



Directors' Report and Financial Statements
for the year ended 31 March 2022

Charity Registration No. 1085491
Company Registration No. 4131036

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Carers in Hertfordshire

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WHO WE ARE

Carers in Hertfordshire is the leading charity in Hertfordshire working with unpaid family 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, is 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 last survey 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

5,249 carers were supported with carer focused advice and information through our specialist Information and Carer Planning Service. (4,989: 2020/21)

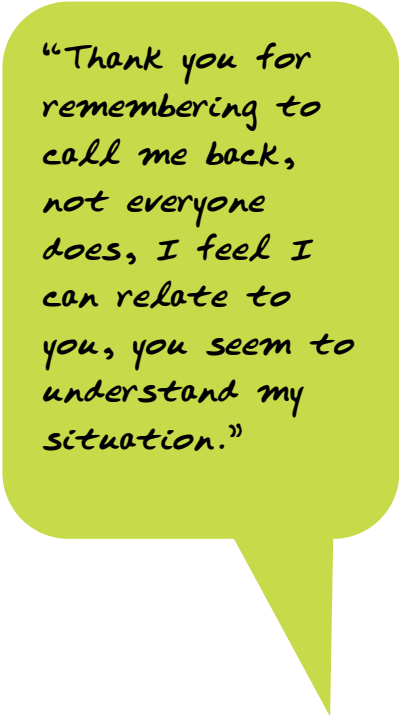
Following a Make a Difference for Carers break, there was a 24% reduction in the risk of depression.

Since the start of the pandemic, we have made individual contact with over 12,800 carers to check how they were coping with the restrictions introduced because 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 with 1,307 carers during the year (2020/21: 649).

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 489 carers (2020/1: 486) increased carers' knowledge, reduced isolation, helped carers attending be better able to cope and feel less stressed.
- By the end of March 2022, we were in touch with an additional 3,633 unpaid carers (2020/21: 3,535) including 480 young carers under 18 years old (2020/1: 342). Accounting for those who move on from caring, this brought the overall number of carers we are in touch with to 37,288 (2020/1: 33,576).
- 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 4.82 years from 9.1 years in 2013.
- We held a Young Carers Conference that had to be online this year with 104 young carers (2020/1: 85) from 4 years old.
- We have 118 active volunteers supporting the charity's work.
- We now have 61 active mentors helping to support carers who need one to one support around their own caring role.



"Thank you for remembering to call me back, not everyone does, I feel I can relate to you, you seem to understand my situation."

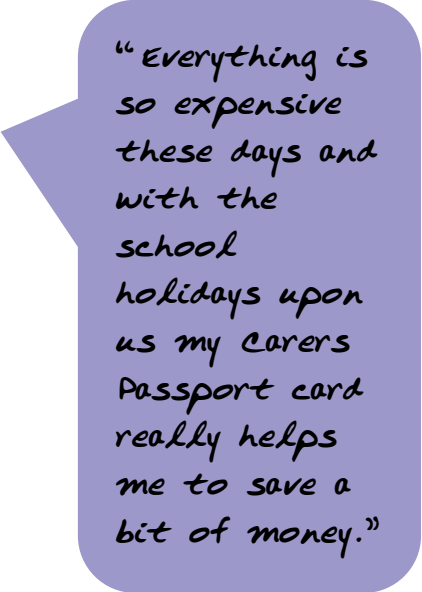
Carers in Hertfordshire DIRECTORS' REPORT

- Using methodology and valuation criteria for 'Social Return on Investment' (SROI), we calculated those activities during the year generated £46.2 million of social benefit.
- During the year support to young carers aged less than 18 years old, reached an additional 1,212 young carers (2020/1: 864).

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 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.
- **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.



"Everything is so expensive these days and with the school holidays upon us my carers Passport card really helps me to save a bit of money."

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- 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.



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?
Support carers through the recovery phase of the pandemic	✓✓✓	<ul style="list-style-type: none"> As a result of the very positive feedback received, the Keep in Touch calls started at the beginning of the pandemic have continued Our Urgent Breaks service is helping carers take some much needed and much overdue time to attend to their own needs knowing that the person they support has good quality care in place as an alternative We aim to build confidence to use services again by talking to carers about how to safely meet and by making lots of information available in appropriate formats including online
Continue to develop our digital offer including a new web site	✓✓	<ul style="list-style-type: none"> Developed and now being tested ready to go live
Have more proactive contact with carers	✓✓✓	<ul style="list-style-type: none"> We have continued to use our Keep in Touch service to proactively contact carers and have reviewed and developed the way in which we contact carers once registered to ensure they understand the range of services relevant to their particular situation.
Review governance	✓✓	<ul style="list-style-type: none"> An external review is underway and will be ready by autumn though as part of our Trusted Charity review governance has been given a clean bill of health
Finish the review of our Influencing Plan	✓✓	<ul style="list-style-type: none"> The effects of Covid-19 has lasted longer than anticipated so this work is not complete. Despite this, our engagement work has adapted to include bringing carers' voices to the Integrated Care Partnership

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.

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 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.

¹Census 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

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

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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

The COVID-19 pandemic continued to affect the way we worked and to have a profound effect on the lives of carers we support.

Meetings and training moved online more recently have increasingly included face to face work. We will continue to offer a blend of online and face to face as some carers who had not been able to attend our face to face events could attend online ones and some carers prefer the shorter time commitment of an online meeting.

Financially, Trustees had already committed to investing in the development of the charity from reserves and in order to respond swiftly further committed reserves.

Planning for the future and the return to more usual services is inevitably challenging without an accurate timescale for progression of the pandemic. 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.

*"Just to say
"thank you" for
the constant
information and
support offered
- especially
during this
last 15 months
- which is much
appreciated.
It's been a
difficult time
for all of us,
yet you have
maintained
services,
despite the
demands on your
resources."*

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.

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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 numbers to focus on new registrations. 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.

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 118 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.

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 489 carers (2020/1: 486) 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 1,212 young carers aged from 4 to 18 having identified an additional 494 in the year (2020/1: 1,294), 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.

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.



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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. 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:

- Focus on ensuring every carer counts
- Continue to support recovery following the pandemic
- Finish the governance review
- Review systems resilience

FINANCIAL REVIEW

In the year under review the charity received income of £3.210 million (2021: £3.020 million). Within this total, unrestricted income from donations was £40,565 and restricted income from donations was £45,526.

Total expenditure was £3.121m (2021: £3.019m). The net surplus for the year was £88,411 before unrealised investment gains, (2021: £161,921 surplus). This leaves total funds carried forward at the balance sheet date of £2.051 million (2021: £1.928m).

The Board regularly consider the changing context within which the charity operates. COVID-19 continued to be challenging for the charity with fewer opportunities for community fundraising that led to a change of focus to raising funds from trusts and foundations. As face to face events restarted community fundraising is once again becoming an important part of our funding mix.

Reserves Policy

The Trustees have agreed a policy that the charity will maintain a Contingency Reserve equivalent to 6 months of ongoing unrestricted expenditure, in order to provide reassurance to current and prospective funders with respect to the ability of the organisation to continue to provide carer services. As at 31 March 2022 the balance on this reserve was increased to £958,017 representing 6 months of expenditure based on the 2022/23 financial budget (2021: £914,724).

The Organisation and Future Development Funds are designated by the Board for the purposes of identified business development initiatives. As at 31 March 2022 the balance on these Reserves totalled £117,427 (2021: £92,263) 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. In order to retain adequate reserves these investments are focused on one-off improvements knowing that these resources do not present an ongoing revenue source.

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

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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 on equity investments of long-term funds.

The Board determined that £200,000 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 (ten 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. The Board approved amended Articles of Association at its Extraordinary General Meeting in August 2021. This followed a process of review and approval by the Charity Commission. Changes included a broader outline of how the Charity supports carers and what constitutes an unpaid carer as well as moving to a membership that are the charity's trustees. There are currently 9 Members who in the event of the company being wound up Members are required to contribute an amount not exceeding £1.

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 10 August 2021), 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 family 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. At 31 March 2022, the carer composition of the Board was at a level of six out of nine trustees.

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 2022 the Board comprised nine members, including six 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 Policy) 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 Officer 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 Resources 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 Resources 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 £9.90 per hour as determined by the Living Wage Foundation.

To facilitate effective operations, the Chief Executive Officer 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.

Carers in Hertfordshire DIRECTORS' REPORT

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 include

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. Like much of the sector we are finding staff recruitment a challenge but continue to look creatively at ways of addressing this.
Management Failure	The Board acknowledges its responsibility as an employer and continuously reviews its specialist support. Specific professional help is used to ensure we manage our resources effectively.
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 recently re-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.
COVID -19 related risks	Though the COVID-19 pandemic has had a significant effect on the way the charity worked, this has diminished over recent months. A watchful eye is being kept on the situation and we will continue to follow the government guidelines.

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:

Mark Montgomery*	Chair
Miroslava Budin	Vice Chair
Kevin McLennan	Treasurer
Allison Alexander*	
Melanie Barton*	(retired 15.10.21)
Caroline Hedley*	(elected 15.10.21)
Jill Glover*	(elected 15.10.21)
Marian Langley*	(retired 20.01.22)
Martin Nottage	
Mike Ormerod*	(retired 30.09.21)
Tony Seagroatt*	(co-opted 14.12.21)
Jackie Wilks*	

Carers in Hertfordshire DIRECTORS' REPORT

*carers (so 66.6% are carers)

(* denotes Trustees who are Carers)

Company Secretary

Michele Stokes	(resigned: 16.08.21)
Roma Mills	(appointed: 16.08.21, resigned: 28.06.22)
Michele Stokes	(appointed: 28.06.22)

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 (resigned: 30.06.22)
Christine Gillham	Information and Carer Planning Support Service Manager
Jo Willis	Carers Development and Learning Manager (retired July 2021)
Ian Locke	Business Support and ICT Manager (Contracted from February 2020 – October 2021)
Linda Anderson	HR Adviser
Alex Daar	Volunteer Manager
Liz Alderson	Fundraising Manager (resigned March 2022)
Mubin Choudhury	Young Carers Service Manager (resigned September 2021)
Gemma Roake	Young Carers Services Manager (from October 2021)

Consultants

Ian Parker	Finance Consultants
Jo Watkin	

Auditor

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

Bankers

Virgin Money plc
Jubilee House
Gosforth
Newcastle Upon Tyne
NE3 4PL

National Westminster Bank
80 Shenley Road
Borehamwood
Hertfordshire
WD6 1DZ

Solicitors

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

Carers in Hertfordshire

TRUSTEES' RESPONSIBILITIES IN THE PREPARATION OF FINANCIAL STATEMENTS

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:

Mark Montgomery

Dated: 18 October 2022

Opinion

We have audited the financial statements of Carers in Hertfordshire (the 'charitable company') for the year ended 31 March 2022 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 2022 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.

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
- 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.

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.

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

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.

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)

Date: 29 November 2022

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 2022

	Note	Unrestricted £	Restricted £	2022 Total £	Unrestricted £	Restricted £	2021 Total £
Income from:							
Donations and legacies	2	40,565	45,526	86,091	64,128	189,004	253,132
Charitable activities	3	2,152,601	962,842	3,115,443	2,089,005	826,416	2,915,421
Investments		8,482	–	8,482	13,190	–	13,190
Total income		2,201,648	1,008,368	3,210,016	2,166,323	1,015,420	3,181,743
Expenditure on:							
Charitable activities	4	2,146,130	975,475	3,121,605	2,118,189	901,633	3,019,822
Total expenditure		2,146,130	975,475	3,121,605	2,118,189	901,633	3,019,822
Net income before net gains on investments	5	55,518	32,893	88,411	48,134	113,787	161,921
Unrealised gains on investments		34,964	–	34,964	52,041	–	52,041
Net income for the year	9	90,482	32,893	123,375	100,175	113,787	213,962
Net income before other recognised gains and losses		90,482	32,893	123,375	100,175	113,787	213,962
Net income being net movement in funds		90,482	32,893	123,375	100,175	113,787	213,962
Reconciliation of funds:							
Total funds brought forward		1,595,401	332,726	1,928,127	1,495,226	218,939	1,714,165
Total funds carried forward	16	1,685,883	365,619	2,051,502	1,595,401	332,726	1,928,127

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.

	Note	£	2022 £	£	2021 £
Fixed assets:					
Tangible assets	10		6,755		8,551
Investments	11		286,529		151,565
			<u>293,284</u>		<u>160,116</u>
Current assets:					
Debtors	12	251,050		291,456	
Short term deposits		884,798		664,329	
Cash at bank and in hand		820,908		958,245	
		<u>1,956,756</u>		<u>1,914,030</u>	
Liabilities:					
Creditors: amounts falling due within one year	13	(198,538)		(146,019)	
Net current assets			<u>1,758,218</u>		<u>1,768,011</u>
Total net assets			<u><u>2,051,502</u></u>		<u><u>1,928,127</u></u>
The funds of the charity:	16				
Restricted income funds			365,619		332,726
Unrestricted income funds:					
Designated funds		1,235,849		1,102,792	
General funds		450,034		492,609	
		<u></u>	<u>1,685,883</u>	<u></u>	<u>1,595,401</u>
Total unrestricted funds			<u>1,685,883</u>		<u>1,595,401</u>
Total charity funds			<u><u>2,051,502</u></u>		<u><u>1,928,127</u></u>

Approved by the trustees on 18 October 2022 and signed on their behalf by

Mark Montgomery
Chair

CARERS IN HERTFORDSHIRE
Statement of cash flows for the year ended 31 March 2022

	Note	2022 £	£	2021 £	£
Cash flows from operating activities					
Net income for the reporting period (as per the statement of financial activities)		123,375		213,962	
Depreciation charges		2,304		3,549	
(Gains) on fixed asset investments		(34,964)		(52,041)	
Dividends, interest and rent from investments		(8,483)		(13,190)	
(Increase)/decrease in debtors		40,406		(112,806)	
Increase in creditors		52,519		7,156	
Net cash provided by operating activities		175,157		46,630	
Cash flows from investing activities:					
Interest from investments		8,482		13,190	
Disposal of investments		–		102,819	
Purchases of fixed asset investments		(100,000)		–	
Investment in short-term cash deposits		(220,468)		55,078	
Purchases of equipment		(508)		(940)	
Net cash used in investing activities		(312,494)		170,147	
Change in cash and cash equivalents in the year		(137,337)		216,777	
Cash and cash equivalents at the beginning of the year		958,245		741,468	
Cash and cash equivalents at the end of the year		820,908		958,245	
Analysis of cash and cash equivalents and of net debt					
		At 1 April 2021 £	Cash flows £	At 31 March 2022 £	
Cash at bank and in hand		448,923	(81,335)	367,588	
Notice deposits (less than 3 months)		509,322	(56,002)	453,320	
a Total cash and cash equivalents		958,245	(137,337)	820,908	

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 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.

CARERS IN HERTFORDSHIRE

Notes to the financial statements for the year ended 31 March 2022

2 Income from donations and legacies

	Unrestricted £	Restricted £	2022 Total £	Unrestricted £	Restricted £	2021 Total £
Donations and fund raised income	40,565	45,526	86,091	64,128	189,004	253,132
	<u>40,565</u>	<u>45,526</u>	<u>86,091</u>	<u>64,128</u>	<u>189,004</u>	<u>253,132</u>

3 Income from charitable activities

	Unrestricted £	Restricted £	2022 Total £	Unrestricted £	Restricted £	2021 Total £
Hertfordshire Health Authorities and Hertfordshire Community Services	2,084,333	455,769	2,540,102	2,016,827	241,430	2,258,257
Other income from charitable activity	68,268	507,073	575,341	72,178	584,986	657,164
Total income from charitable activities	<u>2,152,601</u>	<u>962,842</u>	<u>3,115,443</u>	<u>2,089,005</u>	<u>826,416</u>	<u>2,915,421</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 2022

4a Analysis of expenditure (current year)

	Direct costs £	Staff costs £	Support costs £	2022 Total £	2021 Total £
Carer advice and information services	938	437,320	160,342	598,600	579,727
Young carer advice services	11,151	205,116	98,672	314,939	377,211
Involvement services	506	208,372	86,338	295,216	309,547
Carer development and learning	9,325	87,939	37,002	134,266	132,276
Care services	395	483,592	49,336	533,323	547,921
Business development	110,318	60,797	98,672	269,787	171,507
	<u>132,633</u>	<u>1,483,135</u>	<u>530,362</u>	<u>2,146,130</u>	<u>2,118,189</u>

Analysis of support costs:

	2022 £	2021 £
Premises	117,067	117,650
Office costs	58,536	59,174
Professional fees, insurance and irrecoverable VAT	63,297	62,196
Depreciation	2,304	3,549
Management and management support	88,891	93,390
Administration support	5,056	5,764
Training and other employment related costs	46,522	60,141
Finance support	85,164	71,130
IT support	53,208	50,391
Governance costs	10,317	9,990
	<u>530,362</u>	<u>533,375</u>

Analysis of governance costs:

	2022 £	2021 £
Audit fees	10,200	9,900
Running costs	117	90
	<u>10,317</u>	<u>9,990</u>

CARERS IN HERTFORDSHIRE
Notes to the financial statements for the year ended 31 March 2022

4a Analysis of expenditure (prior year)

	Direct costs £	Staff costs £	Support costs £	2021 Total £
Carer advice and information services	35,072	397,760	146,896	579,727
Young carer advice services	10,000	260,596	106,615	377,211
Involvement services	1,584	201,348	106,615	309,547
Carer development and learning	7,985	84,310	39,981	132,276
Care services	125	494,488	53,308	547,921
Business development	35,138	56,407	79,961	171,507
	<u>89,904</u>	<u>1,494,910</u>	<u>533,375</u>	<u>2,118,189</u>

Analysis of support costs:

	2021 £
Premises	117,650
Office costs	59,174
Professional fees, insurance and irrecoverable VAT	62,196
Depreciation	3,549
Management and management support	93,390
Administration support	5,764
Training and other employment related costs	60,141
Finance support	71,130
IT support	50,391
Governance costs	9,990
	<u>533,375</u>

Analysis of governance costs:

	2021 £
Audit fees	9,900
Running costs	90
AGM costs	-
	<u>9,990</u>

5 Net income for the year

This is stated after charging / (crediting):

	2022 £	2021 £
Depreciation charge on owned assets	2,304	3,549
Operating lease rentals:		
Plant and machinery	3,924	1,960
Land and buildings	106,484	85,632
Auditor's remuneration (excluding VAT):		
Audit services	10,200	9,900
	<u> </u>	<u> </u>

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

Staff costs were as follows:

	2022 £	2021 £
Salaries and wages	2,033,558	2,065,692
National insurance	165,524	159,347
Pension costs	85,586	93,309
Redundancy and termination costs	–	6,700
	<u>2,284,668</u>	<u>2,325,048</u>

1 employee earned more than £60,000 during the year, in the bracket £60,001–£70,000 (2021: one).

The total employee benefits (including pension contributions and employer's national insurance) of the key management personnel were £474,353 (2021: £500,056).

The charity trustees were neither paid nor received any other benefits from employment with the charity in the year (2021: £nil). No charity trustee received payment for professional or other services supplied to the charity (2021: £nil).

Trustees' expenses represents the payment or reimbursement of travel and subsistence costs totalling £116 (2021: £91) incurred by 1 (2021:1) 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 115 (2021: 117). The full-time equivalent number was 50 (2021: 55).

8 Related party transactions

There were no related party transactions in 2022 (2021: None).

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

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

	Office furniture and equipment £	Total £
Cost		
At the start of the year	33,930	33,930
Additions in year	508	508
At the end of the year	34,438	34,438
Depreciation		
At the start of the year	25,379	25,379
Charge for the year	2,304	2,304
At the end of the year	27,683	27,683
Net book value		
At the end of the year	6,755	6,755
At the start of the year	8,551	8,551

All of the above assets are used for charitable purposes.

11 Investments

	2022 £	2021 £
Market value brought forward	151,565	99,524
Additions	100,000	–
Unrealised gain/(loss) the year	34,964	52,041
Market value carried forward	286,529	151,565
Total	286,529	151,565

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 2022

12 Debtors

	2022 £	2021 £
Trade debtors	138,706	250,875
Other debtors	47,928	18,288
VAT	4,138	–
Prepayments	60,278	22,293
	251,050	291,456

13 Creditors: amounts falling due within one year

	2022 £	2021 £
Trade creditors	11,272	4,655
Taxation and social security	44,626	45,087
Other creditors	45,739	17,654
Accruals	96,901	78,623
	198,538	146,019

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 £66,426 (2021: £65,478). Contributions totalling £11,890 (2021: £11,364) 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 unrestricted £	Designated £	Restricted £	Total funds £
Tangible fixed assets	6,755	–	–	6,755
Fixed asset investments	286,529	–	–	286,529
Net current assets	156,750	1,235,849	365,619	1,758,218
Net assets at 31 March 2022	450,034	1,235,849	365,619	2,051,502

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

	General unrestricted £	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

CARERS IN HERTFORDSHIRE
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16a Movements in funds (current year)

	At 1 April 2021 £	Income & gains £	Expenditure & losses £	Transfers £	At 31 March 2022 £
Restricted funds:					
Bereavement Group	4,253	100	(2,872)	–	1,481
Borehamwood Seniors	150	–	–	–	150
CAHMS Course	3,069	4,080	(3,725)	–	3,424
Carers Trust schools	3,431	–	–	–	3,431
Children In Need	2,618	48,354	(45,617)	–	5,355
Community Navigator	42,846	264,743	(248,004)	–	59,585
Dementia Nurses	61,425	280,343	(328,527)	–	13,241
Hertswise	19,292	42,425	(25,418)	–	36,299
Improving carer wellbeing	28,314	112,618	(50,131)	–	90,801
Lottery Caring Volunteers	7,032	142,236	(133,497)	–	15,771
Step by step project	35,387	–	(18,976)	–	16,411
HCC Infection control grant	–	27,000	(9,955)	–	17,045
Other projects	37,287	56,469	(61,768)	–	31,988
Thompson Family Trust	87,622	30,000	(46,985)	–	70,637
Total restricted funds	332,726	1,008,368	(975,475)	–	365,619
Unrestricted funds:					
Designated funds:					
Organisation and Future Development Fund	92,263	–	(60,842)	86,006	117,427
Other projects	95,805	26,960	(37,134)	74,774	160,405
Contingency reserve	914,724	–	–	43,293	958,017
Total designated funds	1,102,792	26,960	(97,976)	204,073	1,235,849
General funds	492,609	2,209,652	(2,048,154)	(204,073)	450,034
Total unrestricted funds	1,595,401	2,236,612	(2,146,130)	–	1,685,883
Total funds	1,928,127	3,244,980	(3,121,605)	–	2,051,502

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 2022

16b Movements in funds (prior year)

	At 31 March 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
Step by step project	–	35,387	–	–	35,387
Other projects	19,212	31,234	(13,159)	–	37,287
Thompson 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)	–	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.

16c Purposes of restricted funds:

Bereavement Group

Funding towards the cost of providing support to bereaved carers.

Borehamwood Seniors

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

CAMHS course

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

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.

Carers Trust schools

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

Improving carer wellbeing

A service that brokers support for carers to access carer breaks.

Thompson 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.

Dementia Nurses

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

Infection control grant

Funding measures to reduce the possibility of COVID-19 transmission.

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 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.

Step by step project

This project provides in-depth support to carers who face additional barriers to accessing support.

16d Purposes of designated funds:

Organisation and Future Development Fund

The Trustees have identified this funding to be available to enable it to move forward on developing the organisation's strategic objectives and implementing specifically identified development projects.

CARERS IN HERTFORDSHIRE
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17 Operating lease commitments payable as a lessee

At 31 March 2022, the company had commitments under non-cancellable operating leases as follows:

	Property 2022 £	2021 £	Equipment 2022 £	2021 £
Less than one year	92,703	92,703	9,979	9,979
One to five years	90,299	183,002	496	10,475
Over five years	–	–	–	–
	183,002	275,705	10,475	20,454

18 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 9 members (2021: 126).