



Carers First

Annual Report 2020-21

We understand that caring can be hard,
but believe getting the right help shouldn't be

Carers First

Company Information

REGISTERED CHARITY 1085430
COMPANY NUMBER 04144820

Directors and Trustees

Mr Peter Davis (Chair)
Mrs Ruth Rankine (vice-Chair)
Mr Sukwinder Bassi
Ms Shirley Briggs
Mr William Daniels (resigned 20.11.20)
Mr Paul Fennell
Ms Georgina Hoare (appointed 11.11.20)
Mr Antony Hall (appointed 11.11.20)
Mrs Susan Ilott (resigned 20.11.20)
Mr Peter Jenkins (appointed 06.04.20)
Mr Ron Martin (resigned 10.09.20)
Mr Craig Pashler (appointed 4.12.20)
Mr John Purdie (resigned 20.11.20)
Mr Marcus Shaw (appointed 02.04.20)
Mr Julian Sinclair (appointed 11.11.20)
Mr William Swan (resigned 26.4.21)
Mrs Vicki Wells (appointed 11.11.20)
Dr Marie Wheatley

Chief Executive

Mrs Alison Taylor

Secretary

Mrs Alison Taylor

Registered Office

Michael Gill Building
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Strood
Kent
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Bankers

Lloyds Bank Plc
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Tunbridge Wells
Kent
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Auditors

Lindeyer Francis Ferguson Limited
Chartered Accountants
North House, 198 High Street
Tonbridge
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Carers First

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The Directors, who are also the Trustees of the charitable company, present their Annual Report with the Financial Statements for the year ended 31 March 2021. This Trustees' report, prepared in accordance with Part 15 of the Companies Act 2006, is also the Trustees' report as required by Part 8 of the Charities Act 2011.

The Trustees have adopted the provisions of 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 (FRS 102) (effective 1 January 2019) in preparing this annual report and financial statements.

Structure, Governance and Management

Status

Carers First is a company limited by guarantee and a registered charity (No. 1085430) and was incorporated on 19 January 2001.

The Charity's governing document is its Articles of Association, which have been approved by the Charity Commission and its affairs are administered by its Trustees.

Trustees

The Trustees who held office during the year and since are as follows:

Mr Peter Davis (Chair)
Mrs Ruth Rankine (vice-Chair)
Mr Sukwinder Bassi
Ms Shirley Briggs
Mr William Daniels (resigned 20.11.20)
Mr Paul Fennell
Ms Georgina Hoare (appointed 11.11.20)
Mr Antony Hall (appointed 11.11.20)
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Mr William Swan (resigned 26.4.21)
Mrs Vicki Wells (appointed 11.11.20)
Dr Marie Wheatley

The Trustees are elected, or re-elected, by rotation by the Companies Act members of Carers First at the Annual General Meeting.

Introduction

Each year the Trustees review the skills and experience of those on the Board so that skill gaps can be identified, and appropriate candidates can be recruited. A maximum of 20 Trustees can be elected to the Board. One third of the Trustees retire from office at each Annual General Meeting. A retiring Trustee is eligible for re-election, and there is no upper age limit imposed on Trustees. The Board have appointed a Chair and Vice Chair. We have also appointed Chairs and Vice Chairs of three Committees (Finance, People and Safeguarding and Quality, Performance and Business.)

An induction programme is provided to all Trustees and includes key information relating to the charity's governance and operations. The Chair holds an annual one-to-one review discussion with each Trustee, and this includes the consideration of any potential development opportunities which would support the Trustee.

Following a comprehensive Governance Review in 2019, which resulted in several recommendations taken forward to enhance and strengthen the charity's governance arrangements, in 2020 the Board committed to an annual governance review led by the Chair and an independent review every three years. The Board is currently working towards measuring itself against the Charity Governance Code.

The Board of Trustees meets quarterly supported by Committees which meet regularly and report to the Trustee Board.

The Board controls the activities of the charity through the Senior Leadership Team, led by the Chief Executive, Mrs Alison Taylor.

The Trustees are responsible for setting the policies of the charity and developing its strategic direction; and the Board has instigated a user involvement strategy to ensure the views of carers and their families are integral to how the charity operates both strategically and operationally.

Objectives and Activities

Objects

The charity's objects are to relieve the needs of carers and persons who are sick, infirm, disabled or who have social care needs in particular, but not exclusively, by the provision of information, advice and support and by the provision of respite care.

In accordance with Section 17 of the Charities Act 2011, the Trustees have had due regard to the guidance published by the Charity Commission on public benefit when reviewing the charity's objectives and planning future activities.

How we achieved our aims and objectives

Any of our lives can be turned upside down because of ill health, disability or frailty of a member of our family or a close friend. At Carers First we understand that caring can be hard but believe getting the help you need shouldn't be. We work directly with and for, unpaid carers to provide personalised information and a range of tailored support – making it easier for those caring for someone else to continue living their lives to the fullest.

Carers First works across Lincolnshire, Medway, Essex, Newham, Haringey, Hackney and Waltham Forest. With a diverse mix of services, challenges and opportunities we are in the privileged position of being able to share nuanced learning across a wide range of service areas.

We strive to be the trusted provider of high quality, tailored, localised support; helping carers feel empowered, respected and valued for what they do. Carers First works with carers and external partners, such as our commissioning councils, to deliver strategic, integrated services to support carers across local communities. We ensure accessibility through our proven outreach model, taking into consideration carers living in rural or dispersed communities, unable to attend traditional carer centres.

2020-21 represented a significant year for Carers First with a new Chair of Trustees, new Chief Executive and with work beginning on a new three-year strategy. Our focus was on avoiding disruption to services and supporting carers at such an uncertain and anxious time. In March/April 2020, we responded swiftly to the first lockdown, transitioning face-to-face support to digital online platforms and telephone support. Throughout the year, we were able to successfully increase engagement with carers and make a positive, material difference in their lives.

It is important to recognise that the pandemic has presented unprecedented challenges and affected so many people in profound ways. The Trustees would like to thank Carers First staff and volunteers for the way they have so often selflessly responded to meet the needs of carers who have been so impacted by the pandemic.

It is down to these individuals that we have achieved so much that we present in this report. Thank you.

Key developments during the year

In September 2020, we won a new three-year contract to deliver the Carers Support Service in Waltham Forest following a competitive bidding process. This was a validation of what we had achieved in the last three years for carers in Waltham Forest.

We also won extensions to our contracts in Lincolnshire (until May 2022) and Haringey (until March 2022) which helped our team to fully focus on supporting carers at such an uncertain time.

Back in March 2020, none of us could have predicted the impact the Covid-19 pandemic would still be having in our lives. Our extensive community based, face to face services were moved to online and phone delivery models without interruption.

The pandemic presented the opportunity to accelerate the development and adoption of new digital services. We increased proactive telephone support, particularly for those unable or unwilling to engage digitally. We were able to reduce costs and invest more in supporting carers. We also accessed additional grant funding to support carers whose lives were made so much harder by the pandemic.

We have been limited in some areas of support for carers, particularly around helping them access breaks, with so many services either shut down or reduced. We increased our offering to provide additional proactive wellbeing calls to the most vulnerable carers and making sure they had the practical, financial and emotional support they needed.

Our mission and ambition

During the year, we developed a new three-year strategy which builds upon our successful past and enables us to reach and support significantly more carers, deliver new services and programmes in co-design with carers, forge new collaborations to increase our impact and to grow and diversify the funding base of the charity. We also set a new mission and ambition.

Mission: Carers First provides support, for carers, with carers – so they can live their lives to the fullest.

Ambition: To enable carers to thrive in their role and achieve the balance in their lives they wish to achieve.

Achievements and performance

Objective 1:

Increase the number of new carers we reach

Over 33,000 carers have registered with us with around half of these actively engaged with carer activities or one-to-one support each year.

A key challenge is helping people to recognise themselves as carers (with many seeing themselves as a daughter, son, mother, partner or friend helping someone close to them) and seek help as early as possible. It takes an average of two years for people to recognise themselves as a carer with many taking much longer.

We have seen time and again the benefits to carers getting support earlier in their caring journey. For example, when Denise's son, Jamal, had a nervous breakdown, she was referred to Carers First and joined one of our peer support groups. She says "accessing support for myself early helped me manage better in my caring role. My friends from the group were a lifeline and a great comfort to me as I went through such difficult times with Jamal."

The pandemic presented both challenges and opportunities in reaching new carers. For example, we lost our presence in healthcare and community settings while we found more carers seeking out support online.

We recognised the need to increase Carers First's profile and raise awareness of the support available to carers and appointed a new Director of Income and Communications in September with the remit to create a new Communications team. We ran campaigns to coincide with national awareness days including Carers Week (June), Carers Rights Day (November) and Young Carers Action Day (February). These campaigns helped us increase our website visits by over a third.

We formed new partnerships to help us reach more carers. We ran joint campaigns with Anglian Water promoting Carers First and the Anglian Water Priority Service Register which reached over 124,000 people. As part of our new partnership with Legal & General, we presented to their staff on Carers Rights Day in November as part of the launch of their Carer Concierge service.



Carer, Denise

Increase the numbers of carers participating in our services and activities

Carers First has had a successful community-based outreach model for over eight years rather than operating from traditional Carer Centres. Working this way helped us adapt swiftly to the pandemic with no interruption of services to carers.

Digital accessibility for carers during the pandemic was crucial, the pandemic meant that our service offer had to be provided digitally. To enable Carers First to achieve this, digital training was developed and delivered to carers, volunteers, and staff teams. Grants were secured to purchase equipment for carers, laptops and tablets with training and support. A digital champion programme was developed involving volunteers, further supporting carers to get online and access support.

Offering online groups and activities has helped us reach more carers, including outside the normal working day. We have seen a 22% increase in carers engaged with our services.

Digital has helped us reach carers who are traditionally harder to reach including male carers, carers in rural areas and carers who find it difficult to leave the person they care for to attend a physical meeting. We have also been able to offer groups and activities to carers wherever they live, increasing the choice of activities and peer support.

**"I think I've made about 20 new friends online since lockdown.
We share tips and advice. We all have a pretty good idea about what we all do,
and we support each other."**

Peter, 73, cares for his wife Olive who has dementia.



Peter and Olive

Carers receiving ongoing wellbeing support from Carers First increased significantly compared to last year. This was particularly important for carers unable or unwilling to engage digitally. We carried out over 8,000 wellbeing calls to carers in the first six months of the pandemic. These calls often resulted in further support being put in place e.g. emotional support and practical help. We have since put in place the volunteer Check-in and Chat service to continue these proactive calls to carers.

Social media played an important part, particularly during the lockdowns, in keeping in touch with carers and encouraging them to join activities. We saw an 122% increase in social media followers over the year.

Objective 2

Assess carers needs and provide personalised support to enable carers to live their lives to the fullest

Our helpline acts as the first point of contact for carers who, depending on their needs, are then triaged to our local community teams. Our helpline team will guide carers through our wellbeing summary to understand their needs and make them aware of support that is available to them. 41% of carers confirm at this point that they have what they need and are willing and able to continue caring.

59% of carers will have more complex needs and are triaged to our local community teams, who will create a tailored plan with the carer using the Carers Star tool. This may include support with managing work, taking a break, getting financial support or peer support. The plan will be reviewed with the carer every 12 weeks. In some cases, we will refer carers to partner agencies for a statutory carers assessment or longer-term intervention from health and social care.

Carers have experienced multiple challenges during the pandemic which we have been tackling. These include:

- Help with finances. We helped carers secure £4 million in benefits. We were also able to award over £100,000 in individual grants to our carers thanks to our partnerships including Carers Trust. These grants helped provide carers with essential items like beds and washing machines.
- Supporting carers wellbeing and mental health in an environment of heightened stress and anxiety. Alongside emotional support from our staff and volunteers, and with thanks to many local businesses, we provided over 1,000 wellbeing parcels to carers. We also scaled up our volunteer Telephone Befriending Service to offer more support to carers who may be feeling isolated or need someone to talk to about their caring role.
- Informal advocacy such as help for carers to access supermarkets at key worker times.
- We worked with local Councils to provide advice and help to carers to understand Government guidance around lockdown restrictions and vaccination programmes, access to food and supplies and access to Personal Protective Equipment (PPE).
- Supporting those from ethnically diverse communities to access services. 62% of carers we work with in London are from ethnically diverse communities. 76% of carers responding to our annual survey (August 2020) said we had helped them navigate health and social care services and/or advocacy support.
- Supporting those digitally excluded. We offered grants for digital equipment, training and support to help carers get online. We increased our telephone support to those who were unable or unwilling to access online support.

"Life is so much better now. I use the Carers Allowance to buy better food which I can cook with my new cooker (from a grant secured by Carers First). I feel so glad that I can take better care of my husband."

Rose cares for her husband Karl who has terminal cancer

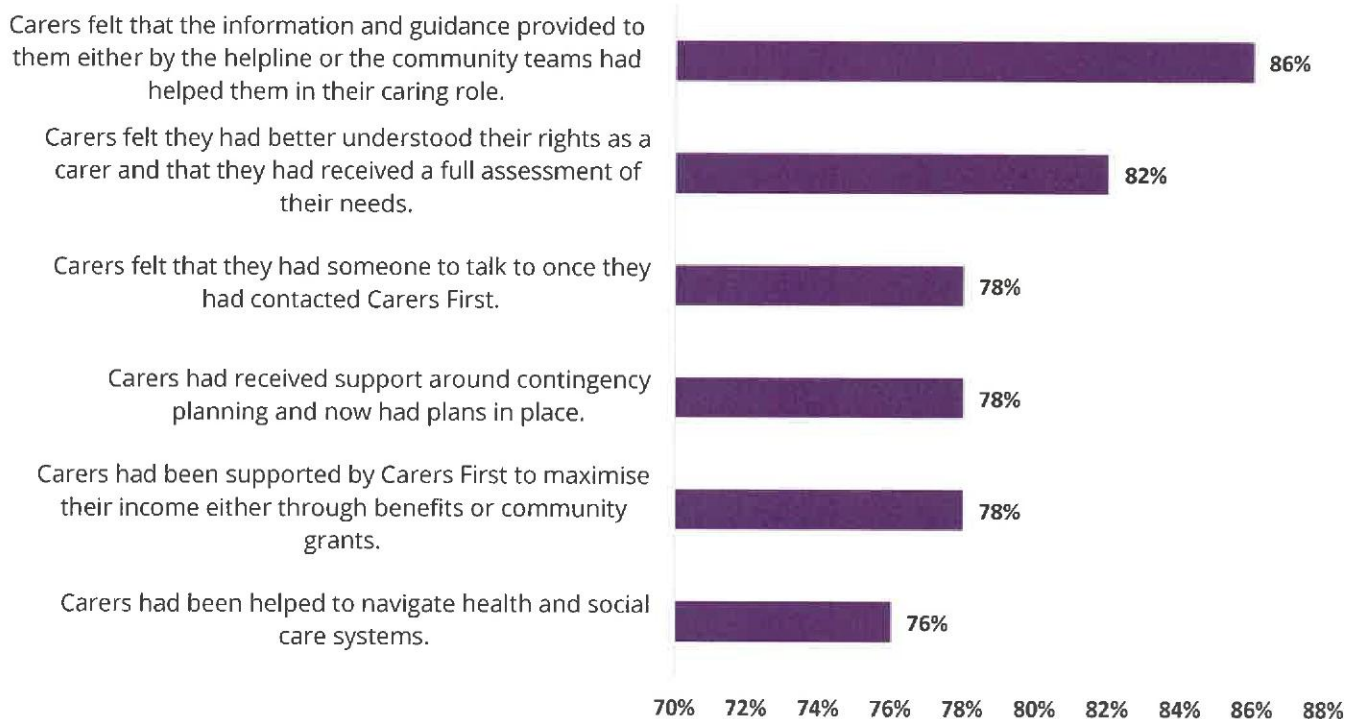
We have contracts and grants to provide support for young adult carers in Medway and Newham and supported 250 young people this year. This included one to one support, attending school and professional meetings, online peer support groups and financial help, e.g. securing grants for school uniforms or laptops. Pre pandemic, we provided events and activities for young and young adult carers such as cinema, meals out and days out. During the pandemic, we have been running virtual chat groups and private WhatsApp groups.

"Carers First have helped me a lot. I can chat with other young carers confidently. You helped me get a new school uniform and an art grant so I can do art as a hobby. You have also helped me with food and to get out of the house when I was struggling."

Crystal, 13, cares for her mum Charlene who has multiple conditions.

Carers First's survey was conducted in August 2020. Over 1,000 carers from across all seven service areas took part in the survey and provided feedback on how Carers First had supported them.

Impact of support from Carers First, August 2020



Objective 3:

Review key areas of our work with carers to improve the effectiveness, efficiencies and impact of our services

We engaged in extensive consultation to inform our new three-year strategy including engaging with over 1,150 adult and young carers, interviewing 25 key stakeholders and consulting with 124 staff. We also completed an Environmental/Literature Review and conducted a Market Analysis.

Our new strategy commits us to developing programmes of support that are co-designed with carers, to make sure support is inclusive and accessible to all carers in different communities. We will focus on the needs of different groups of carers at each stage of their journey and recognise the complexity and uniqueness of each caring role.

We developed new digital programmes to enhance the material difference we make including a pilot Carers First Winter Mindset, Reset programme. The four-week course directly benefited carers personal wellbeing alongside the person(s) they look after. Carers left sessions with a positive outlook and techniques to deal with tough situations instead of becoming stressed, overwhelmed, or anxious. 73% of participants said they were better equipped after the four-week programme to move forwards with winter and their caring role.

“It has had a big impact on my mental health and how I treat myself. I look for the positive in everything now and I’m much more resilient to the challenges that come with caring. I’d recommend the course to anyone in a caring role.”

Leane cares for her daughter Isla, 7, who is autistic



Carer, Leane

We developed new peer-led support groups and WhatsApp groups that have been co-produced by carers and volunteers and are led by the Peer Support volunteer. These include groups around cooking, art, poetry, photography and Moving On groups for former carers.

Review and develop our Carers Forums to create empowered communities of carers to help shape our work, to provide insight to share with commissioners and to inform the national carers’ policy agenda through our partnership with Carers Trust.

Co-production with carers is at the heart of our work and carers played a key role through our Project Strategy group, our Carer Forums, as well as in workshops and surveys, to shape our new three-year strategy.

Carer Forums were reviewed in 2020 to give them a renewed focus. The Forums are facilitated by Carers First team members and provide carers with the opportunity to have a voice and be heard, to influence the planning of their local carer service and to shape the organisation.

Carer Forums are now held quarterly across all seven service areas. We increased the number of Forums held by 33% in the past year as well as nearly doubling the number of carers taking part.

We supported carers to participate in the development of Council Carer Support Strategies in several of our service areas. Several of our young carers took part in the Carers Trust steering group to develop the Young Carers Action Day campaign in February.

Carers First were stakeholders to the NICE consultation to develop the Supporting adult carers - quality standard which was published in March 2021. We supported carers and staff to put forward their views into consultation.



"After giving up my job to look after Toby, I've sometimes thought 'who am I now?' Being part of something, giving my input and perspective, has given me back my identity. I have found my voice again and feel listened to. Carers First has made me feel valued and recognised for what I do".

Carla cares for her son Toby who is autistic. She was a member of our Strategy Project Group

Objective 4

Develop Carers First managers' and staff Learning & Development Programmes

Carers told us in our annual survey how important it was to them having someone to talk to who they could trust, and who could provide empathy and emotional support. We are proud to consistently receive positive feedback from carers on their experience with our staff teams.

"She was the most caring, supportive and understanding person I have had the pleasure to meet. She had such a unique understanding and had great empathy in me as a person. Thank you to this very kind, loving person."

"Everyone I have spoken with and in contact with have been excellent in dealing with any question asked. Professional, polite, helpful, respectful, patient, caring, communicating effectively (clear and precise) and organised."

Feedback from carers from our annual survey, August 2020

It is essential that Carers First equip our managers and staff teams so that they can continue to deliver this exceptional support. With this in mind, we introduced a new learning management training platform (LMS) in April 2020. The platform is available to all employees and volunteers and offers a wide range of courses covering mandatory topics and development programmes.

We are committed to developing a vibrant, inclusive and supportive place to work and volunteer, and our managers are key to bringing this to life. To support them with this, 30 Carers First managers participated in a bespoke Management Programme covering a range of tools, techniques and resources such as understanding themselves as a manager, project planning and managing performance.

Refine our volunteer offer, increasing the number of volunteers and the roles they undertake to support the charity's work.

Our thriving community of volunteers help us support more carers than we otherwise could. In the past year, more volunteers have joined us, in more roles, to enrich the support we can offer.

We have seen a 61% increase in the number of volunteers in the past year supporting carers with 127 people now active as Carers First volunteers. These volunteers have supported over 1,000 carers which is an amazing 800% increase on 2019-20.

We have developed new volunteering partnerships to reach more carers including with Legal & General and Lincoln University. We estimate Legal & General colleagues gifted 1,050 hours from May 2020- May 2021. This is the equivalent value of £22,050.

Volunteers have helped us scale up vital services in response to the pandemic including tripling the number of carers who receive a call from our Telephone Befriending service. For some carers, this is the only conversation they will have that's about them. Carers have said that their befriender "listens and we have a good chat" and they "always feel better after talking."

It is important to us that volunteers feel supported and valued in their roles. We are delighted that a survey of our volunteers revealed 80% feel valued in their role and 81% feel supported in their role. Chris, who has volunteered with us for over 10 years, says "They have always respected my experience and allowed me to share my ideas to improve processes. They also make me feel valued. I visited the Head Office a couple of years ago and they made me feel like a celebrity. Everyone seemed to know who I was and thanked me."



Volunteer, Chris

We plan to build on these high standards by receiving external accreditation to evidence the quality of our volunteer programme. We are conscious of the high growth of our volunteer programme in a relatively short space of time. We are keen to ensure volunteers are being properly matched to roles, have clear roles and responsibilities as well as appropriate training and support. With this in mind, we have been working towards the externally assessed Investing in Volunteers accreditation with the aim for this to be awarded by the end of 2021.

Objective 5

Develop a new strategy and three-year plan

The pandemic has made caring harder than ever. Carers are providing more care with less breaks and many are exhausted and worn out. Carers First are needed more than ever to ensure carers get the support they need to thrive in their role and find the balance in their lives they want to achieve.

Our key challenge over the next three years is to reach a greater number of carers, at the earliest opportunity and enhance our support to carers to make a positive, material difference in their lives.

With this in mind, we developed a new strategy and three-year plan with the ambition to provide access to information, support and resources to 250,000 carers by 2024. This will be ten times the number of carers we currently reach.

The new strategy sets out key strategic objectives as well as breaking these down into outcomes and targets with monthly, quarterly and annual measures. We will be unrelentingly focused on these objectives and fulfilling our ambition to enable carers to thrive in their roles and achieve the balance in their lives they wish to achieve.

Develop an Income Generation Plan to diversify the funding base of the charity

Over 90% of our income currently comes from statutory contracts. It is essential we grow and diversify our income to be responsive to local carers needs and become financially sustainable over the longer term.

As a growing and innovating charity, we want to make sure we can have the greatest impact on carers' lives. With this in mind, we appointed a new Director of Income and Communications with the remit of developing an ambitious three-year Income Generation Plan to deliver our new strategy. The plan sets out our ambition to quadruple our voluntary income and diversify our funding base – growing our income from Trusts and Foundations, building individual giving, community fundraising, corporate partnerships and legacies and maintaining and securing new statutory contracts.

We have made some positive early progress including running our first Christmas fundraising appeal which helped lead to a major gift from a supporter. We also launched a new monthly supporter e-newsletter and ran a focus group with companies to help shape the development of a new corporate offer.

Giving Dan his life back

"I was driving one day when the thought came into my mind that if I just drove into a wall, it would be all over. My caring role had taken over my life and I needed a way out. Fortunately, I reached out for help and Carers First gave me my life back."

Having someone dependent on him was something Dan learnt from a young age caring for his mum who has emotional instability personality disorder. This followed him to adulthood where he now cares for his wife, Nicci, and his stepson who has autism.

The biggest challenge Dan has faced caring is the feeling he had to do it all alone. He always thought of himself as being able to hold it together and his childhood experience had made him sensitive to looking after his mental health. However, being on call 24/7 and 'moving from one person's crisis to another' led him to that fateful day in the car.

Dan had never received a Carers Assessment despite caring since the age of five. Carers First has helped him secure a personal budget through a recent statutory Carers Assessment that will help cover additional costs of caring which has made him feel more in control. Dan says, "It has helped me realise I'm not alone in the difficulties I've faced and there is help available. Talking to someone outside my situation made me realise how much my caring role was affecting my physical and mental health. I learnt that I could give myself permission to think of myself and I don't have to feel guilty."

Dan has now found more balance in his life and is thriving. He has time to see friends and has also enjoyed volunteering. Fittingly, he has recently started a job as a Carer Support Adviser.



Lessons learnt

It is without doubt that 2020 was an unprecedented year, which has presented both opportunities and challenges for Carers First and the carers we support.

Services

During the Covid-19 pandemic our community teams constantly reviewed, monitored, and adapted to the continuing changes in the government guidelines. Ensuring that the wellbeing and safety of staff and carers was at the forefront of any decisions made, our focus was to continue to provide the best support for carers.

We found that many of our unpaid carers struggled during the lockdowns. They reported feeling lonely, isolated, angry, frustrated, tired (due to increasing caring responsibilities and more time spent caring due to the usual support networks being closed/postponed), they experienced financial hardship; having to give up work or reduced hours. Our young adult carers struggled balancing their caring responsibilities with their education, work and training; they missed seeing their friends and family face-to-face who have provided much needed peer support. Young adult carers have struggled with identifying themselves as carers and been challenged when attempting to access priority services.

The organisation moved quickly to respond to the changing situation and the changing needs of carers. Our remote working model was ideally placed to continue providing support to carers during the pandemic and our infrastructure allowed for rapid mobilisation of staff to remote working. The teams were able to respond quickly to the ever-changing situation, with no gaps in service provision and a seamless transition from face-to-face support to digital online platforms and telephone support. The helpline maintained the support for carers and experienced an increase in carers asking for advice and support.

Pre-pandemic our service offer was either face to face or via a phone call. The past year has taught us that engaging with carers digitally is an effective way of delivering support. The community teams have worked in partnership with carers to identify and create our digital offer, and we now have a wide-ranging portfolio of digital support groups from peer support groups, health and wellbeing groups to advice and information support including benefits, carers rights and planning for the future.

Moving forward we will now blend our service offer to combine, face to face and telephone support with online digital support. We will continue to develop new and exciting digital services in partnership with carers and create new opportunities through engaging with partner organisations to co-deliver elements of our offer.

Digital

A key learning this year has been the opportunities created by digital. We have seen increased engagement by carers in our services, including those who would or could not attend face-to-face activity. We plan to continue to develop our digital channels in a blended model of service delivery including our new-launch website (coming September 2021), helpline and community services to maximise our reach and impact.

Our extensive strategy consultation with carers, stakeholders and staff in summer 2020 highlighted that the Carers First website needs to be more locally relevant, more interactive and engaging for carers, with information from a carer's perspective, easier navigation and structure and to have a national relevance. We are taking the opportunity to redevelop the website as a key vehicle for the delivery of support to carers, providing strong carer journeys and providing carers access to a range of information, tools and resources aligned to their caring situation.

Like many, we have witnessed a clear 'digital divide' both locally and nationally. This has raised questions about digital poverty and accessibility to digital technology. We have been working to increase carers' access by supporting individuals to use their digital devices as well as working in partnership to address challenges around access. Alongside supporting carers with digital access, we have also developed new ways to engage with carers by phone.

Strategy

We learnt a lot from our consultation with carers, key stakeholders and staff which has shaped our new three-year strategy. The feedback from carers showed that Carers First make a huge difference on their lives however many struggled without support for several years before seeking help. Key barriers were people not recognising themselves as carers as well as not being identified by services for support. There is also a need to increase awareness of who Carers First are and what we do. Many carers said their route into Carers First was 'by chance'. We need to build a stronger brand and better communicate our impact to increase the support we can give to carers.

Partnerships

Over the past 12 months working collaboratively with our key stakeholders has been vital in sustaining our support to carers.

We have been recognised by our stakeholders for our flexible, adaptable, and creative approach to supporting carers within their local communities. The increase in digital platforms and remote working by other organisations enhanced our opportunities to create more meaningful partnerships.

The collaborative working with our commissioners meant that we were able to support the local Covid-19 vaccine programmes. Across all of our service areas we worked with commissioners and community partners to identify carers eligible for the vaccine and provide them with advice and information.

Looking to the future, our stakeholders emphasised in our consultation the need for a focus on partnership working to increase reach and to provide more 'seamless' support for carers. To build our local and national profile and to ensure our model fits within a more strategic 'system-wide' view of carer support.

Staff wellbeing

The past year has demonstrated the strength, commitment, and dedication of the community teams across the organisation. The teams put 'carers first' regardless of the challenges they may have been facing themselves, they continued to provide outstanding support and guidance to carers.

Many of our teams were personally affected by the pandemic, had to personally adapt to continually changing guidelines and faced increasing workloads. Throughout the last year we wanted to ensure our staff were fully supported to enable them to continue in their roles.

The organisation developed a programme of wellbeing activities and teams were actively encouraged and given the time to engage in activities. Contact and support was increased with daily and weekly wellbeing check ins, communication across the organisation increased to ensure teams were kept abreast of any changes. This helped us maintain staff morale and look after their wellbeing.

Plans for the future

In April 2021, we launched our new three-year strategy which sets out our ambition to help 250,000 carers by 2024. It commits us to five strategic objectives which are broken down into outcomes and targets over the next three years. These objectives inform our annual Operations Plan. Alongside our new strategy, we have refreshed our brand to help raise the profile of Carers First and secure more support.

The difference we want to see by 2024

1. Recognise and reach greater numbers of carers, at the earliest opportunity
2. Enhance our support to carers to make a material difference in their lives
3. Raise the profile of Carers First and its work, to secure support for carers in collaboration with other organisations
4. Develop a vibrant, supported, inclusive and high performing team
5. Grow our financial sustainability and strengthen efficiency of our operations

Key developments in the year ahead will include a public facing campaign across our service areas to increase awareness of the support available to carers.

We will develop our service offer, both online and in the community. We will launch our new website in September 2021 which will provide carers access to a greater range of information, tools and resources aligned to their caring situation. We will also build upon and develop new programmes of support including around wellbeing/mental health, resilience and maximising income.

We will start to deliver our ambition to quadruple our voluntary income and diversify our funding base.

Financial Review

The charity's incoming resources for the year ended 31 March 2021 totalled £4,285,129 (2020 - £3,740,687). Resources expended totalled £4,132,221 (2020 - £3,716,407) and net gain on investments was £222,390 (2020 - loss £200,129). The net surplus came to £375,298 (2020 - deficit £175,849). At 31 March 2021 the unrestricted fund balance was £1,664,207 (2020 - £1,301,492) and the restricted balance was £270,160 (2020 - £257,577). Carers First has continued to demonstrate year-on-year growth of its activities and the numbers of carers it supports.

The Trustees have reviewed the reserves of the charitable company and have established a policy under which the free reserves held should be equivalent to between three and six months of the unrestricted resources planned to be expended in the forthcoming financial year. Based on our budget for 2021-22 that is between £0.925m and £1.85m. At 31 March 2021, the free funds amounted to £1.6m (2020 - £1.3m). Trustees are in the process of reviewing and updating the reserves policy against the current financial climate which is due for completion within the 2021-22 financial year.

Investments

Carers First investments are held as a reserve against any future shortfall in income against expenditure. They seek to maintain and, if possible, enhance, the real value of the funds represented by its investments in line with the business plan. We seek to meet these objectives by maintaining an appropriate balance between maximising long-term returns and avoiding undue risk and volatility in capital values.

The portfolio is split between UK quoted investments (investment trusts, REIT's and EFT's) and holdings in unit/open ended investment companies (OEIC's). There are no direct foreign investments.

Overall performance has been ahead of the FTSE 100 index and the FTSE All-Share Index for the period.

Risk Management

Effective risk management is at the heart of our strategy and protecting the future sustainability of Carers First. We are fully committed to ensuring risks are properly managed. An organisation-wide risk management approach is in place to identify key strategic and operational risks, ensuring they are managed effectively through clear accountability and escalation when needed.

Risks are assessed to determine their severity, verify effective management and action mitigation where necessary. This is reviewed by Trustees and the Senior Leadership Team on an ongoing basis.

Key risks faced by Carers First and how we are managing them

A key risk is loss of income. Carers First is aware of potential Local Authority cuts to funding and the risk of not securing re-tendered contracts. To mitigate these risks, we are working closely with commissioners to ensure we are delivering impactful services to carers and that we can evidence this. We have also taken steps to diversify our income and ensure the continuance and sustainable growth of our work.

Health and safety continues to be a priority for Carers First, especially in light of the Covid-19 pandemic. We have taken appropriate measures and put in place robust risk assessments to ensure we are protecting the health, safety and wellbeing of the staff team and the carers we work with.

Information security is high on the risk agenda for all organisations. The importance of defending our IT systems from malicious attack and protecting the personal data we hold from unauthorised access and misuse is fully recognised by Carers First. Security measures are in place to protect unauthorised access to IT systems and to carry out ongoing tests for potential vulnerabilities in the IT network. Policies and procedures are also in place to protect data within the working environment, supported by mandatory data protection training for all staff, Trustees and volunteers.

Auditors

In accordance with section 485 of the Companies Act 2006, a resolution proposing that Lindeyer Francis Ferguson Limited be reappointed as auditors of the charitable company will be put to the Annual General Meeting.

Statement of Trustees' Responsibilities

The Trustees are responsible for preparing financial statements in accordance with applicable law and regulations.

Company and charity law requires the Trustees (who are also the directors of Carers First for the purposes of company law) to prepare financial statements for each financial year.

Under that law, the Trustees have elected to prepare financial statements in accordance with United Kingdom Generally Accepted Accounting Practice (United Kingdom Accounting Standards and applicable law), including the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102).

Under company law the Trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the charitable company and of the surplus or deficit for that period. In preparing those financial statements they have:

- selected suitable accounting policies and then applied them consistently;
- made judgements and estimates that are reasonable and prudent;
- prepared the financial statements on the going concern basis unless it is inappropriate to presume that the company will continue in business;
- stated whether applicable UK accounting standards have been followed, subject to any material departures disclosed and explained in the financial statements.

The Trustees are responsible for maintaining adequate accounting records which disclose with reasonable accuracy at any time the financial position of the company and to enable them to ensure that the financial statements comply with the Companies Act 2006. They have general responsibility for taking such steps as are reasonably open to them to safeguard the assets of the Company and to prevent and detect fraud and other irregularities.

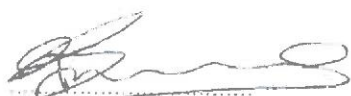
The Trustees are responsible for the maintenance and integrity of the charitable company's website. Legislation in the United Kingdom governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

Statement of disclosure to auditors

So far as the Trustees are aware, there is no relevant audit information which has not been disclosed to the company's auditors. They have taken all the steps that they ought to have taken as Trustees in order to make themselves aware of any matters which would be relevant for audit purposes, and to ensure that such information has been communicated to the Company's auditors.

Small company exemptions

This report has been prepared in accordance with the provisions applicable to companies subject to the small companies' regime in Part 15 of the Companies Act 2006. Approved by the Trustees and signed on their behalf by:



P Davis
Chair of Trustees



P Fennel
Chair of Finance Committee

Independent Auditors' Report to the Trustees

For the year ended 31 March 2021

Opinion

We have audited the financial statements of Carers First (the 'charitable company') for the year ended 31 March 2021 which comprise the statement of financial activities, balance sheet, statement of cash flows and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

In our opinion, the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2021 and of its incoming resources and application of resources for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

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

Conclusions relating to going concern

We have nothing to report in respect of the following matters in relation to which the ISAs (UK) require us to report where:

- the trustees' use of the going concern basis of accounting in the preparation of the financial statements is not appropriate; or
- the trustees have not disclosed in the financial statements any identified material uncertainties that may cast significant doubt about the charitable company's ability to continue to adopt the going concern basis of accounting for a period of at least twelve months from the date when the financial statements are authorised for issue.

Other information

The other information comprises the information included in the annual report, other than the financial statements and our auditor's report thereon. The trustees are responsible for the other information. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether there is a material misstatement in the financial statements or a material misstatement of the other information. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006

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

the information given in the trustees' report, which includes the directors' report prepared for the purposes of company law, for the financial year for which the financial statements are prepared is consistent with the financial statements; and

the directors' report included within the trustees' report has been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

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

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

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

Responsibilities of trustees

As explained more fully in the trustees' responsibilities statement, the trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

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

Auditor's responsibilities for the audit of the financial statements

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

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

We obtained an understanding of the legal and regulatory framework applying to the charity, and the procedures that management adopt to ensure compliance, including those relating to the Charities SORP FRS 102;

- We assessed the susceptibility of the charity's financial statement to material misstatement, including considering how fraud might occur;
- We obtained the Board of Trustee's assessment of fraud risk and enquired as to any known or suspected instances of fraud; and
- We designed and performed audit procedures to obtain sufficient appropriate audit evidence regarding compliance with laws and regulations, including enquiry of the trustees, review of minutes and correspondence, and review of the completeness and accuracy of disclosures made in the financial statements.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at: <http://www.frc.org.uk/auditorsresponsibilities>. This description forms part of our auditor's report.

Use of our report

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

Jonathan Healey BA FCA UD1

Jonathan Healey BA FCA
Senior Statutory Auditor

For and on behalf of:
Lindeyer Francis Ferguson Limited
Statutory Auditors
Chartered Accountants

North House
198 High Street
Tonbridge
Kent TN9 1BE

Date:20.....December.....2021

STATEMENT OF FINANCIAL ACTIVITIES (INCLUDING INCOME AND EXPENDITURE ACCOUNT) FOR THE YEAR ENDED 31 MARCH 2021


	Note	2021 Unrestricted funds £	2021 Restricted funds £	2021 Total funds £	2020 Total funds £
Income from:					
Donations and legacies	2	93,161	489,741	582,902	282,620
Charitable activities	3	3,494,997	170,000	3,664,997	3,413,805
Investments		37,230	-	37,230	44,262
Total income		3,625,388	659,741	4,285,129	3,740,687
Expenditure on:					
Raising funds		71,891	-	71,891	37,818
Charitable activities	4	3,413,172	647,158	4,060,330	3,678,589
Total expenditure		3,485,063	647,158	4,132,221	3,716,407
Net gains/(losses) on investments		222,390	-	222,390	(200,129)
Net income/(expenditure) and net movement in funds	7	362,715	12,583	375,298	(175,849)
Reconciliation of funds:					
Total funds brought forward		1,301,492	257,577	1,559,069	1,734,918
Total funds carried forward	13	1,664,207	270,160	1,934,367	1,559,069

Carers First

BALANCE SHEET AS AT 31 MARCH 2021

	Note	2021 £	2021 £	2020 £	2020 £
Fixed assets					
Tangible assets	9		62,654		44,190
Investments	10		1,223,394		928,779
			<u>1,286,048</u>		<u>972,969</u>
Current assets					
Debtors	11	272,523		249,978	
Cash at bank and in hand		938,121		752,821	
		<u>1,210,644</u>		<u>1,002,799</u>	
Liabilities					
Creditors: amounts falling due within one year	12	(562,325)		(416,699)	
Net current assets			648,319		586,100
Total net assets			<u>1,934,367</u>		<u>1,559,069</u>
The funds of the charity					
Unrestricted funds	13		1,664,207		1,301,492
Restricted income funds	13		270,160		257,577
			<u>1,934,367</u>		<u>1,559,069</u>

The financial statements were approved by the Board of Trustees on 22 October 2021..... and were signed on its behalf by:



P Davis
Chair of Trustees



P Fennell
Chair of Finance Committee

Company number: 04144820

STATEMENT OF CASH FLOWS FOR THE YEAR ENDED 31 MARCH 2021

	Note	2021 £	2021 £	2020 £	2020 £
Cash flows from operating activities:					
Net cash provided by operating activities	A		239,851		36,727
Cash flows from investing activities:					
Interest and dividends received		37,230		44,262	
Purchase of tangible fixed assets		(62,151)		(23,241)	
Purchases of investments		(351,593)		(85,547)	
Sales of investments		321,963		57,015	
Net cash used in investing activities			(54,551)		(7,511)
Change in cash and cash equivalents			185,300		29,216
Cash and cash equivalents at the beginning of the year			752,821		723,605
Cash and cash equivalents at the end of the year			938,121		752,821
A. Reconciliation of net income to net cash flow from operating activities					
Net income/(expenditure) for the year <i>As per the Statement of Financial Activities</i>			375,298		(175,849)
Adjustments for:					
Depreciation charges		43,687		45,352	
Net (gains)/losses on investments		(264,985)		200,130	
Interest and dividends receivable		(37,230)		(44,262)	
(Increase)/decrease in debtors		(22,545)		132,074	
Increase/(decrease) in creditors		145,626		(120,718)	
			(135,447)		212,576
Net cash provided by operating activities			239,851		36,727

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

1 Accounting policies

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

1.1 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 2019) - (Charities SORP (FRS 102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

Carers First 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 note(s).

The global pandemic Covid-19 has inevitably impacted the operations of the charity. The trustees are keeping the matter under constant review and believe that the charity has sufficient reserves to absorb the impact of the Covid-19 crisis and will be able to continue in its operations for the foreseeable future. Therefore, there are no material uncertainties about the charity's ability to continue, and so the going concern basis of accounting continues to be adopted.

The financial statements are presented in pounds sterling and rounded to the nearest pound.

1.2 Income

Income from donations and grants is recognised when the charity is entitled to the funds, the receipt is probable and the amount can be measured reliably. For donations, this is usually on receipt. For grants, this is usually when a formal offer is made in writing, unless the grant contains terms and conditions outside of the charity's control which must be met before the charity is entitled to the funds. Where grants are received in response to a proposal including a budgeted timescale, such that the timescale for the expenditure is implicit in the grant agreement, the income is recognised in accordance with that timescale.

Income from contracted services, and services to users, is recognised when the services are provided. Income from such sources received in advance of the service provision is accounted for as deferred income.

Investment income is recognised when receivable.

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

1 Accounting policies (continued)

1.3 Expenditure

Expenditure is recognised when a present legal or constructive obligation exists at the balance sheet date as a result of a past event, it is probable that a transfer of economic benefits will be required to settle the obligation, and the amount can be estimated reliably.

Expenditure continued

Expenditure on charitable activities comprises the direct costs incurred by the charity in delivering its charitable objectives. Support costs are those functions that assist the work of the charity but do not directly relate to the charitable activities. These costs have been allocated to the charitable activity. Staff costs are allocated to direct costs or support costs on the basis of staff time.

1.4 Pensions

The charity makes contributions to the personal pension schemes of its employees. The pension cost in the financial statements represents the contributions payable by the charity during the year.

1.5 Taxation

The charity is exempt from corporation tax on its income and gains to the extent that these are applied to its charitable objectives.

1.6 Fund accounting

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

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

1.7 Tangible fixed assets and depreciation

Tangible fixed assets are stated at cost less depreciation. Depreciation is provided at rates calculated to write off the cost less estimated realisable value of each asset over its expected useful life, as follows:

Fixtures, fittings and equipment - Between 20% and 33% straight line

Assets costing less than £500 are written off in the year they are acquired.

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

1 Accounting policies (continued)

1.8 Investments

Listed investments are stated at market value. Gains and losses arising on the revaluation of investments are taken to the Statement of Financial Activities.

1.9 Financial instruments

The charity only has financial instruments which are classified as basic financial instruments.

Short-term debtors and creditors are measured at the settlement value. Any losses from impairment are recognised in the statement of financial activities.

1.10 Status

Carers First is a charitable company limited by guarantee incorporated in England and Wales. In the event of the company being wound up, the liability in respect of the guarantee is limited to £1 per member of the charity. The address of the registered office is Unit 4, Michael Gill Building, Tolgate Lane, Rochester, Kent, ME2 4TG.

2 Income from donations and legacies

	2021 £	2020 £
Grants	525,844	209,958
Donations	57,058	72,662
	<u>582,902</u>	<u>282,620</u>

Income from restricted funds in the comparative period was £216,468.

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

3 Income from charitable activities

	2021 £	2020 £
<i>Activity: Carers services</i>		
Medway Council	327,908	331,379
Medway PCN	82,989	-
Lincolnshire County Council	1,431,052	1,466,558
Waltham Forest Borough Council	182,111	176,610
Hackney Borough Council	192,013	96,007
Haringey Borough Council	87,299	83,788
Newham Borough Council	209,211	156,500
Essex County Council	901,451	900,000
NHS Kent & Medway CCG	250,963	190,001
Southend-on-Sea Borough Council	-	11,594
Charges to service users	-	1,367
	<u>3,664,997</u>	<u>3,413,805</u>

Income from restricted funds in the comparative period was £170,000.

4 Expenditure on charitable activities

		2021 £	2020 £
<i>Activity: Carers services</i>			
Direct costs	Note 5	3,485,270	3,125,698
Support costs	Note 6	575,060	552,891
		<u>4,060,330</u>	<u>3,678,589</u>

Expenditure for restricted funds in the comparative period was £344,556.

5 Direct costs of charitable activities

	2021 £	2020 £
Staff costs	2,914,030	2,607,950
Staff expenses, recruitment and training	19,703	32,617
Project costs	448,255	427,701
Grants paid to individuals	103,282	57,430
	<u>3,485,270</u>	<u>3,125,698</u>

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

6 Support costs

	2021 £	2020 £
Staff costs	193,114	211,711
Staff expenses, recruitment and training	23,246	28,984
Rent and service charges	58,489	66,868
Other premises expenses	23,446	42,050
Insurance	12,583	11,911
Office and IT costs	151,923	116,157
Legal and professional fees	26,980	13,751
Audit fees	12,075	25
Payroll processing fees	6,313	5,982
Trustee expenses, meetings, recruitment and training	9,958	1,160
Bad debts	658	-
Bank charges	309	624
Professional membership fees	12,279	8,733
Depreciation	43,687	45,352
Irrecoverable VAT	-	(417)
	575,060	552,891

7 Net income/(expenditure)

	2021 £	2020 £
Net income/ (expenditure) is stated after charging:		
Audit fees	12,075	25
Depreciation	43,687	45,352
Net gains/(losses) on investments	222,390	(200,129)
Rent paid under operating leases	58,489	66,868

The audit fee charged in the year was £9,150 (£8,950).

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

8 Staff costs

	2021	2020
	£	£
Gross salaries	2,890,491	2,602,157
Employer's National Insurance contributions	204,766	184,014
Pension and healthcare costs	77,367	64,266
	<u>3,172,624</u>	<u>2,850,437</u>

One member of staff received employment benefits (excluding employer pension contributions) in excess of £60,000 during the year (2020: None). During the year 155 employees received employer contributions to their personal pension schemes (2020: 127).

The average number of employees during the year on a headcount basis was as follows:

	2021	2020
	No.	No.
Management	4	6
Administration and HR	20	22
Outreach and carer support	121	108
	<u>145</u>	<u>136</u>

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

9 Tangible fixed assets

	<i>Fixtures, fittings & equipment £</i>
Cost	
At 1 April 2020	254,000
Additions	62,151
Disposals	(140,675)
At 31 March 2021	175,476
Depreciation	
At 1 April 2020	209,810
Charge for the year	43,687
Eliminated on disposal	(140,675)
At 31 March 2021	112,822
Net book value	
At 31 March 2021	62,654
At 31 March 2020	44,190

10 Investments

	2021 £	2020 £
Market value		
At 1 April 2020	928,779	1,100,377
Additions	351,593	85,547
Sales proceeds	(321,963)	(57,015)
Net gains/(losses) on investments	264,985	(200,130)
At 31 March 2021	1,223,394	928,779

The portfolio is split between UK quoted investments (investment trusts, REIT's and EFT's) and holdings in unit/open ended investment companies (OEIC's). There are no direct foreign investments.

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

11 Debtors

	2021 £	2020 £
Trade debtors	252,539	225,971
Other debtors	-	2,024
Prepayments and accrued income	19,984	21,983
	<u>272,523</u>	<u>249,978</u>

12 Creditors: amounts falling due within one year

	2021 £	2020 £
Trade creditors	61,079	47,673
Taxation and social security	209,128	192,829
Deferred income	43,888	36,361
Other creditors	13,169	11,559
Accruals	235,061	128,277
	<u>562,325</u>	<u>416,699</u>

Deferred income:

Incoming resources deferred in the previous period
Released to the Statement of Financial Activities

36,361	12,750
(30,477)	(12,750)

Incoming resources deferred in the current period:
Grants and contract income

38,004	36,361
<u>43,888</u>	<u>36,361</u>

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

13 Movement on funds

	<i>At 1 April 2020 £</i>	<i>Income £</i>	<i>Expenditure £</i>	<i>Transfers/ Gains and (losses) £</i>	<i>At 31 March 2021 £</i>
Unrestricted funds					
General fund	1,301,492	3,625,388	(3,485,063)	222,390	1,664,207
	<u>1,301,492</u>	<u>3,625,388</u>	<u>(3,485,063)</u>	<u>222,390</u>	<u>1,664,207</u>
Restricted income funds					
NHS Carers and Crisis					
Service pilot	45,359	135,000	(155,876)	-	24,483
Children in Need	-	52,698	(52,698)	-	-
Medway carers support	126,798	35,000	(33,490)	-	128,308
Carers Trust	400	-	-	-	400
Colyer-Fergusson					
Charitable Trust	-	22,035	(22,035)	-	-
Young Londoners	-	15,676	(15,676)	-	-
Other donations and grants	85,020	250,273	(225,634)	-	109,659
Health and Wellbeing	-	74,060	(74,060)	-	-
Mercers	-	74,999	(67,689)	-	7,310
	<u>257,577</u>	<u>659,741</u>	<u>(647,158)</u>	<u>-</u>	<u>270,160</u>
Total funds	<u><u>1,559,069</u></u>	<u><u>4,285,129</u></u>	<u><u>(4,132,221)</u></u>	<u><u>222,390</u></u>	<u><u>1,934,367</u></u>

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

13 Movement on funds *continued*

Restricted funds have been received for the following purposes:

NHS Carers and Crisis Service

To provide support to carers in crisis in Swale and Dartford, Gravesham & Swanley for a 2 week period to prevent hospital admission and support hospital discharge.

Children in Need

This funding is to provide one to one support and recreational activities for young carers.

Medway Carers Support

The Medway Carers support/wellbeing funding is to make payments to carers to enable them to maintain their caring role and to prevent carer breakdown. The amount paid per carer is based on assessment.

Carers Trust

This includes grants to provide workshops, support and activities for young adult carers.

Colyer Fergusson Charitable Trust

This funding allows the employment of staff to support young adult carers to transition from children's services into adulthood and supporting them into further education and employment.

Young Londoners

This funding allows the employment of staff to support young carers and young adult carers to fulfil their potential through a range of activities such as support sessions, training and other social activities.

Donations

Various donations and legacies received throughout the year to provide specific activities and/or support to carers.

Grants

Various grants to enable the provision of additional activities for carers that are not funded within core contracts and grants awarded to individual carers to enable them to take a holiday or purchase something for the home to assist them in their caring role.

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

13 Movement on funds *continued*

Health and Wellbeing

To employ care coordinators to work within PCN's across Medway to offer support and health checks to carers.

Mercers

Funding to enable the recruitment/training and supervision of volunteers to engage with older carers to combat loneliness.

Comparative figures

	At 1 April 2019 £	Income £	Expenditure £	Transfers/ Gains and (losses) £	At 31 March 2020 £
Unrestricted funds					
General fund	1,519,253	3,354,219	(3,371,851)	(200,129)	1,301,492
	<u>1,519,253</u>	<u>3,354,219</u>	<u>(3,371,851)</u>	<u>(200,129)</u>	<u>1,301,492</u>
Restricted income funds					
NHS Carers and Crisis Service pilot	20,352	135,000	(109,993)		45,359
Children in Need	-	36,001	(36,001)	-	-
Medway carers support	133,938	35,000	(42,140)	-	126,798
Carers Trust	400	-	-	-	400
Colyer-Fergusson Charitable Trust	-	18,453	(18,453)	-	-
Young Londoners	-	19,884	(19,884)	-	-
Other donations and grants	60,975	142,130	(118,085)	-	85,020
	<u>215,665</u>	<u>386,468</u>	<u>(344,556)</u>	<u>-</u>	<u>257,577</u>
Total funds	<u>1,734,918</u>	<u>3,740,687</u>	<u>(3,716,407)</u>	<u>(200,129)</u>	<u>1,559,069</u>

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

14 Analysis of net assets between funds

	<i>Unrestricted funds</i> £	<i>Restricted funds</i> £	<i>Total funds</i> £
Fund balances at 31 March 2021 are represented as follows:			
Tangible fixed assets	62,654	-	62,654
Investments	1,223,394	-	1,223,394
Net current assets	378,159	270,160	648,319
	<u>1,664,207</u>	<u>270,160</u>	<u>1,934,367</u>

Comparative figures

Fund balances at 31 March 2020 are represented as follows:

Tangible fixed assets	44,190	-	44,190
Investments	928,779	-	928,779
Net current assets	328,523	257,577	586,100
	<u>1,301,492</u>	<u>257,577</u>	<u>1,559,069</u>

15 Financial commitments

At 31 March 2021 the charity was committed to future minimum lease payments under non-cancellable operating leases as follows:

	<i>2021</i> £	<i>2020</i> £
Land and buildings		
Due not later than one year	34,181	46,681
Later than one year not later than five years	18,468	51,798
Other		
Due not later than one year	629	2,517
Later than one year not later than five years	-	382
	<u>53,278</u>	<u>101,378</u>

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

16 Related party transactions

The Board of Trustees and the six (2020: six) members of the Senior Leadership Team are considered to be the charity's key management personnel. The total amount of employee benefits (including employer's national insurance and employer's pension contributions) received by key management personnel during the year was £243,080 (2020: £228,593).

There was no Trustees' remuneration nor other benefits during the current or prior period.

No expenses were reimbursed during the year (2020: expenses totalling £463 were reimbursed to 2 trustees in relation to travel and subsistence costs).



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