the amount can be measured reliably and is not deferred.

For legacies, entitlement is taken as the earlier of the date on which either: the charity is aware that probate has been granted, the estate has been finalised and notification has been made by the executor(s) to the charity that a distribution will be made, or when a distribution is received from the estate. Receipt of a legacy, in whole or in part, is only considered probable when the amount can be measured reliably and the charity has been notified of the executor's intention to make a distribution. Where legacies have been notified to the charity, or the charity 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.

Income received in advance of the provision of a specified service is deferred until the criteria for income recognition are met.

d) Donations of gifts, services and facilities

Donated professional services and donated facilities are recognised as income when the charity has control over the item or received the service, any conditions associated with the donation 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. In accordance with the Charities SORP (FRS 102), volunteer time is not recognised so refer to the trustees' annual report for more information about

their contribution.

On receipt, donated gifts, professional services and donated facilities 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 recognized in expenditure in the period of receipt.

e) 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.

f) Fund accounting

Restricted funds are to be used for specific purposes as laid down by the donor. Expenditure which meets these criteria is charged to the fund.

Unrestricted funds are donations and other incoming resources received or generated for the charitable purposes.

Designated funds are unrestricted funds earmarked by the trustees for particular purposes.

g) Expenditure and irrecoverable VAT

Expenditure is recognized 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:

- Costs of raising funds relate to the costs incurred by the charitable company in inducing third parties to make voluntary contributions to it, as well as the cost of any activities with a fundraising purpose
- Expenditure on charitable activities includes the costs of delivering services, undertaken to further the purposes of the charity and their associated support costs.
- Other expenditure represents those items not falling into any other heading

Irrecoverable VAT is charged as a cost against the activity for which the expenditure was incurred.

h) Allocation of support costs

Resources expended are allocated to the particular activity where the cost relates directly to that activity. However, the cost of overall direction and administration of each activity, comprising the salary and overhead costs of the central function, is apportioned on the basis which are an estimate, based on staff time, of the amount attributable to each activity.

Where information about the aims, objectives and projects of the charity is provided to potential beneficiaries, the costs associated with this publicity are allocated to charitable expenditure.

Where such information about the aims, objectives and projects of the charity is also provided to potential donors, activity costs are apportioned between fundraising and charitable activities on the basis of area occupied by each activity.

i) Operating leases

Rental charges are charged on a straight line basis over the term of the lease.

j) Tangible fixed assets

Items of equipment are capitalized where the purchase price exceeds £550. Depreciation costs are allocated to activities on the basis of the use of the related assets in those activities. Assets are reviewed for impairment if circumstances indicate their carrying value may exceed their net realisable value and value in use.

No depreciation charge on the building is made on the grounds that it would be immaterial because the estimated remaining useful economic life is expected to be more than 50 years.

Depreciation is provided at rates calculated to write down the cost of each asset to its estimated residual value over its expected useful life. The depreciation rates in use are as follows:

Fixture and Equipment	33 1/3% p.a straight line
Computers	33 1/3% p.a straight line
Buildings and Maintenance	33 1/3% p.a straight line

k) Debtors

Trade 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.

l) Cash at bank and in hand

Cash at bank and cash in hand includes cash and short term highly liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar account. Cash balances exclude any funds held on behalf of service users.

m) Creditors and provisions

Creditors and provisions 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 and provisions are normally recognised at their settlement amount after allowing for any trade discounts due.

n) 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 with the exception of bank loans which are subsequently measured at amortized cost using the effective interest method.

o) Pensions

The charity operates stakeholder pension scheme

Income from donations and legacies

2	Unrestricted Fund	Restricted Fund	Total 2023	Total 2022
Donations	9,944	-	9,944	1,326
	-	-	-	-
	<u>9,944</u>	<u>-</u>	<u>9,944</u>	<u>1,326</u>

Income from charitable activities

3	Unrestricted	Restricted	Total 2023	Total 2022
Contract Income				
Southwark Council	166,750	-	166,750	166,750
	-	-	-	-
	<u>166,750</u>	<u>-</u>	<u>166,750</u>	<u>166,750</u>
<u>Grant Income</u>				
Aging Well	-	125,446	125,446	125,446
Southwark Council	-	-	-	-
	-	3,833	3,833	3,185
United ST Saviours	-	4,000	4,000	1,000
The League Community	-	0	0	5,995.0
Furlough Grant	0	-	0	8,393.0
Other Grants	-	2,500	2,500	575.0
Total income from charitable activities	<u>0</u>	<u>135,779</u>	<u>135,779</u>	<u>144,594</u>

4 Income from investments	Unrestricted	Restricted	Total 2023	Total 2022
Investment income	-	-	-	0
	<u>-</u>	<u>-</u>	<u>-</u>	<u>0</u>
Total Income	<u>176,694</u>	<u>135,779</u>	<u>312,473</u>	<u>312,670</u>

Analysis of Expenditure

Notes 5

	Cost of raising funds	Citizen Research Project	Enablind, empowering & enriching	Advise and infomration	Support cost	Total 2023	Total 2022
Staff costs (Note6)	-	-	219,728	-	-	219,728	224,554
Counselling & Facilitating	-	-	-	-	-	-	-
Events and Activities	-	-	1,776	-	-	1,776	788
Grant Aid	-	-	-	-	-	-	-
Support Cost	-	-	-	-	-	-	-
Office costs	-	-	44,176	-	-	44,176	43,769
Rent	-	-	10,000	-	-	10,000	10,000
Computer expenes	-	-	5,185	-	-	5,185	11,710
Printing, postage and stationery	-	-	700	-	-	700	-
Telephone & internet	-	-	2,048	-	-	2,048	2,493
Insurance	-	-	3,721	-	-	3,721	1,906
Bank charges	-	-	-	-	-	-	120
Independent examiner's fee	-	-	3,000	-	-	3,000	3,750
Registration fees	-	-	2,247	-	-	2,247	1,942
Professional fees	-	-	1,578	-	-	1,578	2,965
Depreciation	-	-	5,217	-	-	5,217	3,186
Total Expenditure 2023	-	-	299,376	-	-	299,376	307,184
Support Cost	-	-	-	-	-	-	-
Total Expenditure 2023	-	-	299,376	-	-	299,376	307,184

Analysis of Expenditure (Prior year)

	Cost of raising funds	Citizen Research Project	Enablind, empowering & enriching	Advise and infomration	Support cost	Total 2022
Staff costs (Note6)	-	-	224,554	-	-	224,554
Counselling & Facilitating	-	-	-	-	-	-
Events and Activities	-	-	788	-	-	788
Grant Aid	-	-	-	-	-	-
Support Cost	-	-	-	-	-	-
Office costs	-	-	43,769	-	-	43,769
Rent	-	-	10,000	-	-	10,000
Computer expenes	-	-	11,710	-	-	11,710
Printing, postage and stationery	-	-	-	-	-	-
Telephone & internet	-	-	2,493	-	-	2,493
Insurance	-	-	1,906	-	-	1,906
Bank charges	-	-	120	-	-	120
Independent examiner's fee	-	-	3,750	-	-	3,750
Registration fees	-	-	1,942	-	-	1,942
Professional fees	-	-	2,965	-	-	2,965
Depreciation	-	-	3,186	-	-	3,186
Support Cost	-	-	-	-	-	-
Total Expenditure 2022	-	-	307,184	-	-	307,184
Support cost	-	-	-	-	-	-
Total expenditure 2022	-	-	307,184	-	-	307,184

6. Net incoming resources for the year

This is stated after charging /crediting

	2023	2022
Depreciation	5,217	3,186
Independent Examiner Fees	<u>3,000</u>	<u>3,000</u>

7. Analysis of staff costs, trustee remuneration and expenses, and the cost of key management personnel

Staff costs were as follows:

	2023	2022
	£	£
Salaries and wages	189,254	196,676
Social security costs	19,288	18,689
Employer's contribution to defined contribution pension schemes	9,369	9,189
	<u>217,911</u>	<u>224,554</u>

Staff numbers

The average number of employees (head count based on number of staff employed) during the year was as follows:

	2023	2022
	No.	No.
Raising funds	-	-
Charitable activities	6	6
Support	<u>1</u>	<u>1</u>
	<u>7</u>	<u>7</u>

£60,000 - £69,999

2023	2022
<u>1</u>	<u>1</u>

The Total employees' benefits including pension and national insurance contributions of the key management personnel were £60,163 (2022:67,850).

The charity trustees were not paid or received any other benefits from employment with the charity in the year (2022:Nil). No charity trustee received payments for professional or other services supplied to the charity (2022: Nil)

For the year ended 31 March 2023

8. Staff numbers

The average number of employees (head count based on number of staff employed) during the year was as follows:

	2023 No.	2022 No.
Raising funds		
Charitable activities	6	6
Support	1	1
	<u>7</u>	<u>7</u>

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

10. Taxation

The charitable company is exempt from corporation tax as all its income is charitable and is applied for charitable purposes.

The charity operates a stakeholder pension scheme. The amounts owed to the pension scheme at each balance sheet date are £791 and the number of staff members of the staff members of the scheme is 7

11. Tangible fixed assets

Cost	Fixture & equipment £	Computer & IT equipment £	Total £
At the start of the year	-	64,599	64,599
Additions in year	-	6,093	6,093
Disposals in year	-	-	-
At the end of the year	<u>-</u>	<u>70,692</u>	<u>70,692</u>
Depreciation			
At the start of the year	-	58,227	58,227
Charge for the year	-	5,217	5,217
Eliminated on disposal	-	-	-
At the end of the year	<u>-</u>	<u>63,444</u>	<u>63,444</u>
Net book value At the end of the year	<u>-</u>	<u>7,248</u>	<u>7,248</u>

For the year ended 31 March 2023

12. Debtors & Creditors

	2023	2022
	£	£
Grant receivable	12,258	30,887
Other debtors	-	-
	<u>12,258</u>	<u>30,887</u>

Creditors: amounts falling due within one year

	2023	2022
	£	£
Taxation and social security	19,296	27,878
Other creditors	-	0
Accruals	6,000	3,000
	<u>25,296</u>	<u>30,878</u>

For the year ended 31 March 2023

13. Analysis of net assets between funds

	General unrestricted	Designated	Restricted	Total funds
Tangible fixed assets	7,248	-	-	7,248
Net current assets	27,209	-	-	27,209
Net assets at the end of the year	34,457	-	-	34,457

Analysis of net assets between funds (prior year)

	General unrestricted	Designated	Restricted	Total funds
Tangible fixed assets	6372	-	-	6,372
Net current assets	14988	-	-	14,988
Net assets at the end of the year	21,360	-	-	21,360

14. Movements in funds

	At the start of the year £	Incoming resources & gains £	Outgoing resources & Losses	Transfers £	At the end of the year £
Restricted Funds					
Aging Well	-	125,446	(125,446)	-	-
Others	-	10,333	(10,333)	-	-
	-	-	-	-	-
	-	-	-	-	-
	-	-	-	-	-
Total Restricted funds	-	135,779	(135,779)	-	-
Unrestricted Funds	21,360	176,694	(163,597)	-	34,457
					-
Total Unrestricted funds	21,360	176,694	(163,597)	-	34,457
Total Funds	21,360	312,473	(299,376)	-	34,457

Movements in funds (prior year)

	At the start of the year £	Incoming resources & gains £	Outgoing resources & Losses	Transfers £	At the end of the year £
Restricted Funds					
Age UK	-	172,683	(172,683)	-	-
	-	-	-	-	-
Total Restricted funds	-	172,683	(172,683)	-	-
Unrestricted Funds	19,748	136,113	(134,501)	-	21,360
Total Unrestricted funds	19,748	136,113	(134,501)	-	21,360
Total Funds	19,748	(36,570)	38,182	-	21,360

Funds: Total funds

Purposes of restricted funds

All carers in Southwark will have access to the practical and emotional support they need and the recognition and influence they deserve. The purpose of the restricted funds are to organise the activities for carers-

"Reducing Social Isolation, Advice, Information and Support, Health and Well Being, Identifying Hidden Carers and Financial Support ".

15. Operating lease commitments

The charity has no future minimum lease payments under non-cancellable operating leases.

16. 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.

Accounts



FINANCIAL STATEMENTS

FOR THE YEAR ENDED

31st MARCH 2022

COMPANY NUMBER: 04146495

CHARITY NUMBER: 1085300

SOUTHWARK CARERS
DIRECTORS REPORT
FOR THE YEAR ENDED 31st MARCH 2022

The Directors are pleased to present their report together with the financial statements for the charity for the year ended 31st March 2022. The financial statements comply with current statutory requirements, the memorandum and articles of association and the 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 (FRS102) (effective 1 January 2015).

REFERENCE AND ADMINISTRATION DETAILS OF THE CHARITY ITS DIRECTORS AND ADVISERS

Directors (who are also the Charity's Trustees) who served during the period to the date of approval of the financial statements were:

Wondwossen Befikadu Kebede	Treasurer
Mary Jacob	Chair
Dorah Naisubi	
Gwendoline Rebecca Yvonne Najair Bellinfante	
Fiona Thompson	

Chief Officer & Company Secretary

Verinder Mander

Registered Address:

Southwark Carers 3 rd Floor, Walworth Methodist Church 54 Camberwell Road Camberwell London SE5 0EN	Tel: 020 7708 4497
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Bankers:

The Co-operative Bank
Olympic House, 6 Olympic Court
Montford Street
Salford M5 2QP

Independent examiners:

The Financial Warehouse Company Ltd
The Business Terrace
Maidstone House
King street
Maidstone ME15 6AW

SOUTHWARK CARERS
DIRECTORS REPORT
FOR THE YEAR ENDED 31st MARCH 2022

CHAIR'S REPORT 2022

The last year was an incredibly tough year for Southwark Carers, all our service users and their families from a financial and health perspective. Covid restrictions continued. We operated with a significantly reduced income, the phrase more services and outcomes for substantially less financial resources is very apt to describe the current funding and COVID crisis. Given the changing economic, and health climate, the changes in benefit payments and the pressures on local authorities and the NHS, has seen the staff and volunteers at Southwark Carers under enormous pressure.

Throughout this period the staff and volunteers have worked closely together to maintain stability and to ensure that there was a smooth service operating. Whilst explaining to clients that services they had previously received by local government, NHS and ourselves were not available due funding shortages, COVID-19 and redefining priorities.

The team have strived to achieve targets set and with dedication and fortitude they have managed to be successful in their endeavours, and during this extraordinarily difficult time far exceeded expectations. This has been done against the backdrop of a reduced staffing team and reduced resources to provide services for carers.

The burden of caring does not rest with just one member of a family or friendship network, it extends to all members of the family and friendship groups. In the past we have had a whole family support officer but with the reduction in income we had to restructure the team and find new ways of working. Rather than a dedicated member of the team providing whole family support we have spread the work throughout the team. Also we have opened up all our events to all unpaid carers and their cared for. This has enabled us extend our reach into the community and spread our key message that Carers have a right to a life of their own.

On a positive note we continued to promote our relationship with Carefree Breaks and were able to offer carers opportunities to sign up for breaks, in under utilised hotel accommodation, once Covid-19 restrictions were lifted. These have proved very popular and have allowed carers to look forward to respite, once restrictions were lifted and society was able to operate fully again after Covid-19 restrictions.

We further developed our working relationship with Fareshare a food redistribution charity, this was developed further into a weekly food distribution. This allowed us to create food packages and basic hygiene products for carers in need, those having to shield with their cared for, those who had to isolate and where they could not access food deliveries, or did not have the financial resources to do so. We were also provided with Covid safety kits for carers to use when looking after loved ones.

This was our second year jointly with AgeUK Lewisham and Southwark, for Citizens Research Project Seniors and Carers in Southwark, was concluded. The aim of the project was to train volunteer researchers to carry out research amongst their peers. This was the second year of a two year project and it was in this year that the training they received in year one was utilized to carry out community research. Two of our carers participated in this research work.

Reflections on the Pandemic and the Impact on Carers and Their Families

This piece is a reflective piece on the experiences of carers in the lockdown.

For many years I have been a carer and registered with Southwark Carers during my time with them I have had various roles as a carer, trainer, health and safety advisor and trustee. Throughout my association with Southwark Carers I have been a community activist, and promoted Southwark Carers to friends, colleagues and other groups in the Borough. This has always been with a view to getting hidden carers to recognise their caring role and to seek support and services before they are at crisis point. My personal network of carers who

SOUTHWARK CARERS

DIRECTORS REPORT FOR THE YEAR ENDED 31st MARCH 2022

I regularly communicate with has expanded throughout the time that I have been a member of Southwark Carers.

From the outset of the pandemic and the first Lockdown in March 2020, it was very apparent that the impact on carers was going to be phenomenal, as they were supporting the most vulnerable in society i.e. those that were shielding.

The stories below are those of carers who I have spoken to during the last 18 months. These conversations have been held at Zoom events, outside Southwark Carers premises, when collecting raffle prizes and food parcels and Christmas Lunches to deliver in the community.

HR is a lone parent and has 3 children, 2 of her children have special needs. One of them is in a care home. During the first lockdown, when she wasn't able to see her child in a care home in the care home. HR stood outside his window and sang to him. So that he knew how much child was loved.

Carer cared for child with autism and elderly parent. Parent also provided support to carer in dealing with child. Parent died at beginning of lockdown. Not given an opportunity to mourn death or have service that they would have liked. Carer was furloughed and had no respite care for child. Child enjoyed bus rides, but was misunderstood by passengers who would shout at them and were often aggressive. This experience was mirrored by child who took elderly parent suffering with Alzheimer's to park and reactions of other people when parent wanted to stop and chat.

Carer in hospital and cared for couldn't leave home so had food parcels delivered by Southwark Carers. Emotional support provided from the garden.

TP trying to establish status, cared for lived in England all life but no documentation. Windrush documentation and paperwork was not paused during lockdowns.

AM is a carer for elderly mother. She lives with her mother in social housing provided by Southwark. Throughout lockdown carer volunteered with a number of charities. In August there was a leak from the premises above into her mother's bedroom. Mother refused to sleep in other bedroom or living room as she did not want to displace her child and also wanted to have her belongings and memories around her. Carer had to chase Southwark for a number of months before dehumidifier was delivered and repairs to room carried out.

Her mother contracted a chest infection and Covid and was hospitalised. Carer needed a lot of emotional and practical support during this time, as they thought mother was going to die.

Carer was frustrated and angry at the fact helped everyone but when she needed she felt Council were slow to respond. Communications made difficult as could only use phones / emails. Wait times on phones lengthy and responses to emails were slow and had to be chased. Would rather have had a better service than offer of compensation.

On behalf of the Board I would like to thank all our staff, volunteers and members for their on-going support, especially through this most challenging of years.

The Board and I will strive to improve services for carers and our reach into the community so that we identify and support all carers.

SOUTHWARK CARERS
DIRECTORS REPORT
FOR THE YEAR ENDED 31st MARCH 2022

STRUCTURE, GOVERNANCE AND MANAGEMENT

Southwark Carers is a company limited by guarantee (each member having a liability of £1) and a registered charity.

The policies of the charity are determined by the board, whose membership is listed on page 1.

Appointment to Board

The charity is governed by a board of directors (the management committee) which meets quarterly. During this period all our Board meetings were moved onto Zoom. Directors are appointed by the board and serve for one year after which period they may put themselves up for re-election at the Annual General Meeting as prescribed in the Articles of Association. Officers are nominated by members and elected annually. The board has the power to co-opt up to five non-voting members. At its quarterly meetings, the board agrees the overarching strategies and activities of the charity, including information, communications, fundraising activities, reserves policies and risk management.

Directors are elected to the board annually from members who have registered with the charity and been nominated by two other members. The induction process for any new directors comprises initial meetings with the chair, existing directors and the chief executive. New directors are provided with an induction pack, which comprises a range of background information on the charity's history and recent activities and includes a copy of the Memorandum and Articles of Association, minutes of recent board meetings, recent accounts and a copy of the Charities Commission guidance documents for directors. On-going training to directors is provided as required through meetings, away days and courses. Directors are invited to attend all events that Southwark Carers hosts.

Throughout the year, the board continued to work to review and develop Southwark Carers and its services. The majority of the board, who give their time voluntarily, are carers, or former carers. Both the board and the staff work together to deliver support services for carers and to consult with them about their needs, when developing and planning future services and events.

Statement of Directors Responsibilities

The directors are responsible for preparing the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law and the law applicable to charities in England and Wales requires the directors to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charitable company and of its incoming resources and application of resources, including its income and expenditure, for that period. In preparing these financial statements the directors are required to:

- select suitable accounting policies and consistently apply them;
- observe the methods and principles of the Charities SORP;
- make judgements and estimates that are reasonable and prudent;
- state whether applicable 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 assume that the charity will continue to operate.

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The directors are responsible for keeping proper accounting records, which disclose with reasonable accuracy at any time the financial position of the charity and enable them to ensure that the financial statements comply with the Companies Act 2006 and the Charity (Accounts and Reports) Regulations 2008 and the provisions of the trust deed. They are also responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities. The directors confirm that, in the case of each of the persons who are directors at the date of this report, the following applies:

- so far as each director is aware there is no relevant audit information (information needed by the Charity's auditors in connection with preparing their report) of which the Charity's auditors are unaware; and
- each director has taken all the steps that he or she ought to have taken as a director in order to make herself/himself aware of any relevant audit information and to establish that the Charity's auditors are aware of that information.

Remuneration Policy

Southwark Carers has a remuneration policy which sets out how all staff remuneration is set. The Directors review the policy and agree all increases in salary, including any cost of living increases, and approve any benefits for the staff team. Salary levels are set after an assessment of job descriptions and person specifications followed by a bench marking exercise that assesses pay rates and benefits associated with that type of role in the voluntary sector. As a minimum standard all staff are paid the London Living Wage and we are accredited members of the Living Wage Foundation.

Risk Management

The directors have a duty to identify and review the risks to which the charity is exposed and to ensure appropriate controls are in place to provide reasonable assurance against fraud and error.

The charity is subject to review and audit by many bodies in respect of its company status, its charitable status and by its funding bodies. The board considers periodically the major risks to which the charity is exposed and has developed documented controls to mitigate those risks. Significant external risks to funding face all charities and Southwark Carers maintains a detailed business plan with regard to funding and its activities. Internal risks are minimised by internal control procedures covering all transactions.

These procedures are reviewed to ensure they meet the growing needs of the charity. During 2021/22 the charity continued to review and audit its practices to ensure the highest standards are maintained.

OBJECTIVES AND ACTIVITIES FOR THE PUBLIC BENEFIT

The Directors have complied with the duty in section 17(5) of the Charities Act 2011 and referred to the guidance on public benefit published by the Charity Commission when reviewing the charity's aims and objectives and in planning its future activities.

The main object of the charity as defined in the memorandum and articles of association is:

"To alleviate the conditions of life of carers in necessitous circumstances, who care for the elderly, sick, disabled, mentally ill or otherwise infirm, by any means that is charitable".

Our Vision – all carers in Southwark will have access to the practical and emotional support they need and the recognition and influence they deserve.

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Our Mission – to be an organisation run by and for carers, which provides practical and emotional support to increasing numbers of carers from the diverse communities of Southwark, and to obtain recognition of their invaluable contribution and influence policy in their interests.

Our Aims are to turn this vision and mission into a practical reality for carers across Southwark. We describe our aims under nine headings:

1. Services - to have a range of services accessible to carers across Southwark so that they are supported in all areas of need;
2. Communication - to communicate clearly with a range of people so that they are aware of our organisation and the needs of carers;
3. Representation - to be a voice for carers and to speak up for them at the places where decisions are made about them;
4. Campaigning - to put forward publicly the needs that carers have and to encourage and empower carers to speak up for themselves;
5. Partnerships - to connect with and support other organisations that can help us deliver our work, or who work with carers;
6. Governance – to be a well governed and managed organisation, so that everyone can have confidence in the things we do;
7. Quality - to deliver all of our services and activities within agreed standards, to make sure that they are the best they can be;
8. Resources - to have the appropriate level of resources available, so that we have what we need in order to deliver to carers; and
9. Development - to research new and better ways of working to make sure we continue to develop to meet the needs of carers.

Our Activities are organised under the following headings:

- Reducing Social Isolation
- Advise Information and Support
- Advocacy
- Outreach
- Emotional Welfare
- Health and Well Being
- Identifying Hidden Carers
- Financial Support
- Food and Hygiene Parcels

ACHIEVEMENTS AND PERFORMANCE

REDUCING SOCIAL ISOLATION

We run a number of activities. These provide a life line for some carers, “the group is so valuable because it allows carers to connect”, in a friendly safe non- judgmental environment, where their peers can empathise, and understand their issues and concerns, as well as provide them with emotional and practical peer support from their own personal experiences. Carers found once they had got to grips with the technology, that they would pop in and out of Carers Café as it allowed them to access support from home. Therefore, they had no anxieties about leaving their cared for, whilst they were shielding.

These groups provide carers with a much needed respite break from their caring role for a short time. The groups also allow carers to form new friendships and social networks. This social interaction amongst carers is vital as we know that addressing social isolation is a key concern for carers, whose friendships and networks

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of support are worn away by their caring role. Research by Newcastle University published on 15th August 2017 showed 8 out of 10 carers have felt lonely or socially isolated as a result of their caring role.

Although, not all our carers can access our workshops, social events, parties, information days and other activities, they are all informed via email, text, website, and targeted phone calls. This information on our activities and support available is shared with over 4700 carers.

Monthly Groups

Our groups provide an opportunity for carers to drop in and learn a new skill, whilst relaxing and to rebuild social networks.

Film Club

Film Club this runs twice a month and is followed by a peer support session where carers can reflect on their experiences and share ideas. There were 23 sessions and 88 attendees. This was moved to Zoom and was a lifeline for a number of carers. The move to Zoom was vital during the Covid-19 pandemic. This has proved so popular that we continued with the zoom sessions as attendance was greater than in person sessions. We had 21 sessions and 106 attendances.

Book club

We held regular sessions of our book club, the book club met on 5 occasions and had 45 attendees. The book club varied its discussions around cultural issues by looking at recipe books.

Online groups

Salsa Group moved online

Mindfulness Group moved online

Healthy Eating Group moved online

Knitting and Nattering Group during this challenging year this group did not meet as it is a face to face activity.

Sewing Group during this challenging year this group did not meet as it is a face to face activity.

Painting Group during this challenging year this group did not meet as it is a face to face activity.

Jewellery Making Group this challenging year this group did not meet as it is a face to face activity.

Gardening group

Gardening Group we received funding to create a roof garden and to hold healthy eating work shops. We held 5 workshops and has 31 attendees.

IT Group

As a result of specific requests from Carers we have created a one to one Carers IT support sessions. It was

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found that with group sessions there was a mismatch in skills and knowledge. The one-to-one sessions work more effectively in developing IT skills and improving carers knowledge base. We have worked with 17 carers. This work was carried out over the phone, Zoom, and in face to sessions when restrictions allowed.

Carers Cafe

Carers Café we held 4 online and 1 in person, the attendance was 73 at the in the person event. We have framed our monthly Carers Cafes around different key issues. For example, we have had a discussions on vaccination, the impact of social isolation on carers and the need for shielding and its impact on carers. We also held culturally diverse cafes, a Black History Café and various sing-a-longs. This allows a cultural exchange and ensures that the diversity of Southwark is celebrated. An additional Carers Café was held in Carers Week, Carers Rights Day.

At the Christmas Party, which is also a Carers Café event there were over 140 attendees on Zoom, this year to ensure fairness and equality of opportunity every carer registered with the service was entered in the Christmas raffle requests for raffle tickets. We had a number of singers attend the Zoom session, a Christmas Carol sing-a - long, jokes being told by Young Carers, and a dance along. The entertainment provided a great opportunity for Carers to unwind and relax. There was a raffle with over 100 prizes. A raffle was held on two separate occasions and had 55 attendees.

We received funding to create a warm hub during the winter. This allowed us to provide us a warm space for carers to come, stay and be refreshed. This was an extension of our carers café and met on 18 occasions and had 272 attendees.

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INFORMATION and SUPPORT

Advice Service

The service provides information on welfare rights matters, and benefit issues. It helps with accessing other services in Southwark and helps in finding services to promote well-being. This service was moved to a telephone service, drop off and zoom service. When restrictions allowed, we were able to have visits in various open air venues with the most vulnerable carers, sometimes these visits were carried out in parks or carers gardens. We also had face to face office appointments when restrictions allowed.

In this year the Advice and information Service provided 19,689 sessions.

We record the details of every carer that we speak to. The types of support we provided were:

- Health and social care services including referrals to social services, complaints against social services and liaising with the carer and social services by attending joint meetings;
- Health and wellbeing, including advising about emotional support services, massage, positive thinking services, or referral to these services;
- Housing and Adaptations including helping carers to negotiate with Southwark Council to move house more quickly or completing medical report forms. We also try to sort out disputes between the carer and landlords, by writing letters on their behalf.
- Breaks from caring, including a referral to our in-house services and finding other ways of providing the carers with holidays/respice.

Advocacy Service

The Advocacy Service provides support in dealing with social, health or housing services and problems that carers might face, in accessing services for themselves or the person they care for. The Advocacy Service aims to promote carers views and protect carers rights by letting their voice be heard.

The Advocacy Service saw 42 carers. Included within the provision of advocacy is:

- Health and social care, including going with carers to Microsoft teams meetings with social services. This is mostly with carers, who do not understand the meetings or what the implications or outcomes are;
- Money and benefits advice and support; and
- Housing and adaptations, including going to meetings with the carer, writing letters to the council on their behalf and appealing housing decisions.

Information Services

Southwark Carers provides an integrated set of information services, which aims to provide useful and accessible information direct to carers, staff and professionals, to enable them to support and value carers.

An Information pack is online for all carers to access. It contains a range of advice and contact details for further assistance.

All Carers have been given a plethora of information about the medical conditions of their cared for. Where the diagnosis is recent we will highlight where information can be sought about the condition and also help the carer to understand the condition. In providing information on specific conditions we are very careful not to stigmatise any one condition or increase fears of carers. However, usually, most carers are 'experts' on the medical conditions of their cared for, they are experts by experience as they advocate on their cared for's behalf, attend Doctors appointments, administer medication. Often, the cared for's condition is only likely to deteriorate and therefore support can sometimes seem futile, as the caring burden will only increase with time.

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The Website includes the latest news for carers, and details of upcoming events. There is also an area for professionals, to provide them with more information on supporting the carers. In the last year we had 24,739 unique visitors to our website. They accessed the site on 29,528 occasions.

We also sent 50 e-shots that reached 1500 carers and 180 professionals on each occasion. As part of our digital marketing and outreach campaign we sent 25 text shots.

We have 2050 followers on Twitter and have over 40,000 contacts per year.

We use social media tools including Facebook to share information, each posting reaches on average 8 people per day, around 14,000 page views in the period 2021 – 2022.

OUTREACH ACTIVITIES

We used Zoom and Microsoft Teams to carry outreach activities. The purpose of this new way of working was to hold regular information, advice and support sessions. To market the innovative ways that we were working during Covid-19.

EMOTIONAL SUPPORT

This service replaced our counselling service, we provided 435 emotional support sessions (with 296 unique users). We provide carers with a listening ear and coping strategies, so that they can cope with the hurdles that they face in day-to-day life. Sessions are provided on a weekly basis as carers' needs require. To supplement this we also provide one to one and Group Mindfulness sessions, these were carried out over Zoom.

HEALTH AND WELL BEING

We carried out over 360 health checks with our most vulnerable carers.

With our partnership with Fareshare we were able to support vulnerable carers who needed food parcels and hygiene products. We were able to provide 444 food parcels. We were able to use volunteers to carry out deliveries.

Carers United Project

We further developed the work that we had carried out around peer support with the Challenging Behaviour Foundation. This was developed into a two day workshop that would allow our volunteer carers to provide peer support to all family carers. Thus providing an alternative support mechanism for carers in Southwark giving them the access that they need to emotional and practical support, thus easing the pressures of their caring role.

IDENTIFYING HIDDEN CARERS

It is pertinent to note that a key objective for the charity is to identify hidden carers and to provide them with appropriate support. Another key aim of our service is to raise awareness of carer issues to local health services, such as GP surgeries, local hospitals and clinics. It encourages health services to identify carers as early as possible and provide carer awareness training to health professionals across the borough.

We use innovative methods to spread our message that where an individual is looking after someone who is ill, elderly or frail that they need to recognise that their role is beyond simply that of caring for a loved one, that it is an unpaid role that saves the economy, £132 billion an average of £19,336 per carer who recognises and publicly acknowledges their role.

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We designed a number of unique marketing materials which were placed at over 150 health settings in Southwark including GP surgeries, pharmacists, libraries and leisure centres. Our Z-fold leaflet was used as a best practice example across the Carers Trust network of over 140 centres. Other tools included identification cards in protective 'oystercard' type wallets and our emergency planning kits. We also provided carers with pill boxes, attached to a key ring so that they would not be without their or their cared for's medication.

We registered 312 new carers to the service, of these 60 were male and 249 female, 3 carer refused to state whether they were male or female. This is reflective of national trends, where the number of female carers is far greater than the number of male carers.

CARERS ASSESSMENTS

In 2015 the Care Act 2014 came into effect. The Care Act enshrined a number of key principles for Carers. The Act was hailed as finally recognising a Carer's right to an independent assessment of their needs. Implementation of the Care Act across the Country has varied. Southwark Council in its implementation of the Care Act decided that the process for carrying out Carers Assessments would be taken back in house and would be carried out by a specialist carers social work team. We referred 42 carers for an assessment and provided information and support around carers to a further 479 carers.

FINANCIAL SUPPORT

GRANTS

As a result of the changes in funding experienced by us and taking into account the economic and political landscape of social care we continued to work with over 40 grant providers to secure grants for carers. In this financial year we were able to help carers purchase furniture including new beds, mattresses, and chests of drawers, wardrobes. We were also able to assist in the purchase of white goods including fridges, washing machines, and ovens. We also assisted in securing educational equipment for children with additional needs. In total we achieved an additional income of £11,485.37, 35 carers received grant awards.

OTHER

We have made good progress in achieving our main aims.

Services - please see above where our activities and performance has been set out.

1. Representation – Southwark Carers has continued to represent the views of about 4,731 carers locally. Our staff are key speakers at public events about health and social care and carers, their rights and their needs.

Southwark Carers have regularly attended the All Party Political Group on Carers at the House of Commons, this has allowed us to represent the views of carers locally and nationally. Furthermore, we have been able to be at the cutting edge of policy developments and decision making.

Locally we have been asked on numerous occasions to represent the views of carers on consultations on local issues, ranging from planning through to the layout and design of local hospitals, local health networks and provision of services for all conditions.

2. Campaigning - we have continued to publicly campaign to put the needs and rights of carers into the wider public realm. We supported Carers Week and Carers Rights Day, and organised our own co-ordinated publicity campaigns, using newspaper advertising, posters and leaflets in health and community buildings, to help people across the community to identify as carers.

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3. Partnership Working – during the year we have regularly communicated with or established new working relationships with a range of organisations, to help us in our work, including Community Southwark, COPSINS, Cambridge House, Carers UK, King’s College Hospital SLAM, St Thomas’s Hospital and Southwark Resource Centre.

We created a partnership with ADASS, allowing us to participate in a range of innovative Zoom events, including a Festival for Carers.

4. Governance – our Trustees met quarterly throughout the year, on zoom, and continued to consider all the issues relevant to delivering our services, managing staff and developing the organisation in order to continue to serve carers locally and to ensure that we continue to meet the needs of carers.
5. Quality – to ensure that we are able to deliver our services and be an organisation that operates at a consistently high level of quality. Work on Quality Assurance continued work, more specifically on. Investors in People and Volunteers accreditation and ISO9001 this is with a view to ensuring that we are continually striving to provide an excellent service.
6. Resources - the Trustees have throughout the year maintained oversight of the financial and practical resources required to ensure that Southwark Carers continues into the future and have taken steps to ensure that we have an appropriate level of staff, financial reserves, and the practical resources for the office and carers centre.
7. Development – throughout the year we have considered different methods of working and the potential for new services that we could offer to carers, in order to support them as best we can, in a pandemic. We did bid for funding for new services but were not always successful, however, each application that we did allowed us to develop ideas and look at providing innovative ways of supporting carers, for example, we carried health and well-being checks on 341 carers.

We will continue to consider new sources of funding to extend and develop more services for carers of all ages, in the year ahead.

RESERVES POLICY

The purpose of the policy is to ensure that Southwark Carers are able to meet their contractual obligations and finance future expansion of the organisation. The Directors have decided to set aside funds not committed or invested in tangible assets. The level of free reserves (excluding restricted funds) is reviewed annually by the directors. The directors consider that the most appropriate level of free reserves should be between £82,000 and £164,000 3 months running costs. Unrestricted reserves at 31st March 2022 were £21,360.

The present level of unrestricted reserves equates to 1 month running costs. However, it falls short of the lower threshold. Therefore, the strategy will be to continue to act prudently in relation to the organisations reserves. However, Southwark Carers will assess the viability of reinvesting funds into services where there is a demonstrable need that cannot be met through other sources of funding.

PLANS FOR FUTURE PERIODS

We look forward to diversifying our income and our funding streams further by making applications to national and local trusts. We look forward to working with Southwark Council in developing future services for Carers.

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We look forward to developing and strengthening our local and national partnerships in order to develop models of best practice, around all services for carers, for example emergency planning.

We look forward to developing our partnership with COPSINS and developing further joint bids within this partnership.

FINANCIAL REVIEW

The total income for the year was £ 308,797 in 2022 compared to £215,386 in 2021. The charitable expenditure decreased from £307,184 in 2022 to £ 278,716 in 2021.

This report has been prepared in accordance with the special provisions relating to small companies within Part 15 of the Companies Act 2006.

Approved by the Directors and Signed on their behalf by:



Mary Jacob

21st February 2024

Independent examiner's report to the trustees of Southwark Carers

I report to the charity trustees on my examination of the accounts of the Company for the year ended 31 March 2022.

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

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.

Financial Warehouse Company Ltd
Chartered Certified Accountants
The Maidstone Terrace
Maidstone ME15 6AW

21/02/2024

Statement of financial activities

	Unrestricted funds £	Restricted income funds £	2022 Total funds £	2021 Total funds £
Income from: (Note 3)				
Income and endowments from:				
Donations and legacies	1,326	-	1,326	163
Charitable activities	-	-	-	-
-Aging Well Project	-	161,928	161,928	134,940
-Advice, Information and Support	126,394	10,755	137,150	40,037
-Enabling, Empowering & Enriching	-	-	-	18,155
Other trading activities	-	-	-	-
Investments	-	-	-	127
JRS grant	8,393	-	8,393	21,964
Total	136,113	172,683	308,797	215,386
Resources expended (Note 6)				
Expenditure on:				
Raising funds	-	-	-	-
Charitable activities	-	161,928	161,928	-
-Aging Well	-	-	-	134,940
-Advice, Information and Support	-	-	-	111,405
-Enabling, Empowering & Enriching	134,501	10,755	145,256	32,371
Total	134,501	172,683	307,184	278,716
Net income/(expenditure) before investment	1,612	-	1,612	(63,330)
Net gains/(losses) on investments	-	-	-	-
Net income/(expenditure)	1,612	-	1,612	(63,330)
Transfers between funds	-	-	-	-
Other recognised gains/(losses):	-	-	-	-
Gains and losses on revaluation of fixed assets for the	-	-	-	-
Other gains/(losses)	-	-	-	-
Net movement in funds	1,612	-	1,612	(63,330)
Reconciliation of funds:				
Total funds brought forward	19,748	-	19,748	83,078
Total funds carried forward	21,360	-	21,360	19,748

As at 31 March 2022

	Unrestricted funds	Restricted income funds	2022 Total funds	2021 Total funds
	£	£	£	£
Tangible assets	6,372	-	6,372	1,063
Investments	-	-	-	-
<i>Total fixed assets</i>	<i>6,372</i>	<i>-</i>	<i>6,372</i>	<i>1,063</i>
Current assets				
Debtors	30,877	-	30,877	56,638
Investments	-	-	-	34,697
Cash at bank and in hand	14,989	-	14,989	-
<i>Total current assets</i>	<i>45,866</i>	<i>-</i>	<i>45,866</i>	<i>91,335</i>
Creditors: amounts falling due within one year	(30,878)	-	(30,878)	72,650
<i>Net current assets/(liabilities)</i>	<i>14,988</i>	<i>-</i>	<i>14,988</i>	<i>18,685</i>
<i>Total assets less current liabilities</i>	<i>21,360</i>	<i>-</i>	<i>21,360</i>	<i>19,748</i>
Creditors: amounts falling due after one year	-	-	-	-
Provisions for liabilities	-	-	-	-
<i>Total net assets or liabilities</i>	<i>21,360</i>	<i>-</i>	<i>21,360</i>	<i>19,748</i>
Funds of the Charity				
Endowment funds	-	-	-	-
Restricted income funds	-	-	-	-
Unrestricted funds	21,360	-	21,360	19,748
<i>Total funds</i>	<i>21,360</i>	<i>-</i>	<i>21,360</i>	<i>19,748</i>

The directors consider that the company is entitled to exemption from the requirement to have an audit under the provisions of section 477 of the Companies Act 2006 and members have not required the charitable company to obtain an audit for the year in question in accordance with section 476 of the Act. The Directors acknowledge their responsibilities for complying with the requirements of the Companies Act 2006 with respect to accounting records and for preparing financial statements which give a true and fair view of the state of affairs of the company as at 31 March 2022 and of its net outgoing resources for the year in accordance with the requirements of sections 394 and 395 of the Act and which otherwise comply with the requirements of the Companies Act 2006 relating to financial statements, so far as applicable to the company. The financial statements have been prepared in accordance with the special provisions relating to companies subject to the small companies regime within Part 15 of the Companies Act 2006 and in accordance with 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).

Approved by the trustees on 19 February 2024 and signed on their behalf by;

The financial statements have been prepared in accordance with the special provisions for small companies under Part 15 of the Companies Act 2006.

Approved by the trustees on 19th February 2024 and signed on their behalf by

A handwritten signature in blue ink, appearing to read 'M. Jacob', with a large, stylized flourish extending from the end.

Mary Jacob
Chair

1 Accounting policies

a) Basis of preparation

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102 – effective 1 January 2015) – (Charities SORP FRS 102) and the Companies Act 2006.

The charitable company meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy or note.

b) Going concern

The trustees consider that there are no material uncertainties about the charitable company's ability to continue as a going concern. Key judgements that the charitable company has made which have a significant effect on the accounts. The trustees do not consider that there are any sources of estimation uncertainty at the reporting date that have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities within the next reporting period.

c) Income

Income is recognised when the charity has entitlement to the funds, any performance conditions attached to the income have been met, it is probable that the income will be received and that 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 that the income will be received and the amount can be measured reliably and is not deferred.

For legacies, entitlement is taken as the earlier of the date on which either: the charity is aware that probate has been granted, the estate has been finalised and notification has been made by the executor(s) to the charity that a distribution will be made, or when a distribution is received from the estate. Receipt of a legacy, in whole or in part, is only considered probable when the amount can be measured reliably and the charity has been notified of the executor's intention to make a distribution. Where legacies have been notified to the charity, or the charity 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.

Income received in advance of the provision of a specified service is deferred until the criteria for income recognition are met.

d) Donations of gifts, services and facilities

Donated professional services and donated facilities are recognised as income when the charity has control over the item or received the service, any conditions associated with the donation 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. In accordance with the Charities SORP (FRS 102), volunteer time is not recognised so refer to the trustees' annual report for more information about

their contribution.

On receipt, donated gifts, professional services and donated facilities 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 recognized in expenditure in the period of receipt.

e) **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.

f) **Fund accounting**

Restricted funds are to be used for specific purposes as laid down by the donor. Expenditure which meets these criteria is charged to the fund.

Unrestricted funds are donations and other incoming resources received or generated for the charitable purposes.

Designated funds are unrestricted funds earmarked by the trustees for particular purposes.

g) **Expenditure and irrecoverable VAT**

Expenditure is recognized 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:

- Costs of raising funds relate to the costs incurred by the charitable company in inducing third parties to make voluntary contributions to it, as well as the cost of any activities with a fundraising purpose
- Expenditure on charitable activities includes the costs of delivering services, undertaken to further the purposes of the charity and their associated support costs.
- Other expenditure represents those items not falling into any other heading

Irrecoverable VAT is charged as a cost against the activity for which the expenditure was incurred.

h) **Allocation of support costs**

Resources expended are allocated to the particular activity where the cost relates directly to that activity. However, the cost of overall direction and administration of each activity, comprising the salary and overhead costs of the central function, is apportioned on the basis which are an estimate, based on staff time, of the amount attributable to each activity.

Where information about the aims, objectives and projects of the charity is provided to potential beneficiaries, the costs associated with this publicity are allocated to charitable expenditure.

Where such information about the aims, objectives and projects of the charity is also provided to potential donors, activity costs are apportioned between fundraising and charitable activities on the basis of area occupied by each activity.

i) **Operating leases**

Rental charges are charged on a straight line basis over the term of the lease.

j) **Tangible fixed assets**

Items of equipment are capitalized where the purchase price exceeds £550. Depreciation costs are allocated to activities on the basis of the use of the related assets in those activities. Assets are reviewed for impairment if circumstances indicate their carrying value may exceed their net realisable value and value in use.

No depreciation charge on the building is made on the grounds that it would be immaterial because the estimated remaining useful economic life is expected to be more than 50 years.

Depreciation is provided at rates calculated to write down the cost of each asset to its estimated residual value over its expected useful life. The depreciation rates in use are as follows:

Fixture and Equipment	33 1/3% p.a straight line
Computers	33 1/3% p.a straight line
Buildings and Maintenance	33 1/3% p.a straight line

k) **Debtors**

Trade 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.

l) **Cash at bank and in hand**

Cash at bank and cash in hand includes cash and short term highly liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar account. Cash balances exclude any funds held on behalf of service users.

m) **Creditors and provisions**

Creditors and provisions 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 and provisions are normally recognised at their settlement amount after allowing for any trade discounts due.

n) **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 with the exception of bank loans which are subsequently measured at amortized cost using the effective interest method.

o) **Pensions**

The charity operates stakeholder pension scheme

Income from donations and legacies

2	Unrestricted Fund	Restricted Fund	Total 2022	Total 2021
Donations	1,326	-	1,326	163
	-	-	-	-
	<u>1,326</u>	<u>-</u>	<u>1,326</u>	<u>163</u>

Income from charitable activities

3	Unrestricted	Restricted	Total 2022	Total 2021
Contract Income				
Southwark Council	126,394	-	126,394	53,382
	-	-	-	-
	<u>126,394</u>	<u>-</u>	<u>126,394</u>	<u>53,382</u>
<u>Grant Income</u>				
Aging Well	-	161,928	161,928	134,940
Southwark Council	-	-	-	1,500
RL Glasspool Charity	-	3,185	3,185	1,410
United ST Saviours	-	1,000	1,000	1,900
The League Community	-	5,995	5,995	-
Furlough Grant	8,393	-	8,393	-
Other Grants	-	575	575	-
Total income from charitable activities	<u>8,393</u>	<u>172,683</u>	<u>181,076</u>	<u>139,750</u>

4 Income from investments

	Unrestricted	Restricted	Total 2022	Total 2021
Investment income	-	-	-	127
	<u>-</u>	<u>-</u>	<u>-</u>	<u>127</u>
Total Income	<u>136,113</u>	<u>172,683</u>	<u>308,797</u>	<u>193,422</u>

Analysis of Expenditure

	Cost of raising funds	Citizen Research Project	Enablind, empowering & enriching	Advise and infomration	Support cost	Total 2022	2021 Total
Notes 5							
Staff costs (Note6)		-	224,554	-	-	224,554	213,982
Counselling & Facilitating	-	-	-	-	-	-	-
Events and Activities	-	-	788	-	-	788	-
Grant Aid	-	-	-	-	-	-	4,263
			-				
Support Cost	-	-	-	-	-	-	-
Office costs	-	-	43,769	-	-	43,769	17,956
Rent	-	-	10,000	-	-	10,000	10,000
Computer expenes	-	-	11,710	-	-	11,710	432
Printing, postage and stationery	-	-	-	-	-	-	-
Telephone & internet	-	-	2,493	-	-	2,493	2,459
Insurance	-	-	1,906	-	-	1,906	2,869
Bank charges	-	-	120	-	-	120	128
Independent examiner's fee	-	-	3,750	-	-	3,750	3,675
Registration fees	-	-	1,942	-	-	1,942	439
Professional fees	-	-	2,965	-	-	2,965	21,983
Depreciation	-	-	3,186	-	-	3,186	531
Total Expenditure 2022	-	-	307,184	-	-	307,184	278,717
Support Cost	-	-	-	-	-	-	-
Total Expenditure 2022	-	-	307,184	-	-	307,184	278,717

Analysis of Expenditure (Prior year)

	Cost of raising funds	Citizen Research Project	Enablind, empowering & enriching	Advise and infomration	Support cost	Total 2021
Staff costs (Note6)		56,215	11,243	44,972	101,552	213,982
Counselling & Facilitating						-
Events and Activities						-
Grant Aid				4,263		4,263
						-
Support Cost						-
Office costs		8,978	1,796	7,182		17,956
Rent			1,500	6,500	2,000	10,000
Computer expenes			65	281	86	432
Printing, postage and stationery						-
Telephone & internet			369	1,598	492	2,459
Insurance			430	1,865	574	2,869
Bank charges					128	128
Independent examiner's fee					3,675	3,675
Registration fees			66	285	88	439
Professional fees			3,297	14,289	4,397	21,983
Depreciation			80	345	106	531
						-
Support Cost						-
						-
Total Expenditure 2021	-	65,193	18,846	81,580	113,098	278,717
Support cost		69,747	13,525	29,825	- 113,098	
Total expenditure 2021	-	134,940	32,371	111,405	-	278,717

6. Net incoming resources for the year

This is stated after charging /crediting

	2022	2021
Depreciation	3,186	531
Independent Examiner Fees	<u>3,000</u>	<u>3,500</u>

7. Analysis of staff costs, trustee remuneration and expenses, and the cost of key management personnel

Staff costs were as follows:

	2022 £	2021 £
Salaries and wages	196,676	191,004
Social security costs	18,689	14,487
Employer's contribution to defined contribution pension schemes	<u>9,189</u>	<u>8,491</u>
	<u>224,554</u>	<u>213,982</u>

Staff numbers

The average number of employees (head count based on number of staff employed) during the year was as follows:

	2022 No.	2021 No.
Raising funds		-
Charitable activities	6	5
Support	<u>1</u>	<u>1</u>
	<u>7</u>	<u>6</u>

£60,000 - £69,999	2022	2021
	<u>1</u>	<u>1</u>

The total employee benefits including pension and national insurance contributions of the key management personnel were £67,850 (2021: £72,227).

The charity trustees were not paid or received any other benefits from employment with the charity in the year (2021: £nil). No charity trustee received payment for professional or other services supplied to the charity (2021: £nil).

For the year ended 31 March 2022

8. Staff numbers

The average number of employees (head count based on number of staff employed) during the year was as follows :

	2022	2021
Raising Funds		0
Charitable activities	6	5.4
Support	<u>1</u>	<u>0.6</u>
	<u>7</u>	<u>6</u>

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

10. Taxation

The charitable company is exempt from corporation tax as all its income is charitable and is applied for charitable purposes.

For the year ended 31 March 2022

11. Tangible fixed assets

Cost	Fixture & equipment	Computer & IT equipment	Total
	£	£	£
At the start of the year	-	56,104	56,104
Additions in year	-	8,495	8,495
Disposals in year	-	-	-
At the end of the year	-	64,599	64,599
Depreciation			
At the start of the year	-	55,041	55,041
Charge for the year	-	3,186	3,186
Eliminated on disposal	-	-	-
At the end of the year	-	58,227	58,227
Net book value At the end of the year	-	6,372	6,372

At the start of the year
All of the above assets are used for
charitable purposes.

Debtors

	2022	2021
	£	£
Grant receivable	30,877	56,238
Other debtors	-	400
	30,877	56,638

12. Creditors: amounts falling due within one year

	2022	2021
	£	£
Taxation and social security	27,878	59,410
Other creditors	-	6,065
Accruals	3,000	7,175
	30,878	72,650

The charity operates stakeholder pension scheme. The amounts owed to the pension scheme at each balance sheet date are £9,188 and the number of staff members of the scheme is 7.

For the year ended 31 March 2022

13. Analysis of net assets between funds

	General unrestricted	Designated	Restricted	Total funds
Tangible fixed assets	6,372	-	-	6,372
Net current assets	14,988	-	-	14,988
Net assets at the end of the year	21,360	-	-	21,360

Analysis of net assets between funds (prior year)

	General unrestricted	Designated	Restricted	Total funds
Tangible fixed assets	1063	-	-	1,063
Net current assets	18685	-	-	18,685
Net assets at the end of the year	19,748	-	-	19,748

14. Movements in funds

	At the start of the year £	Incoming resources & gains £	Outgoing resources & Losses	Transfers £	At the end of the year £
Restricted Funds					
Aging Well	-	161,928	(161,928)	-	-
Others	-	10,755	(10,755)	-	-
	-	-	-	-	-
	-	-	-	-	-
	-	-	-	-	-
Total Restricted funds	-	172,683	(172,683)	-	-
Unrestricted Funds	19,748	136,113	(134,501)	-	21,360
					-
					-
Total Unrestricted funds	19,748	136,113	(134,501)	-	21,360
Total Funds	19,748	308,797	(307,184)	-	21,360

Funds: Total funds

Purposes of restricted funds

All carers in Southwark will have access to the practical and emotional support they need and the recognition and influence they deserve. The purpose of the restricted funds are to organise the activities for carers- "Reducing Social Isolation, Advice, Information and Support, Health and Well Being, Identifying Hidden Carers and Financial Support ".

For the year ended 31 March 2022

	At the start of the year	Incoming resources & gains	Outgoing resources & Losses	Transfers	At the end of the year
	£	£		£	£
Movements in funds (prior year)					
Restricted Funds					
Age UK	-	134,940	(134,940)	-	-
	-			-	-
Total Restricted funds	<u>-</u>	<u>134,940</u>	<u>(134,940)</u>	<u>-</u>	<u>-</u>
Unrestricted Funds	83,078	80,446	(143,776)	-	19,748
Total Unrestricted funds	<u>83,078</u>	<u>80,446</u>	<u>(143,776)</u>	<u>-</u>	<u>19,748</u>
Total Funds	<u>83,078</u>	<u>(54,494)</u>	<u>(8,836)</u>	<u>-</u>	<u>19,748</u>

15. Operating lease commitments

The charity has no future minimum lease payments under non-cancellable operating leases.

16. 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.

Accounts



FINANCIAL STATEMENTS

FOR THE YEAR ENDED

31st MARCH 2021

COMPANY NUMBER: 04146495

CHARITY NUMBER: 1085300

SOUTHWARK CARERS

DIRECTORS REPORT FOR THE YEAR ENDED 31st MARCH 2021

The Directors are pleased to present their report together with the financial statements for the charity for the year ended 31st March 2021. The financial statements comply with current statutory requirements, the memorandum and articles of association and the 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 (FRS102) (effective 1 January 2015).

REFERENCE AND ADMINISTRATION DETAILS OF THE CHARITY ITS DIRECTORS AND ADVISERS

Directors (who are also the Charity's Trustees) who served during the period to the date of approval of the financial statements were:

Wondwossen Befikadu Kebede	Treasurer
Mary Jacob	Chair
Dorah Naisubi	
Gwendoline Rebecca Yvonne Najair Bellinfante	
Fiona Thompson	

Chief Officer & Company Secretary

Verinder Mander

Registered Address:

Southwark Carers 3 rd Floor, Walworth Methodist Church 54 Camberwell Road Camberwell London SE5 0EN	Tel: 020 7708 4497
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Bankers:

The Co-operative Bank
Olympic House, 6 Olympic Court
Montford Street
Salford M5 2QP

Independent examiners:

Goldwins Limited
Chartered Accountants
75 Maygrove Road
London NW6 2EG

SOUTHWARK CARERS
DIRECTORS REPORT
FOR THE YEAR ENDED 31st MARCH 2021

CHAIR'S REPORT 2021

The last year was an incredibly tough year for Southwark Carers, all our service users and their families from a financial and health perspective. Covid restrictions were in place from the end of March 2021. Once again we had our funding further reduced. The phrase more services and outcomes for substantially less financial resources is very apt to describe the current funding and COVID crisis. Given the changing economic, and health climate, the changes in benefit payments and the pressures on local authorities and the NHS, has seen the staff and volunteers at Southwark Carers under enormous pressure.

Throughout this period the staff and volunteers have worked closely together to maintain stability and to ensure that there was a smooth service operating. Whilst explaining to clients that services they had previously received by local government, NHS and ourselves were not available due funding shortages, COVID-19 and redefining priorities.

The team have strived to achieve targets set and with dedication and fortitude they have managed to be successful in their endeavours, and during this extraordinarily difficult time far exceeded expectations. This has been done against the backdrop of a reduced staffing team and reduced resources to provide services for carers.

The burden of caring does not rest with just one member of a family or friendship network, it extends to all members of the family and friendship groups. In the past we have had a whole family support officer but with the reduction in income we had to restructure the team and find new ways of working. Rather than a dedicated member of the team providing whole family support we have spread the work throughout the team. Also we have opened up all our events to all unpaid carers and their cared for. This has enabled us extend our reach into the community and spread our key message that Carers have a right to a life of their own.

On a positive note we continued to promote our relationship with Carefree Breaks and were able to offer carers opportunities to sign up for breaks, in under utilised hotel accommodation, once Covid-19 restrictions were lifted. These have proved very popular and have allowed carers to look forward to respite, once restrictions were lifted and society was able to operate fully again after Covid-19 restrictions.

We further developed our working relationship with Fareshare a food redistribution charity, this was developed further into a weekly. This allowed us to create food packages and basic hygiene products for carers in need, those having to shield with their cared for, those who had to isolate and where they could not access food deliveries, or did not have the financial resources to do so.

Our successful bid, jointly with AgeUK Lewisham and Southwark, for Citizens Research Project Seniors and Carers in Southwark, was launched. The aim of the project was to train volunteer researchers to carry out research amongst their peers. This was the first year of a two year project and it was in this year that researchers developed their skills via training with Community Southwark, built research partnerships and started to explore ideas for the research topics that might be explored.

On behalf of the Board I would like to thank all our staff, volunteers and members for their on-going support, especially through this most challenging of years.

The Board and I will strive to improve services for carers and our reach into the community so that we identify and support all carers.

SOUTHWARK CARERS
DIRECTORS REPORT
FOR THE YEAR ENDED 31st MARCH 2021

STRUCTURE, GOVERNANCE AND MANAGEMENT

Southwark Carers is a company limited by guarantee (each member having a liability of £1) and a registered charity.

The policies of the charity are determined by the board, whose membership is listed on page 1.

Appointment to Board

The charity is governed by a board of directors (the management committee) which meets quarterly. During this period all our Board meetings were moved onto Zoom. Directors are appointed by the board and serve for one year after which period they may put themselves up for re-election at the Annual General Meeting as prescribed in the Articles of Association. Officers are nominated by members and elected annually. The board has the power to co-opt up to five non-voting members. At its quarterly meetings, the board agrees the overarching strategies and activities of the charity, including information, communications, fundraising activities, reserves policies and risk management.

Directors are elected to the board annually from members who have registered with the charity and been nominated by two other members. The induction process for any new directors comprises initial meetings with the chair, existing directors and the chief executive. New directors are provided with an induction pack, which comprises a range of background information on the charity's history and recent activities and includes a copy of the Memorandum and Articles of Association, minutes of recent board meetings, recent accounts and a copy of the Charities Commission guidance documents for directors. On-going training to directors is provided as required through meetings, away days and courses. Directors are invited to attend all events that Southwark Carers hosts.

Throughout the year, the board continued to work to review and develop Southwark Carers and its services. The majority of the board, who give their time voluntarily, are carers, or former carers. Both the board and the staff work together to deliver support services for carers and to consult with them about their needs, when developing and planning future services and events.

Statement of Directors Responsibilities

The directors are responsible for preparing the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law and the law applicable to charities in England and Wales requires the directors to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charitable company and of its incoming resources and application of resources, including its income and expenditure, for that period. In preparing these financial statements the directors are required to:

- select suitable accounting policies and consistently apply them;
- observe the methods and principles of the Charities SORP;
- make judgements and estimates that are reasonable and prudent;
- state whether applicable 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 assume that the charity will continue to operate.

SOUTHWARK CARERS
DIRECTORS REPORT
FOR THE YEAR ENDED 31st MARCH 2021

The directors are responsible for keeping proper accounting records, which disclose with reasonable accuracy at any time the financial position of the charity and enable them to ensure that the financial statements comply with the Companies Act 2006 and the Charity (Accounts and Reports) Regulations 2008 and the provisions of the trust deed. They are also responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities. The directors confirm that, in the case of each of the persons who are directors at the date of this report, the following applies:

- so far as each director is aware there is no relevant audit information (information needed by the Charity's auditors in connection with preparing their report) of which the Charity's auditors are unaware; and
- each director has taken all the steps that he or she ought to have taken as a director in order to make herself/himself aware of any relevant audit information and to establish that the Charity's auditors are aware of that information.

Remuneration Policy

Southwark Carers has a remuneration policy which sets out how all staff remuneration is set. The Directors review the policy and agree all increases in salary, including any cost of living increases, and approve any benefits for the staff team. Salary levels are set after an assessment of job descriptions and person specifications followed by a bench marking exercise that assesses pay rates and benefits associated with that type of role in the voluntary sector. As a minimum standard all staff are paid the London Living Wage and we are accredited members of the Living Wage Foundation.

Risk Management

The directors have a duty to identify and review the risks to which the charity is exposed and to ensure appropriate controls are in place to provide reasonable assurance against fraud and error.

The charity is subject to review and audit by many bodies in respect of its company status, its charitable status and by its funding bodies. The board considers periodically the major risks to which the charity is exposed and has developed documented controls to mitigate those risks. Significant external risks to funding face all charities and Southwark Carers maintains a detailed business plan with regard to funding and its activities. Internal risks are minimised by internal control procedures covering all transactions.

These procedures are reviewed to ensure they meet the growing needs of the charity. During 2020/21 the charity continued to review and audit its practices to ensure the highest standards are maintained.

OBJECTIVES AND ACTIVITIES FOR THE PUBLIC BENEFIT

The Directors have complied with the duty in section 17(5) of the Charities Act 2011 and referred to the guidance on public benefit published by the Charity Commission when reviewing the charity's aims and objectives and in planning its future activities.

The main object of the charity as defined in the memorandum and articles of association is:

"To alleviate the conditions of life of carers in necessitous circumstances, who care for the elderly, sick, disabled, mentally ill or otherwise infirm, by any means that is charitable".

Our Vision – all carers in Southwark will have access to the practical and emotional support they need and the recognition and influence they deserve.

SOUTHWARK CARERS

DIRECTORS REPORT FOR THE YEAR ENDED 31st MARCH 2021

Our Mission – to be an organisation run by and for carers, which provides practical and emotional support to increasing numbers of carers from the diverse communities of Southwark, and to obtain recognition of their invaluable contribution and influence policy in their interests.

Our Aims are to turn this vision and mission into a practical reality for carers across Southwark. We describe our aims under nine headings:

1. Services - to have a range of services accessible to carers across Southwark so that they are supported in all areas of need;
2. Communication - to communicate clearly with a range of people so that they are aware of our organisation and the needs of carers;
3. Representation - to be a voice for carers and to speak up for them at the places where decisions are made about them;
4. Campaigning - to put forward publicly the needs that carers have and to encourage and empower carers to speak up for themselves;
5. Partnerships - to connect with and support other organisations that can help us deliver our work, or who work with carers;
6. Governance – to be a well governed and managed organisation, so that everyone can have confidence in the things we do;
7. Quality - to deliver all of our services and activities within agreed standards, to make sure that they are the best they can be;
8. Resources - to have the appropriate level of resources available, so that we have what we need in order to deliver to carers; and
9. Development - to research new and better ways of working to make sure we continue to develop to meet the needs of carers.

Our Activities are organised under the following headings:

- Reducing Social Isolation
- Advise Information and Support
- Advocacy
- Outreach
- Counselling
- Health and Well Being
- Identifying Hidden Carers
- Financial Support
- Food and Hygiene Parcels

ACHIEVEMENTS AND PERFORMANCE

REDUCING SOCIAL ISOLATION

We run a number of activities. These provide a life line for some carers, “the group is so valuable because it allows carers to connect”, in a friendly safe non- judgmental environment, where their peers can empathise, and understand their issues and concerns, as well as provide them with emotional and practical peer support from their own personal experiences. Carers found once they had got to grips with the technology, that they would pop in and out of Carers Café as it allowed them to access support from home. Therefore, they had no anxieties about leaving their cared for, whilst they were shielding.

These groups provide carers with a much needed respite break from their caring role for a short time. The groups also allow carers to form new friendships and social networks. This social interaction amongst carers is vital as we know that addressing social isolation is a key concern for carers, whose friendships and networks

SOUTHWARK CARERS
DIRECTORS REPORT
FOR THE YEAR ENDED 31st MARCH 2021

of support are worn away by their caring role. Research by Newcastle University published on 15th August 2017 showed 8 out of 10 carers have felt lonely or socially isolated as a result of their caring role.

Although, not all our carers can access our workshops, social events, parties, information days and other activities, all are informed of them via email, text, website, and targeted phone calls. This information on our activities and support available is shared with 4000 carers.

Monthly Groups

Our groups provide an opportunity for carers to drop in and learn a new skill, whilst relaxing and to rebuild social networks.

Film Club this runs twice a month and is followed by a peer support session where carers can reflect on their experiences and share ideas. This was moved to Zoom and was a lifeline for a number of carers. The move to Zoom was vital during the Covid-19 pandemic.

Salsa Group moved online

Mindfulness Group moved online

Healthy Eating Group moved online

Knitting and Nattering Group during this challenging year this group did not meet as it is a face to face activity.

Sewing Group during this challenging year this group did not meet as it is a face to face activity.

Painting Group during this challenging year this group did not meet as it is a face to face activity.

Jewellery Making Group this challenging year this group did not meet as it is a face to face activity.

Gardening Group this challenging year this group did not meet as it is a face to face activity.

IT Group

As a result of specific requests from Carers we have created a one to one Carers IT support sessions. It was found that with group sessions there was a mismatch in skills and knowledge. The one-to-one sessions work more effectively in developing IT skills and improving carers knowledge base. We have worked with 50 carers. This work was carried out over the phone, Zoom, and in face to sessions when restrictions allowed.

Other Events

Carers Café we held 14 events throughout the course of the year. The average attendance was 30 at each event. We have framed our monthly Carers Cafes around different key issues. For example, we have had a discussions on vaccination, the impact of social isolation on carers and the need for shielding and its impact on carers. We also held culturally diverse cafes, a Black History Café and various sing-a-longs. This allows a cultural exchange and ensures that the diversity of Southwark is celebrated. An additional Carers Café was held in Carers Week, Carers Rights Day.

At the Christmas Party, which is also a Carers Café event there were over 80 attendees on Zoom, we had 323 requests for raffle tickets. We had a number of singers attend the Zoom session, a Christmas Carol sing-a-long, jokes being told by Young Carers, and a dance along. The entertainment provided a great opportunity for Carers to unwind and relax. There was a raffle with over 70 prizes.

We further handed out 400 Christmas meals to vulnerable carers. 200 of these meals were provided by a private individual who wanted to remain anonymous. 200 of these were provided by St George the Martyr.

SOUTHWARK CARERS
DIRECTORS REPORT
FOR THE YEAR ENDED 31st MARCH 2021

INFORMATION and SUPPORT

Advice Service

The service provides information on welfare rights matters, and benefit issues. It helps with accessing other services in Southwark and helps in finding services to promote well-being. This service was moved to a telephone service, drop off and zoom service. When restrictions allowed, we were able to have visits in various open air venues with the most vulnerable carers, sometimes these visits were carried out in parks or carers gardens. We also had face to face office appointments when restrictions allowed.

In this year the Advice Service provided 19,234 sessions.

We record the details of every carer that we speak to. The types of support we provided were:

- Health and social care services including referrals to social services, complaints against social services and liaising with the carer and social services by attending joint meetings;
- Health and wellbeing, including advising about counselling services, massage, positive thinking services, or referral to these services;
- Housing and Adaptations including helping carers to negotiate with Southwark Council to move house more quickly or completing medical report forms. We also try to sort out disputes between the carer and landlords, by writing letters on their behalf.
- Breaks from caring, including a referral to our in-house services and finding other ways of providing the carers with holidays/respice.

Advocacy Service

The Advocacy Service provides support in dealing with social, health or housing services and problems that carers might face, in accessing services for themselves or the person they care for. The Advocacy Service aims to promote carers views and protect carers rights by letting their voice be heard.

The Advocacy Service saw 150 carers. Included within the provision of advocacy is:

- Health and social care, including going with carers to Microsoft teams meetings with social services. This is mostly with carers, who do not understand the meetings or what the implications or outcomes are;
- Money and benefits advice and support; and
- Housing and adaptations, including going to meetings with the carer, writing letters to the council on their behalf and appealing housing decisions.

Information Services

Southwark Carers provides an integrated set of information services, which aims to provide useful and accessible information direct to carers, staff and professionals, to enable them to support and value carers.

An Information pack is online for all carers to access. It contains a range of advice and contact details for further assistance.

All Carers have been given a plethora of information about the medical conditions of their cared for. Where the diagnosis is recent we will highlight where information can be sought about the condition and also help the carer to understand the condition. In providing information on specific conditions we are very careful not to stigmatise any one condition or increase fears of carers. However, usually, most carers are 'experts' on the medical conditions of their cared for, they are experts by experience as they advocate on their cared for's behalf, attend Doctors appointments, administer medication. Often, the cared for's condition is only likely to deteriorate and therefore support can sometimes seem futile, as the caring burden will only increase with time.

SOUTHWARK CARERS
DIRECTORS REPORT
FOR THE YEAR ENDED 31st MARCH 2021

The Website includes the latest news for carers, and details of upcoming events. There is also an area for professionals, to provide them with more information on supporting the carers. In the last year we had 18,200 unique visitors to our website. They accessed the site on 39,193 occasions.

We also sent 42 e-shots that reached 1700 carers and 130 professionals on each occasion. As part of our digital marketing and outreach campaign we sent 15 text shots.

We have 2090 followers on Twitter and have over 40,000 contacts per year.

We use social media tools including Facebook to share information, each posting reaches on average 8 people per day, around 14,000 page views in the period 2020 – 2021.

OUTREACH ACTIVITIES

We used Zoom and Microsoft Teams to carry outreach activities. The purpose of this new way of working was to hold regular information, advice and support sessions. To market the innovative ways that we were working during Covid-19.

EMOTIONAL SUPPORT

This service replaced our counselling service, we provided 785 sessions. We provide carers with a listening ear and coping strategies, so that they can cope with the hurdles that they face in day-to-day life. Sessions are provided on a weekly basis as carers needs require. To supplement this we also provide one to one and Group Mindfulness sessions, these were carried out over Zoom.

HEALTH AND WELL BEING

We carried out over 300 health checks with our most vulnerable carers.

With our partnership with Fareshare we were able to support vulnerable carers who needed food parcels and hygiene products. We were able to provide 975 food parcels. We were able to use volunteers to carry out deliveries.

Carers United Project

We further developed the work that we had carried out around peer support with the Challenging Behaviour Foundation. This was developed into a two day workshop that would allow our volunteer carers to provide peer support to all family carers. Thus providing an alternative support mechanism for carers in Southwark giving them the access that they need to emotional and practical support, thus easing the pressures of their caring role.

IDENTIFYING HIDDEN CARERS

It is pertinent to note that a key objective for the charity is to identify hidden carers and to provide them with appropriate support. Another key aim of our service is to raise awareness of carer issues to local health services, such as GP surgeries, local hospitals and clinics. It encourages health services to identify carers as early as possible and provide carer awareness training to health professionals across the borough.

We use innovative methods to spread our message that where an individual is looking after someone who is ill, elderly or frail that they need to recognise that their role is beyond simply that of caring for a loved one, that it is an unpaid role that saves the economy, £132 billion an average of £19,336 per carer who recognises and publicly acknowledges their role.

SOUTHWARK CARERS

DIRECTORS REPORT FOR THE YEAR ENDED 31st MARCH 2021

We designed a number of unique marketing materials which were placed at over 150 health settings in Southwark including GP surgeries, pharmacists, libraries and leisure centres. Our Z-fold leaflet was used as a best practice example across the Carers Trust network of over 140 centres. Other tools included identification cards in protective 'oystercard' type wallets and our emergency planning kits. We also provided carers with pill boxes, attached to a key ring so that they would not be without their or their cared for's medication.

We registered 181 new carers to the service, of these 58 were male and 122 female, 1 carer refused to state whether they were male or female. This is reflective of national trends, where the number of female carers is far greater than the number of male carers.

CARERS ASSESSMENTS

In 2015 the Care Act 2014 came into effect. The Care Act enshrined a number of key principles for Carers. The Act was hailed as finally recognising a Carer's right to an independent assessment of their needs. Implementation of the Care Act across the Country has varied. Southwark Council in its implementation of the Care Act decided that the process for carrying out Carers Assessments would be taken back in house and would be carried out by a specialist carers social work team. We referred 34 carers for an assessment and provided information and support around carers to a further 100 carers.

FINANCIAL SUPPORT

GRANTS

As a result of the changes in funding experienced by us and taking into account the economic and political landscape of social care we continued to work with over 40 grant providers to secure grants for carers. In this financial year we were able to help carers purchase furniture including new beds, mattresses, and chests of drawers, wardrobes. We were also able to assist in the purchase of white goods including fridges, washing machines, and ovens. We also assisted in securing educational equipment for children with additional needs. In total we achieved an additional income of £15,647.40, 39 carers received 48 grant awards.

OTHER

We have made good progress in achieving our main aims.

Services - please see above where our activities and performance has been set out.

1. Representation – Southwark Carers has continued to represent the views of about 4,000 carers locally. Our staff are key speakers at public events about health and social care and carers, their rights and their needs.

Southwark Carers have regularly attended the All Party Political Group on Carers at the House of Commons, this has allowed us to represent the views of carers locally and nationally. Furthermore, we have been able to be at the cutting edge of policy developments and decision making.

Locally we have been asked on numerous occasions to represent the views of carers on consultations on local issues, ranging from planning through to the layout and design of local hospitals, local health networks and provision of services for all conditions.

2. Campaigning - we have continued to publicly campaign to put the needs and rights of carers into the wider public realm. We supported Carers Week and Carers Rights Day, and organised our own co-ordinated publicity campaigns, using newspaper advertising, posters and leaflets in health and community buildings, to help people across the community to identify as carers.

SOUTHWARK CARERS

DIRECTORS REPORT FOR THE YEAR ENDED 31st MARCH 2021

3. Partnership Working – during the year we have regularly communicated with or established new working relationships with a range of organisations, to help us in our work, including Community Southwark, COPSINS, Cambridge House, Carers UK, King's College Hospital SLAM, St Thomas's Hospital and Southwark Resource Centre.

We created a partnership with ADASS, allowing us to participate in a range of innovative Zoom events, including a Festival for Carers.

4. Governance – our Trustees met quarterly throughout the year, on zoom, and continued to consider all the issues relevant to delivering our services, managing staff and developing the organisation in order to continue to serve carers locally and to ensure that we continue to meet the needs of carers.
5. Quality – to ensure that we are able to deliver our services and be an organisation that operates at a consistently high level of quality. Work on Quality Assurance continued work, more specifically on. Investors in People and Volunteers accreditation and ISO9001 this is with a view to ensuring that we are continually striving to provide an excellent service.
6. Resources - the Trustees have throughout the year maintained oversight of the financial and practical resources required to ensure that Southwark Carers continues into the future and have taken steps to ensure that we have an appropriate level of staff, financial reserves, and the practical resources for the office and carers centre.
7. Development – throughout the year we have considered different methods of working and the potential for new services that we could offer to carers, in order to support them as best we can, in a pandemic. We did bid for funding for new services but were not always successful, however, each application that we did allowed us to develop ideas and look at providing innovative ways of supporting carers, for example, we carried health and well being checks on 323 carers.

We will continue to consider new sources of funding to extend and develop more services for carers of all ages, in the year ahead.

RESERVES POLICY

The purpose of the policy is to ensure that Southwark Carers are able to meet their contractual obligations and finance future expansion of the organisation. The Directors have decided to set aside funds not committed or invested in tangible assets. The level of free reserves (excluding restricted funds) is reviewed annually by the directors. The directors consider that the most appropriate level of free reserves should be between £82,000 3 months running costs and £164,000 months running costs. Unrestricted reserves at 31st March 2020 were £19,748.

The present level of unrestricted reserves equates to 1 month running costs. However, it falls short of the lower threshold. Therefore, the strategy will be to continue to act prudently in relation to the organisations reserves. However, Southwark Carers will assess the viability of reinvesting funds into services where there is a demonstrable need that cannot be met through other sources of funding.

PLANS FOR FUTURE PERIODS

We look forward to diversifying our income and our funding streams further by making applications to national and local trusts. We look forward to working with Southwark Council in developing future services for Carers.

SOUTHWARK CARERS

DIRECTORS REPORT FOR THE YEAR ENDED 31st MARCH 2021

We look forward to developing and strengthening our local and national partnerships in order to develop models of best practice, around all services for carers, for example emergency planning.

We look forward to developing our partnership with COPSINS and developing further joint bids within this partnership.

FINANCIAL REVIEW

The total income for the year was £215,386 in 2021 compared to £328,792 in 2020. The charitable expenditure decreased from £327,902 in 2020 to £ 278,716 in 2021.

This report has been prepared in accordance with the special provisions relating to small companies within Part 15 of the Companies Act 2006.

Approved by the Directors and Signed on their behalf by:



Mary Jacob

13th June 2022

Independent examiner's report to the trustees of Southwark Carers

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

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.

Anthony Epton BA FCA CTA FCIE
Goldwins
Chartered accountants
75 Maygrove Road
West Hampstead
London NW6 2EG

13 June 2022

Statement of financial activities (incorporating an income and expenditure account)

For the year ended 31 March 2021

				2021	2020
	Note	Unrestricted £	Restricted £	Total £	Total £
Income from:					
Donations and legacies	3	163	–	163	563
Charitable activities	4				
–Citizens Research Project		–	134,940	134,940	–
–Advice, Information and Support		40,037	–	40,037	240,221
–Enabling, Empowering & Enriching		18,155	–	18,155	87,870
Other trading activities		–	–	–	–
Investments	5	127	–	127	138
JRS grant		21,964	–	21,964	–
Total income		80,446	134,940	215,386	328,792
Expenditure on:					
Raising funds	6	–	–	–	–
Charitable activities	6				
–Citizens Research Project		–	134,940	134,940	12,771
–Advice, Information and Support		111,405	–	111,405	239,189
–Enabling, Empowering & Enriching		32,371	–	32,371	75,942
Other		–	–	–	–
Total expenditure		143,776	134,940	278,716	327,902
Net income / (expenditure) before net gains / (losses) on investments		(63,330)	–	(63,330)	890
Net gains / (losses) on investments		–	–	–	–
Net income / (expenditure) for the year	7	(63,330)	–	(63,330)	890
Transfers between funds		–	–	–	–
Net income / (expenditure) before other recognised gains and losses		(63,330)	–	(63,330)	890
Net movement in funds		(63,330)	–	(63,330)	890
Reconciliation of funds:					
Total funds brought forward		83,078	–	83,078	82,188
Total funds carried forward		19,748	–	19,748	83,078

All of the above results are derived from continuing activities. There were no other recognised gains or losses other than those stated above. Movements in funds are disclosed in Note 17 to the financial statements.

As at 31 March 2021

	Note	£	2021 £	£	2020 £
Fixed assets:					
Tangible assets	12		1,063		–
			1,063		–
Current assets:					
Debtors	13	56,638		57,738	
Cash at bank and in hand		34,697		38,868	
		91,335		96,606	
Liabilities:					
Creditors: amounts falling due within one year	14	72,650		13,528	
Net current assets / (liabilities)			18,685		83,078
Total assets less current liabilities			19,748		83,078
Net assets excluding pension asset / (liability)			19,748		83,078
Defined benefit pension scheme asset / (liability)			–		–
Total net assets / (liabilities)			19,748		83,078
The funds of the charity:					
Restricted income funds	17		–		–
Unrestricted income funds:	17				
General funds		19,748		83,078	
Total unrestricted funds			19,748		83,078
Total charity funds			19,748		83,078

The financial statements have been prepared in accordance with the special provisions for small companies under Part 15 of the Companies Act 2006.

Approved by the trustees on 12th June 2022 and signed on their behalf by

Mary Jacob
Chair

1 Accounting policies

a) Basis of preparation

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102 – effective 1 January 2015) – (Charities SORP FRS 102) and the Companies Act 2006.

The charitable company meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy or note.

b) Going concern

The trustees consider that there are no material uncertainties about the charitable company's ability to continue as a going concern. Key judgements that the charitable company has made which have a significant effect on the accounts. The trustees do not consider that there are any sources of estimation uncertainty at the reporting date that have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities within the next reporting period.

c) Income

Income is recognised when the charity has entitlement to the funds, any performance conditions attached to the income have been met, it is probable that the income will be received and that 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 that the income will be received and the amount can be measured reliably and is not deferred.

For legacies, entitlement is taken as the earlier of the date on which either: the charity is aware that probate has been granted, the estate has been finalised and notification has been made by the executor(s) to the charity that a distribution will be made, or when a distribution is received from the estate. Receipt of a legacy, in whole or in part, is only considered probable when the amount can be measured reliably and the charity has been notified of the executor's intention to make a distribution. Where legacies have been notified to the charity, or the charity 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.

Income received in advance of the provision of a specified service is deferred until the criteria for income recognition are met.

d) Donations of gifts, services and facilities

Donated professional services and donated facilities are recognised as income when the charity has control over the item or received the service, any conditions associated with the donation 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. In accordance with the Charities SORP (FRS 102), volunteer time is not recognised so refer to the trustees' annual report for more information about their contribution.

On receipt, donated gifts, professional services and donated facilities 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.

e) 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.

1 Accounting policies (continued)

f) Fund accounting

Restricted funds are to be used for specific purposes as laid down by the donor. Expenditure which meets these criteria is charged to the fund.

Unrestricted funds are donations and other incoming resources received or generated for the charitable purposes.

Designated funds are unrestricted funds earmarked by the trustees for particular purposes.

g) Expenditure and irrecoverable VAT

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:

- | Costs of raising funds relate to the costs incurred by the charitable company in inducing third parties to make voluntary contributions to it, as well as the cost of any activities with a fundraising purpose
- | Expenditure on charitable activities includes the costs of delivering services, undertaken to further the purposes of the charity and their associated support costs.
- | Other expenditure represents those items not falling into any other heading

Irrecoverable VAT is charged as a cost against the activity for which the expenditure was incurred.

h) Allocation of support costs

Resources expended are allocated to the particular activity where the cost relates directly to that activity. However, the cost of overall direction and administration of each activity, comprising the salary and overhead costs of the central function, is apportioned on the basis which are an estimate, based on staff time, of the amount attributable to each activity.

Where information about the aims, objectives and projects of the charity is provided to potential beneficiaries, the costs associated with this publicity are allocated to charitable expenditure.

Where such information about the aims, objectives and projects of the charity is also provided to potential donors, activity costs are apportioned between fundraising and charitable activities on the basis of area occupied by each activity.

i) Operating leases

Rental charges are charged on a straight line basis over the term of the lease.

j) Tangible fixed assets

Items of equipment are capitalised where the purchase price exceeds £550. Depreciation costs are allocated to activities on the basis of the use of the related assets in those activities. Assets are reviewed for impairment if circumstances indicate their carrying value may exceed their net realisable value and value in use.

No depreciation charge on the building is made on the grounds that it would be immaterial because the estimated remaining useful economic life is expected to be more than 50 years.

Depreciation is provided at rates calculated to write down the cost of each asset to its estimated residual value over its expected useful life. The depreciation rates in use are as follows:

Fixture and Equipment	33 1/3% p.a straight line
Computers	33 1/3% p.a straight line
Buildings and Maintenance	33 1/3% p.a straight line

k) Debtors

Trade 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.

l) Cash at bank and in hand

Cash at bank and cash in hand includes cash and short term highly liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar account. Cash balances exclude any funds held on behalf of service users.

For the year ended 31 March 2021

1 Accounting policies (continued)

m) Creditors and provisions

Creditors and provisions 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 and provisions are normally recognised at their settlement amount after allowing for any trade discounts due.

n) 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 with the exception of bank loans which are subsequently measured at amortised cost using the effective interest method.

o) Pensions

The charity operates stakeholder pension scheme.

2 Detailed comparatives for the statement of financial activities

	Unrestricted £	Restricted £	2020 Total £
Income from:			
Donations and legacies	563	–	563
Charitable activities:			
–Advice, Information and Support	240,221	–	240,221
–Enabling, Empowering & Enriching	87,870	–	87,870
Investments	138	–	138
Other	–	–	–
Total income	328,792	–	328,792
Expenditure on:			
Raising funds	–	–	–
Charitable activities:			
–Counselling	12,771	–	12,771
–Advice, Information and Support	232,687	6,502	239,189
–Enabling, Empowering & Enriching	75,942	–	75,942
Other	–	–	–
Total expenditure	321,400	6,502	327,902
Net income / expenditure before gains / (losses) on investments	7,392	(6,502)	890
Net gains / (losses) on investments	–	–	–
Net income / expenditure	7,392	(6,502)	890
Transfers between funds	–	–	–
Net income / (expenditure) before other recognised gains and losses	7,392	(6,502)	890
Gains / (losses) on revaluation of fixed assets	–	–	–
Net movement in funds	7,392	(6,502)	890
Total funds brought forward	75,686	6,502	82,188
Total funds carried forward	83,078	–	83,078

3 Income from donations and legacies

			2021	2020
	Unrestricted	Restricted	Total	Total
	£	£	£	£
Donations	163	-	163	563
	<u>163</u>	<u>-</u>	<u>163</u>	<u>563</u>

4 Income from charitable activities

			2021	2020
	Unrestricted	Restricted	Total	Total
	£	£	£	£
<u>Contract income</u>				
Southwark Council	53,382	-	53,382	320,294
<u>Grant income</u>				
Age UK	-	134,940	134,940	-
Southwark Council	1,500	-	1,500	-
RL Glasspool Charity	1,410	-	1,410	-
United ST Saviours	1,900	-	1,900	-
Other grant incomes	-	-	-	7,797
Total income from charitable activities	<u>58,192</u>	<u>134,940</u>	<u>193,132</u>	<u>328,091</u>

5 Income from investments

			2021	2020
	Unrestricted	Restricted	Total	Total
	£	£	£	£
Investment income	127	-	127	138
	<u>127</u>	<u>-</u>	<u>127</u>	<u>138</u>

6 a. Analysis of expenditure

	Charitable activities					2021 Total £	2020 Total £
	Cost of	Citizens	Enabling,		Support costs £		
	raising funds £	Research Project £	empowering & enriching £	Advice and information £			
Staff costs (Note8)	–	56,215	11,243	44,972	101,552	213,982	218,057
Counselling & Facilitating	–	–	–	–	–	–	8,449
Events and Activities	–	–	–	–	–	–	1,100
Grant Aid	–	–	–	4,263	–	4,263	6,795
<u>Support cost</u>							
Office costs	–	8,978	1,796	7,182	–	17,956	49,508
Rent	–	–	1,500	6,500	2,000	10,000	28,263
Computer expenses	–	–	65	281	86	432	1,008
Printing, postage and stationery	–	–	–	–	–	–	132
Telephone & internet	–	–	369	1,598	492	2,459	2,891
Insurance	–	–	430	1,865	574	2,869	–
Bank charges	–	–	–	–	128	128	120
Independent examiner's fee	–	–	–	–	3,675	3,675	4,000
Registration fees	–	–	66	285	88	439	–
Professional fees	–	–	3,297	14,289	4,397	21,983	5,011
Depreciation	–	–	80	345	106	531	2,568
	–	65,193	18,846	81,580	113,097	278,716	327,902
Support costs	–	69,747	13,525	29,825	(113,097)	–	–
Total expenditure 2021	–	134,940	32,371	111,405	–	278,716	

Of the total expenditure, £143,776 was unrestricted (2020: £321,400) and £134,940 was restricted (2020: £6,502).

b. Analysis of expenditure (prior year)

	Charitable activities					
	Cost of raising funds £	Counselling	Enabling, empowering & enriching £	Advice and information £	Support costs £	2020 Total £
Staff costs (Note8)	–	4,322	29,831	89,493	94,411	218,057
Counselling & Facilitating	–	8,449	–	–	–	8,449
Events and Activities	–	–	–	1,100	–	1,100
Grant Aid	–	–	–	6,795	–	6,795
Other staff costs	–	–	10,715	35,469	3,324	49,508
<u>Support cost</u>	–	–	4,239	18,371	5,653	28,263
Computer expenses	–	–	151	655	202	1,008
stationery	–	–	20	86	26	132
Printing, postage and Telephone & Internet	–	–	434	1,879	578	2,891
Bank charges	–	–	–	–	120	120
Audit fees	–	–	–	–	4,000	4,000
Professional fees	–	–	752	3,257	1,002	5,011
Depreciation	–	–	385	1,669	514	2,568
	–	12,771	46,527	158,774	109,830	327,902
Support costs	–	–	29,415	80,415	(109,830)	–
Total expenditure 2020	–	12,771	75,942	239,189	–	327,902

For the year ended 31 March 2021

7 Net incoming resources for the year

This is stated after charging / crediting:

	2021	2020
	£	£
Depreciation	531	2,568
Independent examiner's fees	3,500	3,500
	<u>3,500</u>	<u>3,500</u>

8 Analysis of staff costs, trustee remuneration and expenses, and the cost of key management personnel

Staff costs were as follows:

	2021	2020
	£	£
Salaries and wages	191,004	194,724
Social security costs	14,487	14,552
Employer's contribution to defined contribution pension schemes	8,491	8,781
	<u>213,982</u>	<u>218,057</u>

Employee received more than £60,000 (excluding employer pension) during the year is as below;

	2021	2020
	No.	No.
£60,000 - £69,999	1	0

The total employee benefits including pension and national insurance contributions of the key management personnel were £72,227 (2020: £66,525).

The charity trustees were not paid or received any other benefits from employment with the charity in the year (2020: £nil). No charity trustee received payment for professional or other services supplied to the charity (2020: £nil).

9 Staff numbers

The average number of employees (head count based on number of staff employed) during the year was as follows:

	2021	2020
	No.	No.
Raising funds	0.0	1.0
Charitable activities	5.4	5.4
Support	0.6	0.6
	<u>6</u>	<u>7</u>

10 Related party transactions

There are no related party transactions to disclose for 2021 (2020: none).

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

11 Taxation

The charitable company is exempt from corporation tax as all its income is charitable and is applied for charitable purposes.

For the year ended 31 March 2021

12 Tangible fixed assets

	Fixture & equipment £	Computer & IT equipment £	Building and maintenance £	Total £
Cost				
At the start of the year	86,627	54,510	28,500	169,637
Additions in year	–	1,594	–	1,594
Disposals in year	–	–	–	–
At the end of the year	86,627	56,104	28,500	171,231
Depreciation				
At the start of the year	86,627	54,510	28,500	169,637
Charge for the year	–	531	–	531
Eliminated on disposal	–	–	–	–
At the end of the year	86,627	55,041	28,500	170,168
Net book value				
At the end of the year	–	1,063	–	1,063
At the start of the year	–	–	–	–

All of the above assets are used for charitable purposes.

13 Debtors

	2021 £	2020 £
Grant receivable	56,238	56,238
Other debtors	400	1,500
	56,638	57,738

14 Creditors: amounts falling due within one year

	2021 £	2020 £
Taxation and social security	59,410	4,563
Other creditors	6,065	5,465
Accruals	7,175	3,500
	72,650	13,528

15 Pension scheme

The charity operates stakeholder pension scheme. The amounts owed to the pension scheme at each balance sheet date are £6,064 and the number of staff members of the scheme is 5.

For the year ended 31 March 2021

16 Analysis of net assets between funds

	General unrestricted £	Designated £	Restricted £	Total funds £
Tangible fixed assets	1,063	–	–	1,063
Net current assets	18,685	–	–	18,685
Net assets at the end of the year	19,748	–	–	19,748
Analysis of net assets between funds (prior year)				
	General £	Designated £	Restricted £	Total funds £
Tangible fixed assets	–	–	–	–
Net current assets	83,078	–	–	83,078
Net assets at the end of the year	83,078	–	–	83,078

17 Movements in funds

	At the start of the year £	Incoming resources & gains £	Outgoing resources & losses £	Transfers £	At the end of the year £
Restricted funds:					
Age UK	–	134,940	(134,940)	–	–
Total restricted funds	–	134,940	(134,940)	–	–
Unrestricted funds:					
General funds	83,078	80,446	(143,776)	–	19,748
Total unrestricted funds	83,078	80,446	(143,776)	–	19,748
Total funds	83,078	215,386	(278,716)	–	19,748

Purposes of restricted funds

All carers in Southwark will have access to the practical and emotional support they need and the recognition and influence they deserve.

The purpose of the restricted funds are to organise the activities for carers– "Reducing Social Isolation, Advice, Information and Support, Counselling, Health and Well Being, Identifying Hidden Carers, Financial Support and Respite Care".

Movements in funds (prior year)

	At the start of the year £	resources & gains £	resources & losses £	Transfers £	At the end of the year £
Restricted funds:					
Headley Foundation	2,948	–	(2,948)	–	–
Triangle Trust	3,554	–	(3,554)	–	–
Total restricted funds	6,502	–	(6,502)	–	–
Unrestricted funds:					
General funds	75,686	328,792	(321,400)	–	83,078
Total unrestricted funds	75,686	328,792	(321,400)	–	83,078
funds	82,188	328,792	(327,902)	–	83,078

18 Operating lease commitments

The charity has no future minimum lease payments under non-cancellable operating leases.

19 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.