



Directors' Report and Financial Statements
for the year ended 31 March 2021

Charity Registration No. 1085491
Company Registration No. 4131036



Carers in Hertfordshire
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WHO WE ARE

Carers in Hertfordshire is the leading charity in Hertfordshire working with unpaid carers who are supporting someone who could not manage without them. We support carers who are caring for a relative or friend who: has a physical or learning disability, dementia, mental health problems, misuse drugs or alcohol, are ill or frail. It doesn't matter if that person lives in the same house or elsewhere, is an adult or a child.

WHY WE EXIST

Supporting others often means that carers put their own needs second. This can have serious consequences for carers. The charity regularly asks carers for their views and experiences. In our 2018 survey 1,434 carers told us about their experiences of caring.

- About 1 in 7 carers are caring for more than one generation
- And 1 in 6 are caring for more than one person
- 58% respondents care for 50+ hours per week
- 43% receive direct payments
- 10% of families include a young carer
- 36% had difficulties with Health and Social Care working together
- 75% are stressed
- 40% neglected their own health
- 38% have lost touch with family and friends
- 41% have experienced relationship difficulties
- 24% have not made/kept appointments for themselves with a health professional
- 24% said that within their caring role, they have felt unsafe or afraid
- 29% have not had a full day off caring for over 5 years
- 20% believe their financial circumstances are affecting their health

WHAT WE ARE TRYING TO DO

- To ensure all carers receive information, advice and support.
- To enable carers to participate in service planning and decision-making.
- To be a platform for the voice of carers.

The difference we make

4,989 carers were supported with carer focused advice and information through our specialist Information and Carer Planning Service. (4,055: 2019/20)

Following a Make a Difference for Carers break, there was a 23% reduction in the risk of depression.

90% of carers attending our courses and workshops report increased confidence, with 99% telling us their participation increased their knowledge and skills and 94% told us it helped them feel listened to and valued.

92% of carers who attended our training said they could cope better with their caring role; 97% also said training had meant they felt more positive and less stressed.

We made individual contact with over 10,000 carers to check how they were coping with the restrictions introduced as a result of the COVID-19 pandemic and made sure they knew how to access support when they needed it.

Our Carers in Hertfordshire county-wide Dementia nursing service for carers worked intensively with 649 carers during the year.



Our work last year

- Our services met the demand from increased take up by carers and made a positive difference to carers' lives. The training provided to 486 carers (2020: 586) increased carers' knowledge, reduced isolation, helped carers attending be better able to cope and feel less stressed.
- By the end of March 2021, we were in touch with an additional 3,535 unpaid carers (2020: 3,936) including 342 young carers under 18 years old (2020: 514). Accounting for those who move on from caring, this brought the overall number of carers we are in touch with to 33,576 (2020: 32,042).
- We continue to work on reducing the length of time it takes for carers to register with us from the start of their caring journey and have reduced this to 5.59 years from 9.1 years in 2013.
- We held a Young Carers Conference that had to be online this year with 85 young carers (2020: 100) from 5 years old.
- We have 189 active volunteers supporting the charity's work.

Carers in Hertfordshire DIRECTORS' REPORT

- We now have 63 active mentors helping to support carers who need one to one support around their own caring role.
- Using methodology and valuation criteria for 'Social Return on Investment' (SROI), we calculated that activities during the year generated £39 million of social benefit.
- During the year support to young carers aged less than 18 years old, reached an additional 864 young carers (2020: 514).

I wanted to say thanks for the warm welcome. I have done lots of volunteering in the past for other organisations and I have to say how impressed I am with how well organised everything is and all the support you provide us volunteers. I am sure it must take a huge effort to build such an inclusive environment.

WHAT WE DO

We offer a range of services to meet the needs of Hertfordshire's carers:

- **Information and Advice Service:** Providing information and advice needed to support carers in their caring role and an opportunity for carers to explore their support needs in depth over the phone using our in house developed Carer Planning Tool. This includes access to our small health focussed grants.
- **Carer Development and Learning:** Offering courses and learning opportunities.
- **Carers Advocacy Service:** Making sure carers are able to have their voice heard.
- **Carer Trainer Unit:** Supporting and training carers to deliver carer awareness training.
- **Hubs:** Local Hubs around the county made up of carer groups and ambassadors.
- **Specialist groups:** Such as our new men's group or our Camera Club

- **Mentoring:** Carers are trained to provide a sounding board to other carers.
- **Passport:** A photo ID card giving discounts on services and products.

It was the first of your courses I had attended and it was fabulous. I feel much calmer now

- **Involvement:**
 - Maintaining and developing Carer Information and Involvement Networks and Forums for Mental Health, Learning Disability, Autistic Spectrum Disorder, Dementia, Drug & Alcohol and Parent Carers.
 - Information, relaxation and involvement sessions for Parent Carers.
 - Recruiting and providing training and support to carers to enable them to undertake carer representation in service planning and performance.
 - Raising awareness during Carers' Week and Carers Rights Day.
- **Admiral Nursing Service:** Clinical support for carers of people with dementia.
- **Community Dementia Support:** As part of the Hertswise group we provide community support for carers of people with dementia.
- **Community Navigators** and **Link workers** are skilled at finding solutions to problems. They will meet with adults who need support to access voluntary sector support as well as health and care services in their area
- **Young Carers Service:**
 - Working with the family to plan, so the young carer can access the same opportunities and activities as their non-carer peers.
 - Supporting young carers to have a voice and design and delivery of services that affect them.
 - Co-producing an annual Young Carers' Conference.
 - Group activities: Facilitating young carers meeting others in a similar situation, developing new skills and broadening their horizons.
- **Bereavement service:** Telephone support provided by volunteers to carers who have lost the person they care for. The year-long group programme provides peer support and techniques to work through the grieving process.
- **Care at home:** for the people that carers are supporting – so carers can have a life of their own knowing good quality alternative care is in place. This can be domiciliary care or carers breaks.



● **Carers Champions in Health Settings:**

We work with named champions who are staff in GP surgeries, hospitals and other health care settings to support them to facilitate their whole team to identify and support carers.

● **Keep in Touch:**
a service developed as part of our pandemic response to proactively contact individual carers.

I want to say a big thank you; this has been a difficult year for everyone but the hub meetings, and Carers in Herts in general, has been a godsend and I've appreciated the zoom meetings very much. You've been a great host for the meetings, always bright and cheerful and cheered me up when I've felt down; I always look forward to the meetings.

PROGRESS AGAINST GOALS WE SET LAST YEAR

The charity continued to implement our strategy: in order to make the biggest difference to improve carers' lives. We set some specific goals last year.

Our goals		How did we do?
Have more proactive contact with carers	✓✓✓	<ul style="list-style-type: none"> Over 10,000 proactive Keep in Touch calls were made to carers with a new service designed to respond to the COVID-19 pandemic We sent proactive mailouts to carers with COVID-19 information and guidance in addition to our regular communications
Increase and better organise feedback from carers	✓✓✓	<ul style="list-style-type: none"> The volume of feedback increased dramatically with better recording this rose from 90 items of feedback in 2019/20 to 711 in 2020/21 We made a change in the way we handle and monitor complaints coproducing a new policy
Further develop our digital presence	✓✓✓	<ul style="list-style-type: none"> There was an enormous rise in online meetings from just a few to 2,006 online meetings last year We made resources available through our web site including some of our Carer Development and Learning courses and activities
Review governance	✓✓	<ul style="list-style-type: none"> This was postponed in the context of the pandemic to next year. A review of the governing documents was undertaken with proposed changes being scheduled for a meeting of the members.
Review our Influencing Plan	✓✓	<ul style="list-style-type: none"> We started work on this but don't anticipate this finishing until during 2021

Key

✓✓✓ Good progress made

✓✓ Some progress was made

✗ We were not able to do this

PUBLIC BENEFIT

Family carers provide unpaid support to a friend or relative who could not manage their daily lives without assistance. It is estimated that there is a 1 in 3 chance of an adult becoming a carer in their lifetime (Carers UK). The impact of caring on individuals increases their risk of ill health and poverty. Analysis of the Census¹ indicates that in 2011 there were 109,000 carers in Hertfordshire with the most up to date estimates by Carers UK² suggesting this to have risen to 115,827. Carers UK also estimates that the support provided by the UK's carers, saved the public purse £2.5 billion each week nationally and £1.96 billion in Hertfordshire annually. Research by the London School of Economics in 2012³, estimated approximately 315,000 carers aged 16 to 64 in England have left employment to provide unpaid care and remain out of employment.

I want to say how much I've appreciated the Zoom courses I've attended this year - The Art Workshops and the Eat Wellfor Less and Festive Baking. Along with the carers hub meetings they have been a very welcome distraction from the less welcome events of the year and have helped a lot.

In line with Government National Carers' Action Plan⁴, the charity recognises that early identification and effective support of carers is essential to enable carers to juggle paid work and caring responsibility and to prevent carer breakdown and inability to continue to care. The charity's strategy aims to reach more carers earlier in their caring role and ensure they have choice and control to access support in their caring role.

The charity's primary aim is to support and improve the lives of carers. To do so efficiently and effectively, the charity must be able to evidence the difference it makes to carers' lives and value for money. The charity uses an outcome monitoring tool developed with the Charities Evaluation Services (CES) to ensure services make a difference to carers' lives and has adopted SROI methodology (initially developed in a study by Baker Tilly) to demonstrate the social return on investment in the charity's work. The charity provides support services that enable carers to

¹ Census 2011, reported on www.ons.gov.uk

² Valuing Carers 2015: The rising value of carers' support. Buckner, L. and Yeandle, S. Carers UK (2015)

³ LSE: Overcoming barriers: unpaid care and employment in England, 2012

⁴ https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/713781/carers-action-plan-2018-2020.pdf

continue caring and making their contribution to the economy, without which statutory NHS and social services would flounder. By helping carers to maintain their own health and to access work, leisure and education, the charity helps to mitigate the risk of increased health and welfare costs to society. By supporting carers, we indirectly support the most vulnerable adults and children in society, i.e. those receiving care.

The calculations underpinning our assessment of our Social Return on Investment were made prior to the inclusion of care services into the work of the charity and the development of new services in the context of the charity's growth over recent years. Expenditure and income associated particularly with care services is therefore not included in the reporting figures for this measure. The calculation changed this year to reflect the increase in the amount the charity receives in Restricted funding.

As a charity registered in England and Wales, the charitable company also reports in accordance with the Charity Commission for England and Wales' guidance on public benefit and the Charities Act 2011.

COVID-19

During the last few weeks of March 2020, the world turned upside down. We as an organisation began regular Response Group meetings with a core team and these meetings continue to date. We have a Business Continuity Plan that we used at this time but developed a further specific plan to respond to this particular situation.

Staff and volunteers were risk assessed even before the guidance to 'work at home if you can' was issued with the majority having been redeployed to work responding to the pandemic.

It's a difficult task to please everyone and I'm fully expecting when I'm back working in the office that I won't be able to join so many events, but I have REALLY appreciated the events I have done in the last year. I can honestly say that these things have helped me to get through the last very strange and very challenging year, and it has been great to feel so supported and valued, so thank you to everyone involved in setting these things up, running them, and doing all the follow-up work as well as everything else you all do to support us!

Carers in Hertfordshire DIRECTORS' REPORT

We provided information and advice through our web site, written and telephone contact with carers and significantly extended our Keep in Touch calls service initially made calls to those who were over 70 and had their own underlying health condition with a wider group of carers subsequently added to the list including BAME carers. These calls not only checked for practical support needed but also showed us that carers used this opportunity to reach out with many asking for regular calls.

No staff were furloughed and there has been no reduction in staff hours as we felt it more appropriate to redeploy. Six staff were redeployed to a partner organisation.

We supported other agencies in a number of ways including by issuing Temporary ID cards and sharing information where sharing requests were appropriately risk assessed.

We also embarked on a more comprehensive workforce support offer for staff and volunteers which meant for example volunteers received a newsletter whose content was driven by volunteers themselves.

We distributed PPE so that no one who needed it did not have it. Most of the carers who this was taken to, have subsequently registered with us if they weren't already, this was not a requirement as we were keen to take a pragmatic approach to this distribution.

"I find these visors great when I'm taking mum shopping especially during this pandemic and would love another.
Mum tries with face masks but with dementia doesn't understand and often removes. I have found attaching the Carers Passport card to a lanyard and myself wearing it people have been less confronting and has made shopping that bit less daunting for us both. Its honestly made a few things that much easier especially when dementia may not be visual to others."

We picked up extra carers who had fallen through the net – either by providing PPE or help at home or with shopping. This help included those for whom their usual services withdrew at the start of restrictions or who had not yet had chance to use any of the COVID-19 response services offered more widely. We supported carers to raise their concerns with service providers about loss of services.

Financially, we have been building our reserves over recent years for the rainy day that has now arrived. Trustees had already committed to investing in the development of the charity from reserves and in order to respond swiftly further committed reserves. We made a number of successful funding applications to support our COVID-19 response which for which we are very grateful.

By the end of March 2020 there had already been a significant negative effect on our investments in common with the experience across the financial markets. Since we reported this last year, this situation has started to recover.

Planning for the future and the return to more usual services is inevitably challenging without an accurate timescale for way the pandemic would develop. We have planned for a number of scenarios that reflect the change in seasons, potential changes to government guidance and of course changes to carers needs over time.

Returning to hybrid working with greater use of technology is proving helpful, online-only in itself presents risks as further excluding those without access.

ORGANISATIONAL DEVELOPMENT AND IMPROVEMENTS

The charity has continued to work in partnership with a number of organisations where this is in the interests of carers. This has included the provision of support for the Health Champions as well as the stronger business partnerships that result from our carers' passport discount card.

Evidence from the discount card scheme indicates this reaches new carers earlier in their caring role, thus increasing opportunity for the support services to prevent or defer crisis.

A Monitoring and Evaluation Framework is established bringing together the ways in which the charity considers the impact of its work and the measurement of that impact. This is considered as a working document allowing the leadership team to reflect on where improvements can be made to the quality of monitoring and evaluation.

Following the inspection of our Care Services the Care Quality Commission



(CQC) rated our service standards across the board in delivering regulated care as 'good'.

Given the national picture of carers who move on from caring each year we are keen to avoid inertia by moving away from a focus on building the overall number of carers registered to focus more on new registrations who utilise services. We want to make sure our data about carers is as accurate and up to date as possible and we are therefore expecting to take carers off the database where there is no contact for an extended period and the carer doesn't respond to requests to update information.

Staff and volunteers were experiencing difficulties with our now outdated IT hardware. Following an audit of our hardware and operating systems it was agreed invest in new equipment and updated operating systems.

We organise regular staff training on data security and simple GDPR messages are now built into staff induction. This also helped to improve security and General Data Protection Regulation (GDPR) compliance.

WORKING WITH VOLUNTEERS

The charity has seen an increase in its support from volunteers who use their skills with the charity in a variety of ways. We have a growing team of volunteers helping us run services for carers as well as helping run the charity itself. A Volunteer Manager leads this work with volunteers. Our network of local hubs is led by trained volunteers with support from our Hub Volunteer Coordinators. We have 189 active volunteers.

SERVICE ACHIEVEMENTS

The charity measures the difference its services make in the lives of carers through the adoption of tools, including the national tool: Manual for Measures of Caring Activities and Outcomes (Joseph, S., Becker, F. and Becker, S.) to evaluate outcomes for young carers, and bespoke tools, designed by the Charities Evaluation Service, to measure outcomes for adult carers. These tools are supplemented by surveys, carer self-assessment and evaluation reports and the use of a validated health screening tool.

Carers in Hertfordshire DIRECTORS' REPORT

The services offered by the charity met the demand from increased take up by carers and outcome measures demonstrated that service provision made a positive difference to carers' lives.

Support from our Information and Carer Planning Service was provided to 4,989 individuals whose support levels and health and wellbeing levels were improved. The training provided to 486 carers (2020: 586) increased carers' knowledge, reduced isolation, helped carers attending be better able to cope and less stressed.



The charity gave more carers the opportunity to be involved and responded to increased numbers of consultations regarding service provision. Feedback received from carer representatives, carer trainers and those agencies commissioning services and training, demonstrated the powerful effect direct carer representation made. More carers were involved through the system of carer representation provided by the service.

The charity also provided support to young carers aged less than 18 years old, with the aim of reducing age-inappropriate caring and increasing community awareness of young carers. During the year the charity supported 1,294 young carers aged from 4 to 18 having identified an additional 342 in the year (2020: 514), some of whom turned 18 during the year. Young carers and their families who were offered information and support told us what they felt about the service they received.

Thank you for putting [her] through for the relaxation and mindfulness sessions. These are just what she needs and an excellent way for her to make the most of bonding with other Young Carers of her age in a safe way (Zoom).

Fundraising

The charity raises funds from a range of sources but takes very seriously its duty to protect the public, including vulnerable people, from unreasonably intrusive or persistent fundraising approaches, and undue pressure to donate and does not undertake cold calling fundraising calls. Many of our supporters are current or former carers and we are aware that many carers' personal finances are negatively impacted by their caring role.

We are therefore mindful about the frequency and tone of our fundraising asks. We want carers to consider us who can and want to donate, but not to make any carer feel undue pressure.

We also aim to provide a range of options to support us, some of which do not have a direct cost to the individual such as easyfundraising. The charity does not use commercial participators/ professional fundraisers but does work with commercial partners that facilitate donations such as easyfundraising. Trustees receive regular reports of fundraising progress.

We received one complaint related to fundraising, concerning an article in our magazine Carewaves asking people to consider fundraising or donating to us. The complainant was unhappy that we made this request and asked why we had done so. We wrote back to the person explaining that we are a registered charity and have a fundraising target to meet each year in order to deliver our services. We do not expect carers to donate to us, but are grateful when they choose to do so and want to make it clear and easy for those that do. The person replied to confirm they were satisfied with our response.

The charity is voluntarily registered with the Fundraising Regulator and as such supports the Code of Fundraising.

FUTURE PLANS

The charity continued to implement its strategy this year, adopting a short term plan because of the unusual circumstances of the pandemic. Our specific plans come

together in an annual Operational Plan monitored through a range of key performance indicators.

During the course of the forthcoming year we will:

- Support carers through the recovery phase of the pandemic
- Continue to develop our digital offer including a new web site
- Have more proactive contact with carers
- Review governance
- Finish the review of our Influencing Plan

FINANCIAL REVIEW

In the year under review the charity received income of £3.181 million (2020: £3.023 million). Within this total, unrestricted income from donations was £64,128 and restricted income from donations was £189,004.

Total expenditure was £3.019m (2020: £3.075m). The net surplus for the year was £161,921 before unrealised investment gains, (2020: £51,940 deficit). This leaves total funds carried forward at the balance sheet date of £1.928 million (2020: £1.714m).

The Board regularly consider the changing context within which the charity operates. COVID-19 is challenging for the charity with fewer opportunities for community fundraising leading to a change of focus towards raising funds from trusts and foundations. Ongoing discussions are taking place with current funders to ensure that redeployments of staff and volunteers and changes to activities are being carried out with their agreement and ongoing support.

Organisation and Future Development Fund

The Organisation and Future Development Fund is set by the Trustees to fund one-off projects and investments to improve the sustainability of the charity. This year, this included a project to re-design the charity's website, our response to Covid-19, and upgrading the organisation to Windows 10.

Other Funds

These relate to funding received from statutory partners carried forward, for which funders have given the charity some discretion as to its use and is therefore held as a designated fund.

Going Concern

Trustees have assessed financial and operational risks to the charity, including those arising from Covid-19, and believe it is prudent to prepare the accounts on a going concern basis. This is principally due to the charity's high levels of reserves, healthy cash flow, and successful track record in trusts and charities fundraising.

Reserves Policy

The Trustees have agreed a policy that the charity will maintain a Contingency Reserve equivalent to 6 months of ongoing unrestricted expenditure. This is to provide reassurance to current and prospective funders with respect to the ability of the organisation to continue to provide services for carers. As at 31 March 2021 the balance on this reserve was increased to £914,724 representing 6 months of expenditure based on the 2021/22 financial budget (2020: £884,716).

The Organisation and Future Development Funds are designated by the Board for the purposes of identified business development initiatives. As at 31 March 2021 the balance on these Reserves totalled £92,263 (2020: £46,972) and the identified areas were specific work on areas including quality assurance, information management, business resilience and capacity building, to be able to provide services for the increasing number of carers identifying themselves to the charity.

The Trustees are conscious of the need to make the best use of reserves and regularly review deposits to ensure the best rates of return. Over recent years there has been a focus on using some of these reserves to invest in business improvements that will have an impact over time. These business improvements are one-off in nature and are not covered by ongoing revenue sources

Investment Powers and Policy

In accordance with the Memorandum and Articles of Association, the Board may invest any money that the charitable company does not immediately need, in any investments, securities or properties. The Board has approved an Investment Policy the objectives of which are, within agreed risk profiles, to maximise income received on bank deposits of short to medium term funds and to maximise total return onequity investments of long-term funds.

The Board determined that £100,000 of the charity's cash deposits could be considered as long-term funds for the purposes of the policy and this amount has been invested in the Charity Equity Fund, a Common Investment Fund for charities managed by Schroder Unit Trusts Ltd.

The balance of the charity's cash deposits was invested in several interest-bearing bank deposit accounts (twelve as at the year-end), in line with the investment policy for short to medium term funds. The income gained from these investments has contributed to the accumulated surplus in reserves and thus to the financing of plans for strategic and organisational developments reported above. The charity did not find it necessary to use the Borrowings Policy during the year.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing Document

Carers in Hertfordshire is a company limited by guarantee governed by its Memorandum and Articles of Association. It is registered as a charity with the Charity Commission. Anyone over 18 can become a Member of the Company and there are currently 132 Members. In the event of the company being wound up Members are required to contribute an amount not exceeding £1.

Following the end of the financial year an Extraordinary General Meeting was held to discuss some changes resultant from a review of the governing documents of the charity. The changes included the simplification of the documents; the ability to pay trustees of the charity for work carried out outside their trusteeship; a reclassification of membership as made up of trustees and the ability to hold online meetings. The EGM unanimously agreed to the proposed changes and adopted the new governing document.

Recruitment and Appointment of Trustees

The Directors of the company are also charity Trustees for the purposes of charity law and under the company articles (amended 31 March 2016), are known collectively as the Board. Under the requirements of the Memorandum and Articles of Association, the members of the Board are elected to serve, after which one third shall retire each year but are eligible for re-election at the next Annual General Meeting. Those longest in office since election or co-option shall retire first.

In accordance with the nature of the charity's work, the Board seeks to ensure that the needs and views of carers are central to the working of the charity. Our Memorandum and Articles of Association require that at least 50% of members of the Board shall be carers. It is important to us that carers are at the heart of the leadership of our charity; the Board has agreed that the charity should aim for carers

making up 75% of the Board. At 31 March 2021, the carer composition of the Board was at a level of seven out of ten trustees.

Throughout the year, the Board monitored the implementation of the charity's strategy at the same time developing a new strategy.

Trustee Induction and Training

The Board has implemented a robust recruitment and induction procedure, as agreed by Trustees. Investment is made in Trustee training, offered through a variety of training routes including in-house, use of an external facilitator and through

the charity's membership of umbrella voluntary sector organisations, locally and nationally.

Board members undertake an annual skills audit and in addition to Board meetings, attend two Directors' days per year to review governance and strategic matters.

Organisational Structure

Carers in Hertfordshire is governed by a Board of not less than six and not more than eighteen members, which meets every two months and is responsible for the strategic direction and policy of the organisation. At 31 March 2021 the Board comprised ten members, including seven carers, from a variety of backgrounds relevant to the work of the charity. The Company Secretary also sits on the Board but has no voting rights.

The charity operates through a structure of sub-committees (Resources; Strategy and Performance and Remuneration) that make recommendations to the Board for necessary decisions. In addition to more formal meetings, from time to time task and finish groups consider particular issues with necessary decisions made at subsequent a Board meeting. A Chief Executive is appointed by the Board to manage the day to day operations of the charity.

Meetings

There is an annual cycle of Board meetings designed to lead strategic direction and policy of the charity and ensure business is conducted systematically, with provision for an annual review of Board and sub-committee performance.

The Board considers that it meets sufficiently regularly to discharge its duties effectively. In addition, Board members have taken the opportunity as part of induction or in the exercise of their duties, to occasionally attend meetings of sub-committees of which they are not members, in order to keep an overview of the way the Board operates.

Additionally, the charity operates according to the Charity Governance Code. The Board uses the code as a tool for continuous improvement in addition to internal Board review processes. Every three years an external review is commissioned.

Pay Policy

The Remuneration Sub-Committee recommends the charity's pay policy and recommends to the Board the annual pay increases. Pay is determined by reference to similar organisations where equivalent posts are considered and a salary structure

allows progression through the charity. For the majority of staff there is an internal pay scale used; Care Support Workers are paid according to national guidelines and the Chief Executive's pay is determined separately by recommendation from the Remuneration Sub-Committee to the Board. In considering the Chief Executive's pay, the Board takes account of the performance in role, proportionality ratios, market comparison against similar posts and similar charities and of recruitment and retention. No employee is paid below a rate of £9.50 per hour as determined by the Living Wage Foundation.

To facilitate effective operations, the Chief Executive has delegated authority within terms of delegation approved by the Board, for operational matters including finance, employment and service delivery. The management team has responsibility for day to day service management and staff management and training; ensuring staff continue to develop their skills and good working practices. A scheme of delegation is implemented and each manager has a corporate lead responsibility.

Related Parties

The charity is an associate member of Carers UK that provides access to a national network of other carers' organisations; information and advice on national carers' policy and strategy and good practice guidance around services for carers. In addition, the charity is a member of NCVO (National Council for Voluntary Organisations) and a Network Partner of the Carers Trust.

In so far as it is complementary to the charity's objectives, the charity is guided by national and local government policy. At the national level, it is steered by the National Carers' Action Plan and the relevant national strategies for a range of illnesses and disabilities. Members of the Board, the Chief Executive and managers are represented on key local partnerships to deliver the relevant strategies in Hertfordshire.

Risk Management

The Directors acknowledge their responsibility for the charity's system of internal controls and for reviewing effectiveness. The system of internal controls is designed to manage rather than eliminate the risk of failure to achieve business objectives and can only provide reasonable and not absolute assurance against material misstatement or loss.

The Board confirms that there is a policy and process for identifying, evaluating and managing the significant risks faced by the charity, in accordance with Charity Commission guidance (Charities and risk management CC 26.). The charity considers strategic risk regularly as part of the risk assessment process.

The key risks identified by the Board

Risks	What are we doing to mitigate these risks?
Loss and/or failure of recruitment of key staff, trustees or volunteers	Succession plans are in place for the Chair and Vice Chair of the Board, the Chief Executive and other Management positions in the charity. The charity also has a Business Continuity Plan which was updated during the year, to be able to respond to significant adverse incidents in a structured and systematic way.
Management Failure	The Board acknowledges its responsibility as an employer and continuously reviews its specialist support. A specific HR manager post and a Professional Standards Lead are maintained within the organisation.
Dilution of quality of services with organisational expansion	The Board recognises that the provision of high-quality services is important to the reputations of not only the charity but also its beneficiaries and funders. The Board has ensured quality has been maintained through regular review of key performance indicators and quality assurance reports. The charity has been accredited at Level 2 of the Trusted Charity quality assurance system. The Care Quality Commission also monitor and inspect services and have been rated as 'good' across all service areas.
Non-compliance with relevant legislation – e.g. GDPR	The Board receives regular reports about legislative changes and their implication in the context within which it operates. For the General Data Protection Regulation for example it regularly receives reports about data security to monitor compliance.

Risks		What are we doing to mitigate these risks?
COVID -19 related risks	Transmission of COVID	<p>Face to face work was paused for the vast majority of work. Nurses and Care Support Workers continue on an individually risk assessed basis and in accordance with government guidance. We have assessing the risk of local lockdowns and planned for the way this will affect capacity. For all face to face work the charity is following government guidance but have responded to the government's roadmap by easing some restrictions.</p> <p>Hubs are meeting face to face and where necessary other casework is also taking place face to face.</p> <p>Risk assessments are updated regularly and published on our website where required.</p>
	Loss of funding	<p>Once the availability of immediate sources of specific funding from has finished, reductions could be made. A clear focus on Trusts and Charities fundraising is enabling us to mitigate loss of revenue from community events. We are mindful of the increased competition for funding and are talking to carers about how we can strengthen our applications.</p> <p>We were fortunate to receive extra and new funding during the year though it remains ongoing as the pandemic continues. Performance in fundraising has been good throughout the year, though close monitoring will continue with staff changes and in anticipation of the Chancellor's plans to pay off the COVID-19 debt.</p> <p>The emphasis until events are back to their previous scale, will be on trust and charity fundraising.</p>
	Loss of reputation	<p>Improvements to our Digital offer are enabling us keep in contact with carers, be clear about our messages around carers support and ensure the quality of our work.</p> <p>Feedback has been very positive from carers as well as professionals about the work we have carried out since March 2020. We have shifted to more proactive communications with individuals and groups to bring clarity and to reassure that we are still here to support carers.</p> <p>Responding to an easing of restrictions is anticipated to include a more blended style of engagement and a retention of much of the remote and online working that has characterised the year.</p>

Carers in Hertfordshire DIRECTORS' REPORT

Risks		What are we doing to mitigate these risks?
	Loss of key personnel	Various staff and volunteer welfare and support events are taking place – virtual coffees, support and training sessions, workshops, visits into the office. We have robust management in place for staff and volunteers and have for example, set clear expectations of taking annual leave rather than storing it up. Communications with volunteer have increased with many redeployed to other roles. We have been enormously fortunate to have retained a loyal workforce who have responded to the changing needs and indeed saw a reduction in our staff turnover over the year.

Appointment of Auditors

During the year under review Sayer Vincent LLP was appointed as auditor to the charity.

These financial statements have been prepared in accordance with the special provisions applicable to companies subject to the small companies regime.

Reference and Administration Information

Charity name:	Carers in Hertfordshire
Charity registration number:	1085491
Company registration number:	4131036
Registered office and operational address:	The Red House 119 Fore Street Hertford SG14 1AX
Borehamwood Office:	Warwick House, 2 Oaks Court Warwick Road Borehamwood, WD6 1GS

Directors and Trustees

The Directors of the charitable company (the charity) are its Trustees for the purpose of charity law and throughout this report are collectively referred to as the Trustees. Trustees who served during the year were:

Miroslava Budin	Chair
Mark Montgomery*	Vice Chair Treasurer
Mike Ormerod*	Vice Chair
Marian Langley*	
Valerie Bennett*	(Retired 10.07.20)
Melanie Barton*	
Jackie Wilks*	
Martin Nottage	(elected 24.11.20)
Allison Alexander*	(elected 24.11.20)
Kevin McLennan	(elected 24.11.20)

(* denotes Trustees who are carers or recently bereaved carers)

Company Secretary

Michele Stokes

Management Team

Michele Stokes	Chief Executive Officer
Roma Mills	Policy and Engagement Manager
Carole Whittle	Health and Wellbeing Manager
Tim Napper	Finance and Support Services Manager
Christine Gillham	Information and Carer Planning Support Service Manager
Jo Willis	Carers Development and Learning Manager
Latoya Anderson	Care Services Manager (until January 2021)
Ian Locke	Business Support and ICT Manager (from February 2020)
Linda Anderson	HR Adviser
Alex Daar	Volunteer Manager
Liz Alderson	Fundraising Manager (from January 2020)
Mubin Choudhury	Young Carers Service Manager

Consultants

Ian Parker	Finance Consultant
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Auditor

Sayer Vincent LLP
Invicta House
108-114 Golden Lane
London
EC1Y 0TL

Bankers

Clydesdale Bank plc
South Customer Service Centre
2nd Floor
35 Regent Street
Piccadilly Circus
London SW1Y 4ND

National Westminster Bank
80 Shenley Road
Borehamwood
Hertfordshire
WD6 1DZ

Solicitors

Taylor Walton Solicitors
28-44 Alma Street
Luton LU1 2PL

The Trustees (who are also directors of *Carers in Hertfordshire* for the purposes of company law) are responsible for preparing the Trustees' Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the Trustees 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 the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period. In preparing these financial statements, the Trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP (FRS 102);
- make judgments and estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in operation.

The Trustees are responsible for keeping adequate accounting records that disclose with reasonable accuracy at any time the financial position of the charitable company and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

In so far as the trustees are aware:

- there is no relevant audit information of which the charitable company's auditor is unaware; and
- the trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditor is aware of that information.

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

By order of the Board

Chair:

Miroslava Budin

Dated: 10 August 2021

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF CARERS IN HERTFORDSHIRE

Opinion

We have audited the financial statements of Carers in Hertfordshire (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 significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including FRS 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, including its income and expenditure for the year then ended
- Have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice
- Have been prepared in accordance with the requirements of the Companies Act 2006

Basis for opinion

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

Conclusions relating to going concern

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

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

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF CARERS IN HERTFORDSHIRE

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

Other Information

The other information comprises the information included in the trustees' annual report other than the financial statements and our auditor's report thereon. The trustees are responsible for the other information contained within the annual report. 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. 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 course of 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 this gives rise to a material misstatement in the financial statements themselves. 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' annual report, for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- The trustees' annual report has been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

In the light of the knowledge and understanding of the charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the trustees' annual report. We have nothing to report in respect of the following matters in relation to which the Companies Act 2006 requires us to report to you if, in our opinion:

- Adequate accounting records have not been kept, or returns adequate for our audit have not been received from branches not visited by us; or
- The financial statements are not in agreement with the accounting records and returns; or

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF CARERS IN HERTFORDSHIRE

- 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 directors were not entitled to prepare the financial statements in accordance with the small companies regime and take advantage of the small companies' exemptions in preparing the trustees' annual report and from the requirement to prepare a strategic report.

Responsibilities of trustees

As explained more fully in the statement of trustees' responsibilities set out in the trustees' annual report, 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 above, to detect material misstatements in respect of irregularities, including fraud. The extent to which our procedures are capable of detecting irregularities, including fraud are set out below.

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF CARERS IN HERTFORDSHIRE

Capability of the audit in detecting irregularities

In identifying and assessing risks of material misstatement in respect of irregularities, including fraud and non-compliance with laws and regulations, our procedures included the following:

- We enquired of management, which included obtaining and reviewing supporting documentation, concerning the charity's policies and procedures relating to:
 - Identifying, evaluating, and complying with laws and regulations and whether they were aware of any instances of non-compliance;
 - Detecting and responding to the risks of fraud and whether they have knowledge of any actual, suspected, or alleged fraud;
 - The internal controls established to mitigate risks related to fraud or non-compliance with laws and regulations.
- We inspected the minutes of meetings of those charged with governance.
- We obtained an understanding of the legal and regulatory framework that the charity operates in, focusing on those laws and regulations that had a material effect on the financial statements or that had a fundamental effect on the operations of the charity from our professional and sector experience.
- We communicated applicable laws and regulations throughout the audit team and remained alert to any indications of non-compliance throughout the audit.
- We reviewed any reports made to regulators.
- We reviewed the financial statement disclosures and tested these to supporting documentation to assess compliance with applicable laws and regulations.
- We performed analytical procedures to identify any unusual or unexpected relationships that may indicate risks of material misstatement due to fraud.
- In addressing the risk of fraud through management override of controls, we tested the appropriateness of journal entries and other adjustments, assessed whether the judgements made in making accounting estimates are indicative of a potential bias and tested significant transactions that are unusual or those outside the normal course of business.

Because of the inherent limitations of an audit, there is a risk that we will not detect all irregularities, including those leading to a material misstatement in the financial statements or non-compliance with regulation. This risk increases the more that compliance with a law or regulation is removed from the events and transactions reflected in the financial statements, as we will be less likely to become aware of instances of non-compliance. The risk is also greater regarding irregularities occurring due to fraud rather than error, as fraud involves intentional concealment, forgery, collusion, omission or misrepresentation.

A further description of our responsibilities is available on the Financial Reporting Council's website at: www.frc.org.uk/auditorsresponsibilities. This description forms part of our auditor's report.

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF CARERS IN HERTFORDSHIRE

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.

Judith Miller (Senior statutory auditor)
9 November 2021
for and on behalf of Sayer Vincent LLP, Statutory Auditor
Invicta House, 108-114 Golden Lane, LONDON, EC1Y 0TL

Carers In Hertfordshire

STATEMENT OF FINANCIAL ACTIVITIES (incorporating an income and expenditure account)

For the year ended 31 March 2021

		2021			2020		
	Note	Unrestricted £	Restricted £	Total £	Unrestricted £	Restricted £	Total £
Income from:							
Donations and legacies	2	64,128	189,004	253,132	57,921	70,758	128,679
Charitable activities	3	2,089,005	826,416	2,915,421	2,013,154	870,657	2,883,811
Investments		13,190	-	13,190	10,769	-	10,769
Total income		2,166,323	1,015,420	3,181,743	2,081,844	941,415	3,023,259
Expenditure on:							
Charitable activities	4	2,118,189	901,633	3,019,822	2,172,165	903,034	3,075,199
Total expenditure		2,118,189	901,633	3,019,822	2,172,165	903,034	3,075,199
Net income / (expenditure) before net gains / (losses) on investments	5	48,134	113,787	161,921	(90,321)	38,381	(51,940)
Unrealised gains/(losses) on investments		52,041	-	52,041	(51,787)	-	(51,787)
Net income / (expenditure) for the year	9	100,175	113,787	213,962	(142,108)	38,381	(103,727)
Net income / (expenditure) before other recognised gains and losses		100,175	113,787	213,962	(142,108)	38,381	(103,727)
Net income / (expenditure) being net movement in funds		100,175	113,787	213,962	(142,108)	38,381	(103,727)
Reconciliation of funds:							
Total funds brought forward		1,495,226	218,939	1,714,165	1,637,334	180,558	1,817,892
Total funds carried forward	16	1,595,401	332,726	1,928,127	1,495,226	218,939	1,714,165

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 16a to the financial statements.

**Carers In Hertfordshire
BALANCE SHEET**

Company no. 4131036

As at 31 March 2021

	Note	2021 £	2020 £
Fixed assets:			
Tangible assets	10	8,551	11,160
Investments	11	151,565	99,524
Long term deposits	11	-	102,819
		160,116	213,503
Current assets:			
Debtors	12	291,456	178,650
Short term deposits		664,329	719,407
Cash at bank and in hand		958,245	741,468
		1,914,030	1,639,525
Liabilities:			
Creditors: amounts falling due within one year	13	(146,019)	(138,863)
Net current assets		1,768,011	1,500,662
Total net assets		1,928,127	1,714,165
The funds of the charity:	16		
Restricted income funds		332,726	218,939
Unrestricted income funds:			
Designated funds		1,102,792	931,688
General funds		492,609	563,538
Total unrestricted funds		1,595,401	1,495,226
Total charity funds		1,928,127	1,714,165

Approved by the trustees on 10 August 2021 and signed on their behalf by

Miroslava Budin
Chair

Carers In Hertfordshire
STATEMENT OF CASH FLOWS
For the year ended 31 March 2021

	2021		Restated 2020	
	£	£	£	£
Cash flows from operating activities				
Net (expenditure) for the reporting period (as per the statement of financial activities)	213,962		(103,727)	
Depreciation charges	3,549		5,091	
(Gains)/losses on fixed asset investments	(52,041)		51,787	
Dividends, interest and rent from investments	(13,190)		(10,769)	
(Profit)/loss on the disposal of fixed assets	-		-	
(Increase)/decrease in debtors	(112,806)		(24,914)	
Increase/(decrease) in creditors	7,156		(3,647)	
Net cash (used in) operating activities		46,630		(86,179)
Cash flows from investing activities:				
Interest from investments	13,190		10,769	
Disposal of investments	102,819		-	
Investment in short-term cash deposits	55,078		(129,646)	
Purchases of equipment	(940)		(5,534)	
Net cash (used in) investing activities		170,147		(124,411)
Cash flows from financing activities:				
Repayments of borrowing	-		-	
Cash inflows from new borrowing	-		-	
Receipt of endowment	-		-	
Net cash provided by / (used in) financing activities		-		-
Change in cash and cash equivalents in the year		216,777		(210,590)
Cash and cash equivalents at the beginning of the year		741,468		952,058
Cash and cash equivalents at the end of the year		958,245		741,468

Analysis of cash and cash equivalents and of net debt:

	At 1 April 2020 £	Cash flows £	At 31 March 2021 £
Cash at bank and in hand	300,683	148,240	448,923
Notice deposits (less than 3 months)	440,785	68,537	509,322
Total cash and cash equivalents	741,468	216,777	958,245

1 Accounting policies

a) Statutory information

Carers In Hertfordshire is a charitable company limited by guarantee and is incorporated in England and Wales. The registered office address is The Red House, 119 Fore Street, Hertford, SG14 1AX.

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

Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy or note.

In applying the financial reporting framework, the trustees have made a number of subjective judgements, for example in respect of significant accounting estimates. Estimates and judgements are continually evaluated and are based on historical experience and other factors, including expectations of future events that are believed to be reasonable under the circumstances. The nature of the estimation means the actual outcomes could differ from those estimates. Any significant estimates and judgements affecting these financial statements are detailed within the relevant accounting policy below.

c) Public benefit entity

The charity meets the definition of a public benefit entity under FRS 102.

d) Going concern

The trustees consider that there are no material uncertainties about the charity's ability to continue as a going concern.

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.

No critical judgements or key sources of estimation uncertainty have been made by management in applying the charity's accounting policies.

e) 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, 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 a 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.

1 Accounting policies (continued)

f) 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.

g) Investment income

All investment income is recognised on an accrual basis.

h) 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.

i) 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 on charitable activities includes the costs of delivering services and other educational activities undertaken to further the purposes of the charity and their associated support costs

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

j) Allocation of support costs

Resources expended are allocated to the particular activity where the cost relates directly to that activity.

Support costs are the cost of overall direction and administration of each activity which comprise the salary and overhead costs of the central function.

Governance costs are the costs associated with the governance arrangements of the charity. These costs are associated with constitutional and statutory requirements and include any costs associated with the strategic management of the charity's activities.

Both support and governance costs are apportioned on a headcount basis to each activity.

k) Operating leases

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

1 Accounting policies (continued)

l) Tangible fixed assets

Items of equipment are capitalised where the purchase price exceeds £1,000. 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.

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:

Office furniture and equipment	Straight line over 3 years
--------------------------------	----------------------------

m) Listed investments

Investments are a form of basic financial instrument and are initially recognised at their transaction value and subsequently measured at their fair value as at the balance sheet date using the closing quoted market price. Any change in fair value will be recognised in the statement of financial activities. Investment gains and losses, whether realised or unrealised, are combined and shown in the heading "Net gains/(losses) on investments" in the statement of financial activities. The charity does not acquire put options, derivatives or other complex financial instruments.

n) 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.

o) Short term deposits

Short term deposits includes cash balances that are invested in accounts with a maturity date of between 3 and 12 months.

p) 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.

q) 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.

r) 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.

s) Pensions

The company operates a defined contribution scheme with Scottish Widows which is auto-enrolment compliant and is funded by contributions partly from employees and partly from the charity. The amount charged to the statement of financial activities in respect of pension costs in the contributions payable in the period.

t) Restatement of comparatives

The comparatives have been restated to reclassify deposit accounts with maturity over 12 months and 3 months as fixed asset investments and short term deposits respectively.

Carers In Hertfordshire
NOTES TO THE FINANCIAL STATEMENTS

For the year ended 31 March 2021

2 Income from donations and legacies

	2021			2020		
	Unrestricted £	Restricted £	Total £	Unrestricted £	Restricted £	Total £
Donations and fund raised income	64,128	189,004	253,132	57,921	70,758	128,679
	<u>64,128</u>	<u>189,004</u>	<u>253,132</u>	<u>57,921</u>	<u>70,758</u>	<u>128,679</u>

3 Income from charitable activities

	2021			2020		
	Unrestricted £	Restricted £	Total £	Unrestricted £	Restricted £	Total £
Hertfordshire Health Authorities and Hertfordshire Community Services	2,016,827	241,430	2,258,257	1,937,051	500,700	2,437,751
Other income from charitable activity	72,178	584,986	657,164	76,103	369,957	446,060
	<u>2,089,005</u>	<u>826,416</u>	<u>2,915,421</u>	<u>2,013,154</u>	<u>870,657</u>	<u>2,883,811</u>

There are no unfilled conditions or contingencies attaching to this income.

Carers In Hertfordshire
NOTES TO THE FINANCIAL STATEMENTS

For the year ended 31 March 2021

4a Analysis of expenditure (current year)

	Direct costs £	Staff costs £	Support costs £	2021 Total £	2020 Total £
Carer advice and information services	149	379,085	133,569	512,802	563,132
Young carer advice services	10,000	260,596	106,615	377,211	299,133
Involvement services	1,584	201,348	106,615	309,547	320,535
Carer development and learning	7,985	84,310	39,981	132,276	163,114
Make a difference service	34,923	18,675	13,327	66,925	87,350
Care services	125	494,488	53,308	547,921	576,891
Business development	35,138	56,407	79,961	171,507	162,010
	89,904	1,494,910	533,375	2,118,189	2,172,165

Analysis of support costs:

	2021 £	2020 £
Premises	117,650	108,470
Office costs	59,174	73,491
Professional fees	62,196	65,936
Depreciation	3,549	5,091
Management and management support	93,390	93,191
Administration support	5,764	6,003
Training and other employment related costs	60,141	92,161
Finance support	71,130	77,830
IT support	50,391	43,955
Governance costs	9,990	22,287
	<u>533,375</u>	<u>588,415</u>

Analysis of governance costs:

	2021 £	2020 £
Audit fees	9,900	9,720
Running costs	90	2,812
AGM costs	-	9,755
	<u>9,990</u>	<u>22,287</u>

Carers In Hertfordshire
NOTES TO THE FINANCIAL STATEMENTS

For the year ended 31 March 2021

4b Analysis of expenditure (prior year)

	Direct costs £	Staff costs £	Support costs £	2020 Total £	2019 Total £
Carer advice and information services	45,369	377,664	140,099	563,132	522,191
Young carer advice services	5,729	209,345	84,059	299,133	175,388
Involvement services	19,633	188,823	112,079	320,535	350,380
Carer development and learning	21,104	85,970	56,040	163,114	184,243
Make a difference service	56,069	17,271	14,010	87,350	77,123
Care services	12,601	466,221	98,069	576,891	686,956
Business development	28,516	49,435	84,059	162,010	152,471
	<u>189,021</u>	<u>1,394,729</u>	<u>588,415</u>	<u>2,172,165</u>	<u>2,148,752</u>

Analysis of support costs:

	2020 £	2019 £
Premises	108,470	87,582
Office costs	73,491	114,980
Professional fees	65,936	-
Depreciation	5,091	-
Management and management support	93,191	96,679
Administration support	6,003	5,098
Training and other employment related costs	92,161	86,574
Finance support	77,830	73,479
IT support	43,955	51,995
Governance costs	<u>22,287</u>	<u>20,138</u>
	<u>588,415</u>	<u>536,525</u>

Analysis of governance costs:

	2020 £	2019 £
Audit fees	9,720	7,975
Running costs	2,812	2,209
AGM costs	<u>9,755</u>	<u>9,954</u>
	<u>22,287</u>	<u>20,138</u>

Carers In Hertfordshire
NOTES TO THE FINANCIAL STATEMENTS

For the year ended 31 March 2021

5 Net income / (expenditure) for the year

This is stated after charging / (crediting):

	2021	2020
	£	£
Depreciation charge on owned assets	3,549	5,091
Operating lease rentals:		
Plant and machinery	1,960	1,060
Land and buildings	85,632	66,813
Auditor's remuneration (excluding VAT):		
Audit services	9,900	9,700
	=====	=====

6 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	2,065,692	2,018,959
National insurance	159,347	152,233
Pension costs	93,309	64,262
Redundancy and termination costs	6,700	-
	=====	=====
	2,325,048	2,235,454
	=====	=====

One employee earned more than £60,000 during the year in the bracket £70,001-£80,000 (2020: nil).

The total employee benefits (including pension contributions and employer's national insurance) of the key management personnel were £500,056 (2020: £452,890).

The charity trustees were neither paid nor 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).

Trustees' expenses represents the payment or reimbursement of travel and subsistence costs totalling £91 (2020: £2,812) incurred by 1 (2020: 6) member relating to attendance at meetings of the trustees.

7 Staff numbers

The average number of employees (head count based on number of staff employed) during the year was 117 (2020: 114).

8 Related party transactions

There were no related party transactions in 2021 (2020: V Bennett, trustee, was paid £160 by the charity for services as a carer trainer).

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

Carers In Hertfordshire
NOTES TO THE FINANCIAL STATEMENTS

For the year ended 31 March 2021

9 Taxation

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

10 Tangible fixed assets

Cost	Office furniture and equipment £	Total £
At the start of the year	99,483	99,483
Additions in year	940	940
Disposals in year	(66,493)	(66,493)
At the end of the year	33,930	33,930
Depreciation		
At the start of the year	88,323	88,323
Charge for the year	3,549	3,549
Eliminated on disposal	(66,493)	(66,493)
At the end of the year	25,379	25,379
Net book value		
At the end of the year	8,551	8,551
At the start of the year	11,160	11,160

All of the above assets are used for charitable purposes.

11 Investments

	2021 £	2020 £
Market value brought forward	99,524	151,311
Disposal proceeds	-	-
Unrealised gain/(loss) the year	52,041	(51,787)
Market value carried forward	151,565	99,524
Long term deposits	-	102,819
Total	151,565	202,343

Investments at market value comprises equities wholly invested with Schroder Unit Trusts Ltd (Charity Equity Fund Accumulation units). All investment assets were held in the UK.

Carers In Hertfordshire
NOTES TO THE FINANCIAL STATEMENTS

For the year ended 31 March 2021

12 Debtors

	2021	2020
	£	£
Trade debtors	250,875	75,675
Other debtors	18,288	60,996
VAT	-	1,829
Prepayments	22,293	40,150
	291,456	178,650

13 Creditors: amounts falling due within one year

	2021	2020
	£	£
Trade creditors	4,655	43,364
Taxation and social security	45,087	39,957
Other creditors	17,654	10,922
Accruals	78,623	44,620
	146,019	138,863

14 Pension scheme

The charity operates a defined contribution scheme with Scottish Widows. The assets of the scheme are held separately from those of the charity in an independently administered fund. The charity also operates an auto-enrolment scheme for certain employees with NEST. The pension cost charges represent contributions payable by the charity to the funds and amounted to £65,478 (2020: £55,952). Contributions totalling £11,364 (2020: £8,776) were payable to the funds at the balance sheet date and are included in creditors.

15a Analysis of net assets between funds (current year)

	General	Designated	Restricted	Total funds
	£	£	£	£
Tangible fixed assets	8,551	-	-	8,551
Fixed asset investments	151,565	-	-	151,565
Net current assets	332,493	1,102,792	332,726	1,768,011
Net assets at 31 March 2021	492,609	1,102,792	332,726	1,928,127

15b Analysis of net assets between funds (prior year)

	General	Designated	Restricted	Total funds
	£	£	£	£
Tangible fixed assets	11,160	-	-	11,160
Fixed asset investments	202,343	-	-	202,343
Net current assets	350,035	931,688	218,939	1,500,662
Net assets at 31 March 2020	563,538	931,688	218,939	1,714,165

Carers In Hertfordshire
NOTES TO THE FINANCIAL STATEMENTS

For the year ended 31 March 2021

16a Movements in funds (current year)

	At 1 April 2020 £	Income & gains £	Expenditure & losses £	Transfers £	At 31 March 2021 £
Restricted funds:					
Advocacy Worker	-	19,048	(19,048)	-	-
Bereavement Group	1,527	5,000	(2,274)	-	4,253
Borehamwood Seniors	150	-	-	-	150
CAHMS Course	2,260	3,100	(2,291)	-	3,069
Carers Trust schools	3,974	3,121	(3,664)	-	3,431
Children In Need	5,816	38,755	(41,953)	-	2,618
Community Navigator	17,109	321,091	(295,354)	-	42,846
Dementia Nurses	102,845	315,862	(357,282)	-	61,425
Hertswise	4,739	43,016	(28,463)	-	19,292
Improving carer wellbeing	-	30,714	(2,400)	-	28,314
Lottery Caring Volunteers	2,902	139,092	(134,962)	-	7,032
One step at a time project	-	35,387	-	-	35,387
Other projects	19,212	31,234	(13,159)	-	37,287
Thomson family trust	58,405	30,000	(783)	-	87,622
Total restricted funds	218,939	1,015,420	(901,633)	-	332,726
Unrestricted funds:					
Designated funds:					
Organisation and Future Development Fund	46,972	-	(46,972)	92,263	92,263
Other projects	-	50,000	(8,448)	54,253	95,805
Contingency reserve	884,716	-	-	30,008	914,724
Total designated funds	931,688	50,000	(55,420)	176,524	1,102,792
General funds	563,538	2,168,364	(2,062,769)	(176,524)	492,609
Total unrestricted funds	1,495,226	2,218,364	(2,118,189)	176,524	1,595,401
Total funds	1,714,165	3,233,784	(3,019,822)	-	1,928,127

The narrative to explain the purpose of each fund is given at the foot of the note below.

Carers In Hertfordshire
NOTES TO THE FINANCIAL STATEMENTS

For the year ended 31 March 2021

16b Movements in funds (prior year)

	At 1 April 2019 £	Income & gains £	Expenditure & losses £	Transfers £	At 31 March 2020 £
Restricted funds:					
Advocacy Worker	7,526	19,048	(26,574)	-	-
Bereavement Group	1,477	100	(50)	-	1,527
Borehamwood Seniors	150	5,000	(5,000)	-	150
CAHMS Course	1,960	9,540	(9,240)	-	2,260
Carer Friendly Project	2,364	-	(2,364)	-	-
Carer Rep (D&A)	619	-	(619)	-	-
Carer Trainer	-	530	(530)	-	-
Carers Trust schools	3,391	3,060	(2,477)	-	3,974
Caring Communities	395	-	(395)	-	-
Children In Need	842	40,832	(35,858)	-	5,816
Community Navigator	8,778	159,340	(151,009)	-	17,109
Dementia Nurses	84,450	224,119	(205,724)	-	102,845
Helping You Care	1,226	247,820	(249,046)	-	-
Hertswise	5,728	22,615	(23,604)	-	4,739
Lottery Caring Volunteers	-	136,964	(134,062)	-	2,902
Mentor Training	300	-	(300)	-	-
Other projects	8,322	22,447	(11,557)	-	19,212
Thomson family trust	53,030	50,000	(44,625)	-	58,405
Total restricted funds	180,558	941,415	(903,034)	-	218,939
Unrestricted funds:					
Designated funds:					
Organisation and Future Development Fund	125,173	-	(57,541)	(20,660)	46,972
Contingency reserve	868,372	-	-	16,344	884,716
Total designated funds	993,545	-	(57,541)	(4,316)	931,688
General funds	643,789	2,081,844	(2,166,411)	4,316	563,538
Total unrestricted funds	1,637,334	2,081,844	(2,223,952)	-	1,495,226
Total funds	1,817,892	3,023,259	(3,126,986)	-	1,714,165

Purposes of restricted funds

Carer Trainer

This funding was given towards the costs to train a group of carer trainers who then go out to professionals such as doctors, social workers etc. and train them in how carers would like to be treated by such organisations.

Advocacy Worker

This grant was to provide Advocacy for carers around their caring role as part of a partnership of organisations.

17 Purposes of restricted funds (continued)

Carer Friendly Project

This was a short term pilot project funded by HCC/NHS for community development to support carers.

Community Navigators

This funding enabled us to employ a number of Community Navigators to assist in providing local solutions to improve access to community provision.

Bereavement Group

Funding towards the cost of providing support to bereaved carers.

Carers Trust schools

Funding to provide a programme recruiting and training volunteer ambassadors to raise awareness of young carers in schools.

Caring Communities

This grant from National Lottery funding was to provide support for activities in carers' hubs throughout the county; in particular learning events.

Thomson family trust

This grant was to enable carers to access snow activities through Snowmobility.

Hertswise

This was funding as part of a consortium for community dementia support.

Mentor training

This was funding received to allow to expansion of the numbers, range and skills of our volunteer mentors.

Dementia Nurses

This grant funding provides a whole county clinical services for carers of people with Dementia.

Carer rep D&A

This is funding for the delivery of family carer involvement in the specification and tendering of the new all age Drug and alcohol service.

Borehamwood Seniors

This is funding for daytime activities at 'Borehamwood Seniors' group.

CAHMS Course

This is funding to deliver a series of courses to parents of children or young people who are accessing Mental Health Services.

Children In Need

This grant was to fund Young Carer projects, including a conference, part of the work of the YC council and residentials.

Lottery Caring Volunteers

This grant from the National Lottery Community Fund provides support for our volunteering programmes, including activities in carers' hubs throughout the county, our Mentoring scheme and local Ambassadors programme.

Helping You Care

This funding supports carers with short breaks where alternative care is provided.

18 Purposes of designated funds

Organisation and Future Development Fund

The Organisation and Future Development Fund is set by the Trustees to fund one-off projects and investments to improve the sustainability of the charity. This year, this included a project to re-design the charity's website, our response to COVID-19, and upgrading the organisation to Windows 10.

Other funds

These relate to funding received from statutory partners carried forward, for which funders have given the charity some discretion as to its use and therefore held as a designated fund.

19 Operating lease commitments payable as a lessee

At 31 March 2021, the company had commitments under non-cancellable operating leases as follows:

	Property		Equipment	
	2021	2020	2021	2020
	£	£	£	£
Less than one year	92,703	76,960	9,979	8,856
One to five years	183,002	242,056	10,475	17,334
Over five years	-	-	-	-
	275,705	319,016	20,454	26,190

20 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 and at the balance sheet date there were 126 members (2020: 131).