

CARERS SUPPORT MERTON

England & Wales · Charity number 1085761

Details

Status	Registered
Legal form	Charitable company
Company number	04164966
Registered	2001-03-23
Register	View on the Charity Commission register

Contact

Address	The Vestry Hall 336 - 338 London Road Mitcham Surrey CR4 3UD
Phone	02086467515
Email	info@csmerton.org
Website	www.csmerton.org

Activities

Objects: THE OBJECT FOR WHICH THE COMPANY IS FORMED IS TO PROVIDE INFORMATION AND SUPPORT TO CARERS OF PERSONS WHO ARE FRAIL OR ILL OR WHO HAVE A DISABILITY OR WHO HAVE A MENTAL HEALTH PROBLEM AND ARE RESIDENT IN THE LONDON BOROUGH OF MERTON, OR SUCH LOCAL AUTHORITY AREAS AS THE DIRECTORS SHALL SEE FIT.

Activities: Carers Support Merton provides information, advice, respite activities and support for unpaid carers of all ages of friends or relatives who are frail, ill, or have a disability or mental health problem.

Classification

- **How:** Provides Human Resources, Provides Services, Provides Advocacy/advice/information
- **What:** Education/training, The Advancement Of Health Or Saving Of Lives, Disability, The Prevention Or Relief Of Poverty
- **Who:** Children/young People, Elderly/old People, People With Disabilities, Other Defined Groups

Geography

- **Area of benefit:** LONDON BOROUGH OF MERTON
- Merton

Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£0	£78,606	-	-
2024-03-31	£503,036	£621,644	£207,252	12
2023-03-31	£598,820	£595,660	£326,215	12
2022-03-31	£546,779	£533,666	£324,590	11
2021-03-31	£541,844	£482,208	£298,685	11

Trustees

Name	Role	Appointed
Michael Charles L'Amie Ribton	Chair	2020-12-02
Christopher David Tyson		2023-03-02
Jennifer Hazel Tyson		2020-05-14
Raymond Paul Kinsella		2014-03-10
Serena Jane Imogen Morris DeMorgan		2021-08-10
Tracy Jane Weight		2024-06-05

Accounts

Company number: 4164966

Charity number: 1085761

CARERS SUPPORT MERTON
(A company limited by guarantee)

TRUSTEES' ANNUAL REPORT AND FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2025

CONTENTS

	Pages
Legal and administrative details	1
Trustees' annual report	2-9
Independent examiner's report	10
Statement of financial activities	11
Balance sheet	12
Notes to the financial statements	13-17

LEGAL AND ADMINISTRATIVE DETAILS

Trustees

S De Morgan
R Kinsella
M Ribton (Chair)
C Tyson (Treasurer)
J Tyson
T Weight (appointed 3rd July 2024)

Principal/Registered Office

The Vestry Hall
336-338 London Road
Mitcham
Surrey
CR4 3UD

Independent examiner

Jason Foxwell FCCA FCIE
PO Box 9846
Poole
BH15 9JZ

Principal bankers

CAF Bank
25 Kings Hill Avenue
Kings Hill
West Malling
Kent
ME19 4JQ

TRUSTEES' ANNUAL REPORT FOR THE YEAR ENDED 31 MARCH 2025

The Trustees (who are also directors for the purposes of the Companies Act 2006) present their annual report together with the financial statements of the charitable company for the year ended 31 March 2025.

The financial statements comply with the Charities Act 2011, the Companies Act 2006, the Memorandum and Articles of Association, and Accounting and Reporting by Charities: 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).

TRUSTEES

All trustees give their time voluntarily and receive no benefits from the Charity. The trustees serving during the year and to the date of this report were as follows:

S De Morgan
R Kinsella
M Ribton (Chair)
C Tyson (Treasurer)
J Tyson
T Weight (appointed 3rd July 2024)

PRINCIPAL ACTIVITY

The charitable company's principal activity was to provide information and support to carers of persons resident in the London Borough of Merton, who are frail or ill or who have a disability or a mental health problem, or such Local Authority area as the trustees shall see fit. This year no services have been provided following a Special General Meeting on 21st March 2024, where the trustees' decision to wind up the charity was ratified.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing document

Carers Support Merton is a company limited by guarantee, governed by its Memorandum and Articles of Association dated 8 February 2001 as amended at the Annual General Meeting on 18 October 2012. It is registered as a charity with the Charity Commission.

Appointment of new trustees

As set out in the Articles of Association, the Charity requires a minimum of three trustees (collectively referred to as 'the Board'), the Board endeavours to ensure that considerably more than this number are in office at all times. Trustees are chosen to give the Board a wide range of experiences and professional skills. The trustees may co-opt a person as a trustee, but that person must resign and offer him/herself for re-election at the next Annual General Meeting ('AGM'). One third of the Board members, in rotation, must resign each year and may offer themselves for re-election, and no trustee may serve for more than six years in succession unless the Board unanimously agrees an extension. All members are circulated with invitations to nominate trustees prior to the AGM.

Trustee recruitment and induction

New trustees undergo an orientation session to brief them on their legal obligation under the Charity and company law, the content of the Memorandum and Articles of Association, the committee and the decision-making processes, the business plan and recent financial performance of the Charity.

**CARERS SUPPORT MERTON
YEAR ENDED 31 MARCH 2025**

Trustees are encouraged to attend appropriate external training events where these will facilitate the undertaking of their role.

Governance and organisational structure

The Board of Trustees administers the Charity and generally meets four times a year. A Finance Committee, chaired by the Treasurer, meets at least four times per year to review financial performance and other matters requiring detailed consideration before presentation to the Board. Other committees, which meet on a quarterly basis, are Staff and Volunteers and Communication and Fundraising.

Management

Day to day management and decision making of the Charity is delegated to the Chief Executive Officer who works closely with the senior management team and other staff to fulfil the Charity's objectives and ensure the smooth and effective running of the organisation. The Chief Executive Officer reports to the Chair and the Board. To facilitate effective operations, the Chief Executive Officer has delegated authority, within the terms of delegation approved by the Board, for operational matters including finance and employment.

Senior Management Team

Tracy Weight	Chief Executive Officer (Redundant 30 th June 2024)
Bei Yang	Finance Officer (Redundant 31 st May 2024)

The directors, who are the Charity's Trustees, and the senior management team, comprise the key management personnel of the Charity in charge of directing and controlling, running and operating the Charity on a day-to-day basis. All Trustees give of their time freely and no Trustee received remuneration in the year.

The pay of all staff, including the senior management team, is reviewed annually. The Trustees benchmark against pay levels in other local charities of a similar size and other charities of a similar nature. All staff are appraised annually with supervision being conducted throughout the year including reviewing responsibilities and development needs. Pay of any staff member, including any member of the senior management team, may be reviewed more frequently should there be any change in role and/or responsibility.

Related parties and co-operation with other organisations

None of our Trustees receive remuneration or other benefit from their work with the Charity.

The Charity works with other charitable and other not for profit organisations in the furtherance of its objectives. Any connection between a trustee or senior manager of the Charity with a service user, external contractor or supplier of services is disclosed to the full Board of Trustees in the same way as any other contractual relationship with a related party. Furthermore, all Trustees complete an annual declaration of interests form.

All related party transactions are managed in accordance with the Charity's conflicts of interest policy. All transactions and activities involving organisations in which a trustee may have an interest are conducted at arm's length and in accordance with the Charity's financial and procurement procedures.

In the current year no such related party transactions were reported.

**CARERS SUPPORT MERTON
YEAR ENDED 31 MARCH 2025**

Use of volunteers

Volunteers have supported Carers Support Merton over the years, all left the organisation on 31st March 2024. Those who wished to continue to volunteer were provided with information to support them to seek opportunities with other organisations.

AIMS AND OBJECTIVES

Objective

The objective of Carers Support Merton is to provide information and support to carers of persons who are frail or ill or who have a disability or who have a mental health problem and are resident in the London Borough of Merton or such Local Authority areas as the Trustees shall see fit.

Public Benefit

The Trustees have given due consideration to the Charity Commission's published guidance on the Public Benefit requirement under the Charities Act 2011. We have referred to the guidance contained in the Charity Commission's general guidance on public benefit when reviewing our aims and objectives and in planning our future activities. We believe that we have complied with this; and seek to demonstrate this within this report. Our objects and funding limit the services we provide to those detailed in our charitable objectives.

The Carers Trust defines a carer as *"... someone of any age who provides unpaid support to family or friends who could not manage without this help. This could be caring for a relative, partner or friend who is ill, frail, disabled or has mental health or substance misuse problems"*.

We support Carers over the age of 5 years who need our help. We know that anyone can become a Carer; Carers come from all walks of life, all cultures and can be of any age. Many feel they are doing what anyone else would in the same situation; looking after their mother, son or best friend and just getting on with it.

AIMS

Our vision is to achieve a society, which values its (unpaid) carers.

Our mission is to empower unpaid carers to live a fulfilling life. We do this by providing a range of services, such as advice and information, advocacy, benefit checks, workshops, peer support, counselling, and respite from their caring role.

Our values are:

- **Inclusive** – We embrace diversity and treat everyone as an individual
- **Caring and compassionate** – We show empathy and treat carers, their families and each other with kindness, going the 'extra mile' to make a difference
- **Honest, open and reliable** – We do what we say we will
- **Client focused** – We listen to carers' needs and views, and ensure they remain central to everything we do
- **Continuously improving** – We are inspirational and innovative about what we can achieve for carers and always strive to remain current, progressive and relevant
- **Collaborative** – We actively seek collaboration and partnership with other organisations to ensure that carers have access to the best expertise and are supported in the most efficient and effective ways.

**CARERS SUPPORT MERTON
YEAR ENDED 31 MARCH 2025**

ACTIVITIES, ACHIEVEMENT AND PERFORMANCE

This year the trustees have proceeded to close the charity. This was following competitive recommissioning of Carers services by the London Borough of Merton in Autumn 2023, In January 2024 Carers Support Merton learnt that it had not been successful in being selected to continue to provide their service to Carers post 1st April 2024. The majority of staff transferred to the employment of the new provider, Carers First. Merton Mencap, a long-standing partner of Carers Support Merton continued its role with Carers First supporting Carers of adults with a Learning Disability. Four staff were made redundant, due to their roles not falling under Transfer of Undertakings (Protection of Employment (TUPE) regulations.

Carers Support Merton have advocated for the needs of all Carers, including marginalised communities, and in this year we used remaining surplus funds to make small grants to other organisations to enable them to provide activities and support to Carers.

Organisation	Purpose	Amount
Polka Theatre	Theatre workshop for Young Carers	£8,500
Jigsaw 4 U	Activities for Young Carers	£10,000
Jigsaw 4 U	Contribute towards mental health peer support programme for adult Carers	£10,000
Merton Mencap	Contribute towards 1:1 support for Carers of adults with a Learning Disability	£20,000
Avanti	Wellbeing support groups for Carers	£10,000
	Total	£58,500

No further expenditure was incurred in 2024 – 2025 and remaining funds of £26,646.11, after all bank charges were transferred to Merton Mencap to be ringfenced for support to Carers in Merton.

**CARERS SUPPORT MERTON
YEAR ENDED 31 MARCH 2025**

FINANCIAL REVIEW

Financial Statements

The financial statements, including the notes, have been prepared in compliance with the Statement of Recommended Practice (SORP) "Accounting and Reporting by Charities" 2015 (FRS 102). The analysis of income and expenditure reflects the classification of activities, together with costs relating to administration.

Statement of Financial Activities

The Statement of Financial Activities is shown on page 14, with a more detailed analysis of income and expenditure within the notes to the financial statements. The total income for the year was £1,487, accrued through investment return and a small donation. Total expenditure for the year was £103,501. This included closing down costs and funds awarded to other organisations in the form of small grants to enable them to continue to support Carers in Merton. A total of £26,633 remains. The trustees have agreed that this sum, minus any final costs, for example, bank charges will be transferred to Merton Mencap to support their continued work with Carers in Merton on the closure of our bank account.

Principal funding sources

The charity's main source of funding is contracts and grants, but it has not received any income through these sources in 2024 – 2025.

Balance Sheet

The net effect of the above has led to overall reserves of £26,633.

Investment policy and objectives

The investment policy is, in conjunction with the reserves policy requirements (below), to spread its financial assets so as to earn returns, which at least are higher than inflation while taking low risks of default. Accordingly, the policy is to spread the assets between bank deposits (which are government guaranteed as to repayment), which earn the highest rate of interest consistent with ease of access, and investment funds which are suitable for charities. The policy is to keep at least 50% of the assets as deposits, subject to working capital requirements, and to invest the remainder in long term funds.

Reserves policy

Our policy is for unrestricted reserves to maintain a minimum of shut down cost, and aim to accumulate 3-6 months of operating costs. Due to the loss of its primary income source the charity is unlikely to be able to maintain this level of reserves, hence the decision to cease activity.

Risk management

The Trustees have overall responsibility for ensuring the Charity has the most appropriate and effective control systems to safeguard the organisation and any of its assets. These controls protect the organisation against fraud and other irregularities. This role and the associated practices offer reassurance that:

- The charity's assets are safeguarded against unauthorised use or disposition;
- Proper and reliable financial controls are maintained; and
- The Charity complied with all relevant legislation and regulations.

**CARERS SUPPORT MERTON
YEAR ENDED 31 MARCH 2025**

In taking the decision to wind up the charity at the point it did, the Trustees have ensured that the charity can meet all of its financial and legal responsibilities and that the maximum amount of remaining funds could be utilised by other organisations to contribute to providing support for Carers in Merton.

**CARERS SUPPORT MERTON
YEAR ENDED 31 MARCH 2025**

STATEMENT OF TRUSTEES' RESPONSIBILITIES

The Trustees (who are also directors for the purposes of company law) are responsible for preparing the Trustees' Report and financial statements in accordance with applicable law and UK Accounting Standards.

Company law requires the directors to prepare financial statements for each financial year. Under company law, the directors must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the charitable company and of the 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;
- Make judgements and accounting 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; and
- Prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue to operate.

The trustees are responsible for keeping adequate accounting records that are sufficient to show and explain the charitable company's transactions and disclose with reasonable accuracy at any time the financial position of the charitable company and enable them to ensure that the financial statement 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.

The Trustees are responsible for the maintenance and integrity of the Charity and financial information included on the Charity's website.

In preparing this report, the Trustees have taken advantage of the special provisions of Part 15 of the Companies Act 2006 relating to small companies.

This report was approved by the Trustees and signed on their behalf by:



Michael Ribton
Trustee and Chair

Date: Dec 22 2025

INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF CARERS SUPPORT MERTON FOR THE YEAR ENDED 31 MARCH 2025

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

Responsibilities and basis of report

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

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

Independent examiner's statement

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

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

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

Jason Foxwell

Jason Foxwell FCCA FCIE
independent-examiner.net
PO Box 9846, Poole, BH15 9JZ

Date: Dec 23 2025

**CARERS SUPPORT MERTON
YEAR ENDED 31 MARCH 2025**

**STATEMENT OF FINANCIAL ACTIVITIES
(incorporating an Income and Expenditure Account)
FOR THE YEAR ENDED 31 MARCH 2025**

	Notes	Unrestricted Funds	Restricted Funds	Total Funds 2025	Total Funds 2024
		£	£	£	£
Income from:					
Donations and legacies		355	-	355	3,687
Income from charitable activities	2				
Adult Carers		-	-	-	416,738
Young Carers		-	-	-	76,115
Investments		1,132	-	1,132	6,496
Total income		1,487	-	1,487	503,036
Expenditure on:					
Charitable activities					
Adult Carers		30,485	60,106	90,591	541,557
Young Carers		-	18,500	18,500	79,921
Core Activities		73,016	-	73,016	166
Total expenditure		103,501	78,606	182,107	621,644
Net income/(expenditure) before other gains and losses		(102,014)	(78,606)	(180,620)	(118,608)
Gain on revaluation of pension liability		-	-	-	(355)
Net movement in funds		(102,014)	(78,606)	(180,620)	(118,963)
Reconciliation of funds:					
Total funds brought forward		123,511	83,741	207,252	326,215
Total funds carried forward	15	21,497	5,135	26,632	207,252

All of the charity's activities are expected to cease within twelve months of these accounts.

The notes on pages 13 to 17 form an integral part of these accounts.

**CARERS SUPPORT MERTON
YEAR ENDED 31 MARCH 2025**

BALANCE SHEET AS AT 31 MARCH 2025

	Notes	2025 £	2024 £
Current Assets			
Debtors	11	-	1,558
Cash at bank		26,633	220,063
		<u>26,633</u>	<u>221,621</u>
Creditors: amounts falling due within one year	12	-	(13,711)
Net current assets		<u>26,633</u>	<u>207,910</u>
Total assets less current liabilities			207,910
Creditors: amounts falling due after more than one year	13	-	(658)
NET ASSETS		<u>£26,633</u>	<u>£207,252</u>
The funds of the charity:			
Restricted funds	16	5,135	83,741
Unrestricted income funds		21,497	123,511
		<u>£26,633</u>	<u>£207,252</u>

The trustees consider that the charitable company is entitled to exemption from the requirement to have an audit under the provisions of section 477 of the Companies Act 2006 (the Act) and members have not required the company to obtain an audit for the year in accordance with section 476 of the Act.

The trustees acknowledge their responsibilities for complying with the requirements of the Companies Act 2006 with respect to accounting records and for preparing accounts which give a true and fair view of the state of affairs of the charitable company as at 31 March 2025. These accounts are prepared in accordance with the special provisions of Part 15 of the Companies Act relating to small companies.

The accounts were approved by the trustees, authorised for issue and signed on their behalf by:



Michael Ribton
Trustee and Chair

Date: Dec 22 2025



Chris Tyson
Trustee and Treasurer

Date Dec 22 2025

The notes on pages 13 to 17 form an integral part of these accounts

NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2025

1. ACCOUNTING POLICIES

1.1. Basis of preparation of the accounts

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

Carers Support Merton is a charitable company limited by guarantee and registered in England and Wales. The registered office and company registration number are detailed on page 1. The nature of the Charity's operations and its principal activities are set out in the Trustees' Report.

Carers Support Merton meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy notes.

1.2. Going Concern

The trustees have made the decision that the charity is no longer a going concern and are in the process of closing the charity.

1.3. Fund accounting

Unrestricted funds can be used in accordance with the charitable objectives at the discretion of the Trustees. Unrestricted funds include designated funds where the Trustees, at their discretion, have created a fund for a specific purpose.

Restricted funds can only be used for particular restricted purposes within the objects of the Charity. Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes. Where necessary, a quarterly report is sent to the donor detailing the expenditure.

1.4. Income

Income is included in the Statement of Financial Activities when the charitable company has entitlement to the funds, certainty of receipt and the amount can be measured with sufficient reliability.

Donated services or facilities are recognised when the Charity has control over the item, any conditions associated with the donated item have been met, the receipt of economic benefit from the use of the Charity of the item is probable and that economic benefit can be measured reliably. Some the management and activity of the Charity is carried out by volunteers. In accordance with the Charities SORP (FRS102), the volunteer time is not given a monetary value for inclusion in the financial statements.

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

Income received in advance of a specific Adult or Young Carers' activity or provision of other specified service is deferred until the criteria for income recognition are met.

NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2025 (continued)

1.5. Expenditure

Expenditure is charged to the Statement of Financial Activities on an accruals basis as a liability is incurred. It is recognised once there is a legal or constructive obligation to make payment to a third party, it is probable that settlement will be required and the amount of the obligation can be measured reliably.

1.6. Grants paid to individuals

Certain grants are applied for on behalf of clients and, where these applications are successful, the amounts received are expended in accordance with the terms and conditions of the grant application.

2. INCOME FROM CHARITABLE ACTIVITIES

	2025	2024
	£	£
<i>Grants and contracts received are as follows:</i>		
London Borough of Merton	-	467,190
Wimbledon District Nursing & Midwifery Benevolent Society	-	1,548
Wimbledon Foundation	-	22,500
Other grants and donations	-	1,615
	<u>£nil</u>	<u>£492,853</u>

All the grants and contracts received are for restricted purposes.

3. GRANTS PAID TO INDIVIDUALS

	2025	2024
	£	£
Adult Carers	<u>£nil</u>	<u>£50,000</u>

4. GOVERNANCE COSTS

	2025	2024
	£	£
Independent examiner	<u>£1,025</u>	<u>£1,475</u>

NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2025 (continued)

5. STAFF COSTS

Staff costs were as follows:

	2025	2024
	£	£
Wages and salaries	51,276	416,431
Social security costs	2,052	32,787
Other pension costs	674	9,635
	<u>£54,002</u>	<u>£458,853</u>

No employees had employee benefits in excess of £60,000 (2024: nil). Pension costs are allocated to activities in proportion to the related staffing costs incurred.

The key management personnel of the Charity comprise the Trustees (unpaid), the Chief Executive Officer, Operations and Finance Manager. The total employee benefits of the key management personnel of the Charity were £37,937 (2024: £106,922).

The average monthly number of full-time equivalent employees (including casual and part time staff) during the year was as follows:

	2025	2024
Average number of employees	0.8	12.2

6. TRUSTEES' REMUNERATION AND BENEFITS

The Charity's Trustees were not paid and did not receive any other benefits, nor were reimbursed and expenses during the year (2024: £nil).

7. TRANSACTIONS WITH RELATED PARTIES

There were no related party transactions during the year.

**CARERS SUPPORT MERTON
YEAR ENDED 31 MARCH 2025**

NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2025 (continued)

9. DEBTORS

	2025	2024
	£	£
Trade debtors	nil	£1,558
	<u> </u>	<u> </u>

10. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2025	2023
	£	£
Trade creditors	-	11,015
Other creditors and accruals	-	2,696
	<u> </u>	<u> </u>
	£nil	£13,711
	<u> </u>	<u> </u>

11. CREDITORS: AMOUNTS FALLING DUE AFTER MORE THAN ONE YEAR

	2025	2024
	£	£
Pension liabilities	£nil	£658
	<u> </u>	<u> </u>

12. ANALYSIS OF NET ASSETS BETWEEN FUNDS

	Unrestricted funds 2025 £	Restricted funds 2025 £	Total funds 2025 £	Total funds 2024 £
Current assets	21,497	5,135	26,632	221,621
Creditors due within one year	-	-	-	(13,711)
Creditors due in more than one year	-	-	-	(658)
	<u> </u>	<u> </u>	<u> </u>	<u> </u>
	£21,497	£5,135	£26,632	£207,252
	<u> </u>	<u> </u>	<u> </u>	<u> </u>

**CARERS SUPPORT MERTON
YEAR ENDED 31 MARCH 2025**

NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2025 (continued)

13. RESTRICTED FUNDS

	Opening balance	Income	Expenditure	Closing balance
	£	£	£	£
Adult Carer Project	60,106	-	(60,106)	-
Young Carer Project	23,635	-	(18,500)	5,135
	<u>£83,741</u>	<u>£nil</u>	<u>£(78,606)</u>	<u>£5,135</u>

The Adult Carer Project is the provision of Care Act assessments, information, advice and respite activities to adult carers.

The Young Carer Project is the provision of information, advice, advocacy, respite activities and mentoring to young carers aged 17 and under, and also to those in transition aged 16 to 24 years.

14. LIABILITY

The Charity is a private company limited by guarantee. The liability of the members is limited to one pound.

15. CAPITAL COMMITMENTS

None.

Document Details

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Accounts

Company number: 4164966

Charity number: 1085761

CARERS SUPPORT MERTON

(A company limited by guarantee)

TRUSTEES' ANNUAL REPORT AND FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2023

CONTENTS

	Pages
Legal and administrative details	1
Trustees' annual report	2-12
Independent examiner's report	13
Statement of financial activities	14
Balance sheet	15
Statement of Cash Flows	16
Notes to the financial statements	17-26

**CARERS SUPPORT MERTON
YEAR ENDED 31 MARCH 2023**

LEGAL AND ADMINISTRATIVE DETAILS

Trustees	M Ribton (Chair from 25 th August 2022) C Tyson (Treasurer from 02 nd March 2023) C Lumiste (Vice Chair resigned 02 nd March 2023) J Tyson R Kinsella (Chair until 25 th August 2022) S Willabus (resigned 30 th August 2022) S DeMorgan
Principal/Registered Office	The Vestry Hall 336-338 London Road Mitcham Surrey CR4 3UD
Independent examiner	Jason Foxwell FCCA FCIE 39 Enfield Road Poole BH15 3LJ
Principal bankers	CAF Bank 25 Kings Hill Avenue Kings Hill West Malling Kent ME19 4JQ

**CARERS SUPPORT MERTON
YEAR ENDED 31 MARCH 2023**

TRUSTEES' ANNUAL REPORT FOR THE YEAR ENDED 31 MARCH 2023

The Trustees (who are also directors for the purposes of the Companies Act 2006) present their annual report together with the financial statements of the charitable company for the year ended 31 March 2023.

The financial statements comply with the Charities Act 2011, the Companies Act 2006, the Memorandum and Articles of Association, and Accounting and Reporting by Charities: 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).

TRUSTEES

All trustees give their time voluntarily and receive no benefits from the Charity. The trustees serving during the year and to the date of this report were as follows:

M Ribton (Chair from 25th August 2022)
C Tyson (Treasurer from 02nd March 2023)
C Lumiste (Vice Chair resigned 02nd March 2023)
J Tyson
R Kinsella
S Willabus (Resigned 20th August 2022)
S DeMorgan

PRINCIPAL ACTIVITY

The charitable company's principal activity during the year was to provide information, advice, and support to unpaid family Carers of persons resident in the London Borough of Merton, who are frail or ill or who have a disability or a mental health problem, or such Local Authority area as the trustees shall see fit.

A detailed review of the Charity's activities is set out further in this report.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing document

Carers Support Merton is a company limited by guarantee, governed by its Memorandum and Articles of Association dated 8 February 2001 as amended at the Annual General Meeting on 18 October 2012. It is registered as a charity with the Charity Commission.

Appointment of new trustees

As set out in the Articles of Association, the Charity requires a minimum of three trustees (collectively referred to as 'the Board'), the Board endeavours to ensure that considerably more than this number are in office at all times. Trustees are chosen to give the Board a wide range of experiences and professional skills. The trustees may co-opt a person as a trustee, but that person must resign and offer him/herself for re-election at the next Annual General Meeting ('AGM'). One third of the Board members, in rotation, must resign each year and may offer themselves for re-election, and no trustee may serve for more than six years in succession unless the Board unanimously agrees an extension. All members are circulated with invitations to nominate trustees prior to the AGM.

Trustee recruitment and induction

New trustees undergo an orientation session to brief them on their legal obligation under the Charity and company law, the content of the Memorandum and Articles of Association, the committee and the decision-making processes, the business plan and recent financial performance of the Charity.

**CARERS SUPPORT MERTON
YEAR ENDED 31 MARCH 2023**

Trustees are encouraged to attend appropriate external training events where these will facilitate the undertaking of their role.

Governance and organisational structure

The Board of Trustees administers the Charity and generally meets four times a year. A Finance Committee, chaired by the Treasurer, meets at least four times per year to review financial performance and other matters requiring detailed consideration before presentation to the Board. The other committee, which meet on a quarterly basis, is the Staff and Volunteers Committee. Task and finish groups are used to look at specific issues as and when appropriate.

Management

Day to day management and decision making of the Charity is delegated to the Chief Executive Officer who works closely with the senior management team and other staff to fulfil the Charity's objectives and ensure the smooth and effective running of the organisation. The Chief Executive Officer reports to the Chair and the Board. To facilitate effective operations, the Chief Executive Officer has delegated authority, within the terms of delegation approved by the Board, for operational matters including finance and employment.

Senior Management Team

Tracy Weight	Chief Executive Officer
Avril Doyle	Operations Manager
Bei Yang	Finance Manager

Pay policy for senior management team

The directors, who are the Charity's Trustees, and the senior management team, comprise the key management personnel of the Charity in charge of directing and controlling, running, and operating the Charity on a day-to-day basis. All Trustees give of their time freely and no Trustee received remuneration in the year.

The pay of all staff, including the senior management team, is reviewed annually. The Trustees benchmark against pay levels in other local charities of a similar size and other charities of a similar nature. All staff are appraised annually with supervision being conducted throughout the year including reviewing responsibilities and development needs. Pay of any staff member, including any member of the senior management team, may be reviewed more frequently should there be any change in role and/or responsibility.

Related parties and co-operation with other organisations

None of our Trustees receive remuneration or other benefit from their work with the Charity.

The Charity works with other charitable and other not for profit organisations in the furtherance of its objectives. Any connection between a trustee or senior manager of the Charity with a service user, external contractor or supplier of services is disclosed to the full Board of Trustees in the same way as any other contractual relationship with a related party. Furthermore, all Trustees complete an annual declaration of interests form.

All related party transactions are managed in accordance with the Charity's conflicts of interest policy. All transactions and activities involving organisations in which a trustee may have an interest are conducted at arm's length and in accordance with the Charity's financial and procurement procedures.

In the current year no such related party transactions were reported.

**CARERS SUPPORT MERTON
YEAR ENDED 31 MARCH 2023**

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**CARERS SUPPORT MERTON
YEAR ENDED 31 MARCH 2023**

Use of volunteers

Volunteers provided a total number of 167 hours volunteering to Carers Support Merton in the period 01st April 2022 – 31st March 2023 through our Young Carers mentoring and Digital Skills projects. This is in addition to trustees who have also given their time freely to support the running of the charity.

AIMS AND OBJECTIVES

Objective

The objective of Carers Support Merton is to provide information and support to carers of persons who are frail or ill or who have a disability or who have a mental health problem and are resident in the London Borough of Merton or such Local Authority areas as the Trustees shall see fit.

Public Benefit

The Trustees have given due consideration to the Charity Commission's published guidance on the Public Benefit requirement under the Charities Act 2011. We have referred to the guidance contained in the Charity Commission's general guidance on public benefit when reviewing our aims and objectives and in planning our future activities. We believe that we have complied with this; and seek to demonstrate this within this report. Our objects and funding limit the services we provide to those detailed in our charitable objectives.

The Carers Trust defines a carer as *"... someone of any age who provides unpaid support to family or friends who could not manage without this help. This could be caring for a relative, partner or friend who is ill, frail, disabled or has mental health or substance misuse problems"*.

We support Carers over the age of 5 years who need our help. We know that anyone can become a Carer; Carers come from all walks of life, all cultures and can be of any age. Many feel they are doing what anyone else would in the same situation, looking after their mother, son or best friend and just getting on with it.

AIMS

Our vision is to achieve a society, which values its (unpaid) carers.

Our mission is to empower unpaid carers to live a fulfilling life. We do this by providing a range of services, such as advice and information, advocacy, benefit checks, workshops, peer support, counselling, and respite from their caring role.

Our values are:

- **Inclusive** – We embrace diversity and treat everyone as an individual
- **Caring and compassionate** – We show empathy and treat carers, their families and each other with kindness, going the 'extra mile' to make a difference
- **Honest, open and reliable** – We do what we say we will
- **Client focused** – We listen to carers' needs and views, and ensure they remain central to everything we do
- **Continuously improving** – We are inspirational and innovative about what we can achieve for carers and always strive to remain current, progressive, and relevant
- **Collaborative** – We actively seek collaboration and partnership with other organisations to ensure that carers have access to the best expertise and are supported in the most efficient and effective ways.

Caring can be a rewarding role, but equally a challenging one. Issues Carers presented with over the year included loneliness and isolation, stress and emotional difficulties, as well as frustration and overwhelm in

**CARERS SUPPORT MERTON
YEAR ENDED 31 MARCH 2023**

navigating complex systems. This year especially, many Carers have experienced greater financial pressures than usual amidst the cost-of-living crisis.

By providing a range of services and support such as Carers assessments, information, advice, guidance, training, benefit checks, respite activities and signposting to other specialist services we have made a real difference to the lives of Carers.

Carers Support Merton continues to actively engage with delivery partners and commissioners. We have advocated for the needs of all Carers, including those from marginalised communities, through contributing to borough-wide decision-making groups. In particular, we continue to make a significant contribution to the implementation planning of the borough's Carers Strategy 2021 – 2026. We have worked with the Integrated Care Board (ICB) to strategically improve the support to Carers through health services. We undertook a pilot project in partnership with St Georges Hospital to support Carers on discharge, with the aim of supporting the relief of winter pressures and improving Carer experience when they have a loved one in hospital.

We were commissioned by the Local Authority to undertake specific research and consultation with Parent Carers of children under 18 and Young Carers, gathering a wealth of information to feedback to them to inform future planning for these groups of Carers in the borough.

This year we have continued to lead on realising our ambition of a more integrated approach to providing support for Carers in Merton by developing the 'Carers Hub' model of support bringing together partners from various organisations to support Carers in a more coordinated way. We continue our formal partnerships with Merton Mencap and Merton Uplift, alongside many other informal partnerships. We developed a new partnership with Citizens Advice Bureau to provide specific advice and support to adult Carers, and the families of Young Carers, especially those experiencing issues related to the cost-of-living crisis.

This year we continued implementation of our plan to develop our use of digital in order to improve all aspects of our operations. Over the year we have continued to refine our systems to better record and extract data to inform our work. We have created a new website, which is more cost effective to maintain, and developed more informative content to support Carers, their families and those who work with them to enable more Carers to access information, advice, and guidance at a time convenient to them.

ACTIVITIES, ACHIEVEMENT AND PERFORMANCE

Charitable activities in 2022-2023

Adult Carers Service

The services to adult Carers this year have been predominantly funded by the London Borough of Merton.

In 2022 – 2023 we received **677** new referrals of Carers over the age of 18 (**compared to 363 2021/2022**), which is quite a considerable increase. They come from a range of agencies, for example, social workers, GP's, hospitals, other voluntary sector organisations and from Carers themselves.

819 adult Carers have received some form of service over the year (**compared to 815 2021-2022**). This is only slightly more than last year, despite a very large increase in new referrals. This is due to changing our strategy to reach more Carers with information, advice, and support, rather than expanding resource on activities which are only accessed by a few Carers. We have continued to widen our network of partner agencies in order to facilitate Carers accessing a wider range of services.

We carried out **635** statutory Care Act Assessments/reviews (**compared to 426 2021/2022**) on behalf of the London Borough of Merton over the year. Carers Assessments help to identify the needs of a

**CARERS SUPPORT MERTON
YEAR ENDED 31 MARCH 2023**

Carer and a support plan is put in place, using community and other resources to help meet those needs. Our outcome monitoring has demonstrated we have made a real difference to Carers, making them feel less isolated, better equipped to manage their caring role, and more aware of how to look after their own emotional and physical needs.

Carers engaging a Carers Assessment said:

"I was provided with number and it was explained how to access services I did not know about. That was very helpful."

"The Carers Needs Assessor has been amazing and so helpful. She really took time to understand what help I needed."

"The Carers Needs Assessor made me feel that I matter too. That was so helpful."

"I think its good someone keeps in touch with the Carer. That is so important."

We have continued to offer our Coffee and Conversation peer support group, which has met monthly at Morden Hall Place. We have also provided workshops on a variety of topics to support in the caring role, for example, Lasting Power of Attorney, Contingency and Future Planning.

We continue to administer the Carers Discretionary Grant on behalf of London Borough of Merton. This allows Carers to buy something to support them in their caring role. Larger grants can be awarded when there is specific need identified. We have also gained grants from Wimbledon Nursing and Midwifery Benevolent fund to support Carers who have limited financial resources to pay for things they need to support their caring role. A total of £56,800 in individual grants was awarded which helped Carers in a variety of ways. Some examples include technological equipment, respite activities and short breaks.

Our digital skills project has continued to support Carers in developing the digital skills they need in order to use digital technology to support their caring role and reduce isolation. Support has been delivered on a 1:1 basis and focussed on individual Carers' needs. A small enthusiastic digital photography group has developed from the project.

Carers participating in the digital project said:

"The digital support has been exceptional. It has opened up my little bubble of existence a great deal. I am so grateful."

"I am now confident I can access the support I need via Zoom."

"I am very happy I can now use my computer properly"

Young Adult Carers Service (16 to 25 Years)

The transition into adulthood can be challenging for any young person but is especially challenging for Young Carers. This year was our first year without funding for a specific project to support this age group. However, we have still accommodated support with our adult or children's services as appropriate.

Young Carers Service (5 to 18 Years)

Many Carers are just children themselves and care for a parent and/or sibling with disabilities, or mental or physical ill health. Their caring role is often unidentified, and it is well documented that Young Carers achieve less well academically, miss more school, and suffer more ill health and bullying

**CARERS SUPPORT MERTON
YEAR ENDED 31 MARCH 2023**

than their peers. Our aim is that Young Carers will have the same access and opportunities as their peers to education and positive activities, have their voices heard and do not undertake inappropriate levels.

We have continued to deliver assessments and short-term family support to Young Carers and their families on behalf of the London Borough of Merton. Our service delivery model has returned to as it was pre-pandemic, working face-to-face in the community. However, a larger proportion of assessments now take place in schools, as this appears to be the preference for the families we work with. It does also have the advantage of staff building relationships with school staff to help to increase their awareness of both identifying and supporting young Carers in school.

This year we received 74 new referrals (compared to 107 last year). The drop in referrals may have come as a result of a reduction in Young Carers Family Support Workers which was made towards the end of last financial year (2021 – 2022) due to static funding. This has led to fewer staff networking in the community or visiting Young Carers in school, which is a way in which referrals are naturally generated. The majority of referrals were received from Children's Social Care (27) and schools (21).

However, the reduction in referrals does not mean that Young Carers do not need our support. In our research this year we scrutinised local and national data along with data obtained through schools finding that a very large number of Young Carers are unidentified by their Schools, and thus may not be receiving the support that they need. Moving forwards, we will look at how we can build capacity to increase identification and support to Young Carers in Merton.

We have focussed our resources on supporting Young Carers to access outside activities and respite on an individual basis, which has the advantage of engaging them in community activities which may be more sustainable for them to continue when we complete our work with them. Where finance has been a barrier, we have been able to help through individual grants. Grants have funded martial arts and dance classes, as well as books, art materials and laptops. We continue to support vulnerable families with emergency food and fuel vouchers and were able to signpost Young Carers to access the Holiday Activity and Food programme for Summer 2022 run by the Local Authority. We worked with Polka Theatre to offer family theatre experiences.

Some quotes from Young Carers and their families that have accessed trips, breaks and grants through our service:

"I love the Afrobeats classes, they're fun and the teachers are really good and nice. I hope I can perform at the Wimbledon Theatre next year (even though I'm nervous)." (grant)

*"Thanks so much for the nail and beauty products. I use them every day, for me and my little sisters! It helps me to relax and feel better about myself."
(grant)*

*"Thanks! I love this series, so will probably finish reading them in a few weeks! I've read the first two books already, but will read them again and again."
(grant)*

*"D had such a wonderful weekend away. Thank you so much for putting him forward for it! Done him the world of good!"
(Honeypot)*

**CARERS SUPPORT MERTON
YEAR ENDED 31 MARCH 2023**

*"I am so glad she is getting to go on the residential. Her class teacher has said that she is loving being a part of things with you so thank you."
(feedback from school Designated Safeguarding Lead)*

*"It was lovely to see A so relaxed, we really appreciated your generosity, thanks again. Thank you so much for the tickets, we had a great afternoon, and the performance was fantastic!!"
(The Lion, the Witch and the Wardrobe)*

*"She got to laugh and forget about her problems."
(The Lion, the Witch and the Wardrobe)*

*"My sons were able to do something different and enjoyed the live performance. It helped me go out of my comfort zone."
(The Lion, the Witch and the Wardrobe)*

Our Mentoring Project (funded by the GLA Mayors Fund) came to an end in July 2022. The project saw 15 Young Carers being supported by 11 volunteer mentors, with activities including visits to museums, cooking meals together, arts and crafts sessions and football training. As part of the project, we were awarded the London Youth Bronze Award in May 2022. The *Bronze award* focuses on the policies and procedures youth organisations need to have in place to ensure they are operating legally and safely.

These are some quotes from Young Carers who took part in the Mentoring Project:

"It's been an absolute pleasure being with my mentor because his vital and much needed advice has helped me aim to be more confident and focus on establishing foundations which can allow me to pave the way to a good future. Again, may I just say thank you."

"I'm really quite sad that it is over. It's been a great year spending time with my mentor. She has shown me a very different life that a woman can lead, it's made me more ambitious! I've loved everything we did together, and I've been left with some really great memories, thank you!"

**CARERS SUPPORT MERTON
YEAR ENDED 31 MARCH 2023**

FINANCIAL REVIEW

Financial Statements

The financial statements, including the notes, have been prepared in compliance with the Statement of Recommended Practice (SORP) "Accounting and Reporting by Charities" 2015 (FRS 102). The analysis of income and expenditure reflects the classification of activities, together with costs relating to administration.

Statement of Financial Activities

The Statement of Financial Activities is shown on page 14, with a more detailed analysis of income and expenditure within the notes to the financial statements. The total income for the year slightly increased at £598,820 (2022: £546,779). Restricted income has increased to £580,653 as compared to last year (2022: £541,132). Total expenditure for the year was £595,660 (2022: £535,041). The increase in expenditure was largely due to planned increase in staffing costs to meet demand in response to increased funding from the Local Authority. Grants made to individuals during the current year, a total of £56,800 increased from the previous year (2022: £49,247). This was largely due to an increase in awareness and take-up of the Local Authority Carers Discretionary Grant.

Principal funding sources

The charity remains dependent on grants and contracts from both local government and charitable trust and foundation sources. A full list of grants and contracts is set out in Note 2 to the accounts.

Balance Sheet

The net effect of the above has led to an operating surplus of £11,738 before unrealised gains on investments of £7,264. Overall reserves are £326,215 (2022: £324,950) with unrestricted reserves being £113,489 (2022: £105,430).

Investment policy and objectives

The investment policy is, in conjunction with the reserves policy requirements (below), to spread its financial assets so as to earn returns, which aim to reach inflation while taking low risks of default. Accordingly, the policy is to spread the assets between bank deposits (which are government guaranteed as to repayment), which earn the highest rate of interest consistent with ease of access, and investment funds which are suitable for charities. The policy is to keep at least 50% of the assets as deposits, subject to working capital requirements, and to invest the remainder in long term funds. £69,635 of funds remained invested with the CCLA COIF Charities Investment Fund and COIF Charities Global Equity Income Fund. However, following review at the end of the financial year these were withdrawn and will be placed in the best interest generating account to reduce the risk of under-performance due to the current economic climate.

Reserves policy

Our policy is for unrestricted reserves to maintain a minimum of shut down cost and aim to accumulate 3-6 months of operating costs. This will allow the charity to have the option of developing new services or expanding current ones in line with the changing needs of the community. It will ensure that delays in receipt of expected income do not interrupt services or cause financial difficulty for the charity. In addition, it enables the charity to survive unexpected setbacks and problems arising from internal or external causes. The total of £105,430 (2021: £94,464) is sufficient to cover shut down costs but is currently below the target of 3-6 months operating costs. The level of unrestricted reserves has improved in the current year. The Board consider the continuing rebuilding of unrestricted reserves to remain an objective in the coming year.

**CARERS SUPPORT MERTON
YEAR ENDED 31 MARCH 2023**

Risk management

The Trustees have overall responsibility for ensuring the Charity has the most appropriate and effective control systems to safeguard the organisation and any of its assets. These controls protect the organisation against fraud and other irregularities. This role and the associated practices offer reassurance that:

- The charity's assets are safeguarded against unauthorised use or disposition;
- Proper and reliable financial controls are maintained; and
- The Charity complied with all relevant legislation and regulations.

The Trustees have assessed the major risks to which the Charity is exposed, in particular those relating to the operation and finances of the Charity. Systems are in place to minimise exposure to the major risks, with a risk management register being in place and reviewed at least annually by the Trustees.

Due to the fact the majority of our funding currently comes from the Local Authority, Trusts, and Foundations our funding was not materially affected during the COVID crisis of the last few years. In fact, the significant increase in demand for services for adult Carers brought further Local Authority funding to increase service provision to meet demand. However, the pandemic and subsequent cost of living crisis has significantly affected charity fundraising potential. Moving forwards we know we will face increased competition for Trust and Foundation funding. Furthermore, the Local Authority plan to re-commission services for Carers as part of their standard commissioning cycle to commence 1st April 2024. The impact of this on the organisation is as yet unknown but the trustees will robustly monitor the situation and refresh its fundraising strategy accordingly.

The Charity operates planning and budgeting systems with an annual budget approved by the Trustees. Any significant changes are subject to Trustees' approval. Comparison of actual performance to approved budgets is undertaken on a quarterly basis.

Future plans

Over the next year we will:

- Refresh our fundraising strategy in light of Local Authority commissioning
- Depending on Local Authority commissioning intentions, consider the development of new services to meet needs identified in the Young Carers and Parent Carers research undertaken on behalf of the Local Authority
- Continue to play a key role in working with the London Borough of Merton and other partners to implement the five-year Carers strategy
- Continue to develop our digital capacity to better raise public awareness of Carers and increase our own capacity by being able to deliver more information and services online
- Continue to improve Carers' access to use of digital technology to support their caring role
- Develop our range of professionals training to improve how Carers are identified and supported across the education, health and social care systems
- Analyse data to more systematically identify groups of Carers who may be excluded from services & support
- Continue to build on our trustees, in particular those who can bring knowledge and skills in legal, marketing, communications, fundraising & impact measurement.

**CARERS SUPPORT MERTON
YEAR ENDED 31 MARCH 2023**

STATEMENT OF TRUSTEES' RESPONSIBILITIES

The Trustees (who are also directors for the purposes of company law) are responsible for preparing the Trustees' Report and financial statements in accordance with applicable law and UK Accounting Standards.

Company law requires the directors to prepare financial statements for each financial year. Under company law, the directors must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the charitable company and of the income and expenditure of the charitable company for that period.

In preparing these financial statements, the Trustees are required to:

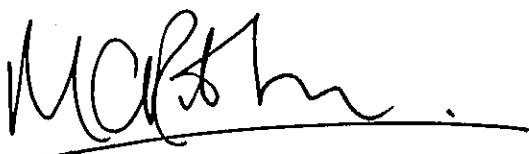
- Select suitable accounting policies and then apply them consistently;
- Observe the methods and principles in the Charities SORP;
- Make judgements and accounting estimates that are reasonable and prudent;
- State whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements; and
- Prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue to operate.

The trustees are responsible for keeping adequate accounting records that are sufficient to show and explain the charitable company's transactions and disclose with reasonable accuracy at any time the financial position of the charitable company and enable them to ensure that the financial statement 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.

The Trustees are responsible for the maintenance and integrity of the Charity and financial information included on the Charity's website.

In preparing this report, the Trustees have taken advantage of the special provisions of Part 15 of the Companies Act 2006 relating to small companies.

This report was approved by the Trustees and signed on their behalf by:



Michael Ribton
Trustee and Chair

Date:

26-10-23

**CARERS SUPPORT MERTON
YEAR ENDED 31 MARCH 2023**

**INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF CARERS SUPPORT
MERTON FOR THE YEAR ENDED 31 MARCH 2023**

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

Responsibilities and basis of report

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

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

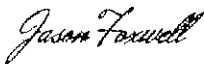
Independent examiner's statement

Since the Charitable Company's gross income exceeded £250,000 your examiner must be a member of a body listed in section 145 of the 2011 Act. I confirm that I am qualified to undertake the examination because I am a member of both the Association of Chartered Certified Accountants (ACCA) and the Association of Charitable Independent Examiners (ACIE), both of which are listed bodies.

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

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

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



Jason Foxwell FCCA FCIE
independent-examiner.net
39 Enfield Road, Poole, BH15 3LJ
Date: Oct 19, 2023

**CARERS SUPPORT MERTON
YEAR ENDED 31 MARCH 2023**

**STATEMENT OF FINANCIAL ACTIVITIES
(Incorporating an Income and Expenditure Account)
FOR THE YEAR ENDED 31 MARCH 2023**

	Notes	Unrestricted Funds	Restricted Funds	Total Funds 2023	Total Funds 2022
		£	£	£	£
Income from:					
Donations and legacies		1,487	-	1,487	5,351
Income from charitable activities	2				
Adult Carers		-	505,653	505,653	419,507
Young Carers		-	75,000	75,000	117,875
Core Activities		14,676	-	14,676	3,751
Investments		2,004	-	2,004	295
Total income		18,167	580,653	598,820	546,779
Expenditure on:					
Charitable activities	4				
Adult Carers		-	492,689	492,689	397,550
Young Carers		-	94,758	94,758	128,643
Core Activities		8,213	-	8,213	8,848
Total expenditure		8,213	587,447	595,660	535,041
Net income/(expenditure) before other gains and losses		9,954	(6,794)	3,160	11,738
Gain on revaluation of pension liability		-	-	-	6,903
Net gains/(losses) on investments		(1,535)	-	(1,535)	7,264
Net movement in funds		8,419	(6,794)	1,625	25,905
Reconciliation of funds:					
Total funds brought forward		105,430	219,160	324,590	298,685
Total funds carried forward	16	113,849	212,366	326,215	324,590

All of the charity's activities derive from continuing operations.

The notes on pages 18 to 25 form an Integral part of these accounts.

**CARERS SUPPORT MERTON
YEAR ENDED 31 MARCH 2023**

BALANCE SHEET AS AT 31 MARCH 2023

		2023		2022	
	Notes	£	£	£	£
Fixed Assets					
Investments	11		69,635		71,170
Current Assets					
Debtors	12	5,336		10,198	
Cash at bank		<u>272,930</u>		<u>387,975</u>	
		278,266		398,173	
Creditors: amounts falling due within one year	13	<u>(21,086)</u>		<u>(143,348)</u>	
Net current assets			<u>257,180</u>		<u>254,825</u>
Total assets less current liabilities			326,815		325,995
Creditors: amounts falling due after more than one year	14		<u>(600)</u>		<u>(1,405)</u>
NET ASSETS			<u>£326,215</u>		<u>£324,590</u>
The funds of the charity:					
Restricted funds	17		212,366		219,160
Unrestricted income funds			<u>113,849</u>		<u>105,430</u>
			<u>£326,215</u>		<u>£324,590</u>

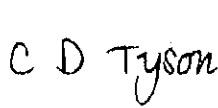
The trustees consider that the charitable company is entitled to exemption from the requirement to have an audit under the provisions of section 477 of the Companies Act 2006 (the Act) and members have not required the company to obtain an audit for the year in accordance with section 476 of the Act.

The trustees acknowledge their responsibilities for complying with the requirements of the Companies Act 2006 with respect to accounting records and for preparing accounts which give a true and fair view of the state of affairs of the charitable company as of 31 March 2023. These accounts are prepared in accordance with the special provisions of Part 15 of the Companies Act relating to small companies.

The accounts were approved by the trustees, authorised for issue, and signed on their behalf by:



Michael Ribton
Trustee and Chair



Chris Tyson
Trustee and Treasurer

Date:

26-10-23

Oct 24, 2023

The notes on pages 18 to 25 form an integral part of these accounts.

**CARERS SUPPORT MERTON
YEAR ENDED 31 MARCH 2023**

**STATEMENT OF CASH FLOWS
FOR THE YEAR ENDED 31 MARCH 2023**

	2023	2022
	£	£
Net cash used in operating activities	(115,045)	161,040
Change in cash and cash equivalents in the year	(115,045)	161,040
Reconciliation:		
Cash and cash equivalent brought forward	387,975	226,935
Total cash and cash equivalents carried forward	272,930	387,975

CASH FLOW NOTES

*Reconciliation of net movement in funds to
net cash used in operating activities*

Net movement in funds for the year	1,625	25,905
Adjustments for:		
(Gains) on investments	1,535	(7,264)
(Gains) on revaluation of pension liability	-	(6,903)
Decrease/(increase) in debtors	4,862	21,302
Increase/(Decrease) in creditors	(123,067)	128,000
Net cash used in operating activities	(115,045)	161,040

The notes on pages 18 to 25 form an integral part of these accounts.

**CARERS SUPPORT MERTON
YEAR ENDED 31 MARCH 2023**

NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2023

1. ACCOUNTING POLICIES

1.1. Basis of preparation of the accounts

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

Carers Support Merton is a charitable company limited by guarantee and registered in England and Wales. The registered office and company registration number are detailed on page 1. The nature of the Charity's operations and its principal activities are set out in the Trustees' Report.

Carers Support Merton meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy notes.

1.2. Going Concern

The trustees consider that there are no material uncertainties about the charity's ability to continue as a going concern nor any significant areas of uncertainty that affect the carrying value of assets held by the charity.

1.3. Fund accounting

Unrestricted funds can be used in accordance with the charitable objectives at the discretion of the Trustees. Unrestricted funds include designated funds where the Trustees, at their discretion, have created a fund for a specific purpose.

Restricted funds can only be used for particular restricted purposes within the objects of the Charity. Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes. Where necessary, a quarterly report is sent to the donor detailing the expenditure.

1.4. Income

Income is included in the Statement of Financial Activities when the charitable company has entitlement to the funds, certainty of receipt and the amount can be measured with sufficient reliability.

Donated services or facilities are recognised when the Charity has control over the item, any conditions associated with the donated item have been met, the receipt of economic benefit from the use of the Charity of the item is probable and that economic benefit can be measured reliably. Some of the management and activity of the Charity is carried out by volunteers. In accordance with the Charities SORP (FRS102), the volunteer time is not given a monetary value for inclusion in the financial statements.

On receipt, donated 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.

Income received in advance of a specific Adult or Young Carers' activity or provision of other specified service is deferred until the criteria for income recognition are met.

**CARERS SUPPORT MERTON
YEAR ENDED 31 MARCH 2023**

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**CARERS SUPPORT MERTON
YEAR ENDED 31 MARCH 2023**

NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2023 (continued)

1.5. Expenditure

Expenditure is charged to the Statement of Financial Activities on an accruals basis as a liability is incurred. It is recognised once there is a legal or constructive obligation to make payment to a third party, it is probable that settlement will be required, and the amount of the obligation can be measured reliably.

1.6. Grants paid to individuals

Certain grants are applied for on behalf of clients and, where these applications are successful, the amounts received are expended in accordance with the terms and conditions of the grant application.

1.7. Tangible fixed assets

Tangible fixed assets are stated at cost or valuation less depreciation. Individual fixed assets costing £1,000 or more are capitalised.

Depreciation is provided at rates calculated to write off the cost or valuation of those assets, less their estimated residual value, over their expected useful lives on the following bases:

Fixtures and fittings	-	20% straight line
Computer equipment	-	33% straight line

1.8. 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. The income arising on the investments is shown under investment income in the Statement of Financial Activities.

Gains and losses on investment assets disposed of are shown as gains and losses in the Statement of Financial Activities.

1.9. Pension costs and other post-retirement benefits

Pension benefits are provided through TPT Retirement Solutions – The Growth Plan.

Full details of the pension disclosure are in note 9 to the financial statements.

**CARERS SUPPORT MERTON
YEAR ENDED 31 MARCH 2023**

NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2023 (continued)

2. INCOME FROM CHARITABLE ACTIVITIES

	2023	2022
	£	£
<i>Grants and contracts received are as follows:</i>		
London Borough of Merton	566,920	484,756
The Greater London Authority	-	39,715
Wimbledon Foundation	7,500	1,000
South West London & St George's Mental Health NHS Trust	6,233	6,000
Jack Petchey Foundation	-	2,100
Other grants	-	60
<i>Other income from charitable activities:</i>		
London Borough of Merton (YC additional commissioning)	14,676	-
Core Activities – Furlough grant	-	3,751
	<u>£595,329</u>	<u>£537,382</u>

All the grants and contracts received are for restricted purposes except for the final two as noted.

3. EXPENDITURE ON CHARITABLE ACTIVITIES

	Direct costs	Governance (note 5)	2023 Totals	2022 Totals
	£	£	£	£
Core Activities	6,788	1,425	8,213	8,848
Adult Carers	492,689	-	492,689	397,550
Young Carers	94,758	-	94,758	128,643
	<u>£594,235</u>	<u>£1,425</u>	<u>£595,660</u>	<u>£535,041</u>

4. GRANTS PAID TO INDIVIDUALS

	2023	2022
	£	£
Adult Carers	£56,800	£49,247
	<u>£56,800</u>	<u>£49,247</u>

5. GOVERNANCE COSTS

	2023	2022
	£	£
Independent examiner	£1,425	£1,375
	<u>£1,425</u>	<u>£1,375</u>

**CARERS SUPPORT MERTON
YEAR ENDED 31 MARCH 2023**

NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2023 (continued)

6. STAFF COSTS

Staff costs were as follows:

	2023	2022
	£	£
Wages and salaries	391,794	374,740
Social security costs	29,650	29,836
Other pension costs	10,704	10,413
	<u>£432,148</u>	<u>£414,989</u>

No employees had employee benefits in excess of £60,000 (2022: nil). Pension costs are allocated to activities in proportion to the related staffing costs incurred.

The key management personnel of the Charity comprise the Trustees (unpaid), the Chief Executive Officer, Operations and Finance Manager. The total employee benefits of the key management personnel of the Charity were £94,170 (2022: £99,407).

The average monthly number of full-time equivalent employees (including casual and part time staff) during the year was as follows:

	2023	2022
Average number of employees (FTE)	12.5	11.2

7. TRUSTEES' REMUNERATION AND BENEFITS

The Charity's Trustees were not paid and did not receive any other benefits, nor were reimbursed any expenses during the year (2022: £nil).

8. TRANSACTIONS WITH RELATED PARTIES

There were no related party transactions during the year.

**CARERS SUPPORT MERTON
YEAR ENDED 31 MARCH 2023**

NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2023 (continued)

9. PENSION COSTS

TPT Retirement Solutions – The Growth Plan

The Charitable Company participates in a multi-employer scheme that provides benefits to some 638 non-associated participating employers. The scheme is a defined benefit scheme in the UK. It is not possible for the Charitable Company to obtain sufficient information to enable it to account for the scheme as a defined benefit scheme. Therefore, it accounts for the scheme as a defined contribution scheme.

The scheme is subject to the funding legislation outlined in the Pensions Act 2004 which came into force on 30 December 2005. This, together with documents issued by the Pensions Regulator and Technical Actuarial Standards issued by the Financial Reporting Council, set out the framework for funding defined benefit occupational pension schemes in the UK.

The scheme is classified as a 'last man standing arrangement'. Therefore, the charitable company is potentially liable for other participating employers' obligations if those employers are unable to meet their share of the scheme deficit following withdrawal from the scheme. Participating employers are legally required to meet their share of the scheme deficit on an annuity purchase basis on withdrawal from the scheme.

A full actuarial valuation for the scheme was carried out to 30 September 2020. This valuation showed assets of £800.3m, liabilities of £831.9m and a deficit of £31.6m. To eliminate this funding shortfall, the Trustee has asked the participating employers to pay additional contributions to the scheme as follows:

Deficit contributions

From 1 April 2022 to 31 January 2025: £3,312,000 per annum (payable monthly)

Unless a concession has been agreed with the Trustee the term to 31 January 2025 applies.

Note that the scheme's previous valuation was carried out with an effective date of 30 September 2017. This valuation showed assets of £794.9m, liabilities of £926.4m and a deficit of £131.5m. To eliminate this funding shortfall, the Trustee asked the participating employers to pay additional contributions to the scheme as follows:

Deficit contributions

From 1 April 2019 to 30 September 2025: £11,243,000 per annum (payable monthly and increasing by 3% each on 1st April)

The recovery plan contributions are allocated to each participating employer in line with their estimated share of the Series 1 and Series 2 scheme liabilities.

Where the scheme is in deficit and where the company has agreed to a deficit funding arrangement the company recognises a liability for this obligation. The amount recognised is the net present value of the deficit reduction contributions payable under the agreement that relates to the deficit. The present value is calculated using the discount rate detailed in these disclosures. The unwinding of the discount rate is recognised as a finance cost.

The present value of the provision is £1,409 (31/3/23), £2,210 (31/3/22), £13,281 (13/3/21).

**CARERS SUPPORT MERTON
YEAR ENDED 31 MARCH 2023**

NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2023 (continued)

9. PENSION COSTS (continued)

Reconciliation of opening and closing provisions

	2023	2022
	£	£
Provision at start of period	2,210	13,281
Unwinding of the discount factor	42	77
Deficit contribution paid	(805)	(3,361)
Remeasurements - Impact of change in assumptions	(38)	(51)
Remeasurements - amendments to the contributions	-	(7,736)
	<u>£1,409</u>	<u>£2,210</u>

Income and expenditure Impact

	2023	2022
	£	£
Interest expense	42	77
Remeasurements - Impact of change in assumptions	(38)	(51)
Remeasurements - amendments to the contributions	-	(7,736)

Assumptions

Rate of discount: 5.52% (31/3/23), 2.35% (31/3/22), 0.66% (31/3/21)

Deficit contributions schedule

	2023	2022	2021
	£	£	£
Year 1	805	805	3,361
Year 2	671	805	3,462
Year 3	-	671	3,566
Year 4	-	-	3,061

Additionally, the Charitable Company provides a two-tier defined contribution scheme through TPT Retirement Solutions - the Growth Plan Series 4. Contributions are charged to the Statement of Financial Activities as they become payable in accordance with the rules of the scheme.

**CARERS SUPPORT MERTON
YEAR ENDED 31 MARCH 2023**

NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2023 (continued)

10. FIXED ASSET INVESTMENTS

	Unlisted Investments	Totals
	£	£
Market value brought forward	71,170	71,170
Revaluation	(1,535)	(1,535)
	<u>£69,635</u>	<u>£69,635</u>
Unlisted Investments		
	2023	2022
	£	£
COIF Charities Investment Fund Income Units	33,068	33,660
COIF Charities Global Equity Income Fund Income Units	36,567	37,510
	<u>£69,635</u>	<u>£71,170</u>

There were no Investment assets outside the UK. The revaluation in the year for the unlisted investments is a result of an unrealised gain.

11. DEBTORS

	2023	2022
	£	£
Trade debtors	131	923
Other debtors and prepayments	5,205	9,275
	<u>£5,336</u>	<u>£10,198</u>

12. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2023	2022
	£	£
Trade creditors	7,194	8,160
Deferred Income	2,500	131,935
Pension liabilities	805	805
Other creditors and accruals	10,587	2,448
	<u>£21,086</u>	<u>£143,348</u>

**CARERS SUPPORT MERTON
YEAR ENDED 31 MARCH 2023**

NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2023 (continued)

13. CREDITORS: AMOUNTS FALLING DUE AFTER MORE THAN ONE YEAR

	2023	2022
	£	£
Pension liabilities	£600	£1,405
	<u>£600</u>	<u>£1,405</u>

14. OPERATING LEASE COMMITMENTS

Total future minimum lease payments for non-cancellable operating leases are as follows:

	Land and buildings		Other operating leases	
	2023	2022	2023	2022
	£	£	£	£
Expiring within 1 year	-	9,290	847	-
Expiring within 2-5 years	-	-	-	2,542
	<u>£nil</u>	<u>£9,290</u>	<u>£847</u>	<u>£2,542</u>

15. ANALYSIS OF NET ASSETS BETWEEN FUNDS

	Unrestricted funds	Restricted funds	Total funds	Total funds
	2023	2023	2023	2022
	£	£	£	£
Fixed asset investments	69,635	-	69,635	71,170
Current assets	63,400	214,866	278,266	398,173
Creditors due within one year	(17,781)	(2,500)	(20,281)	(143,348)
Creditors due in more than one year	(1,405)	-	(1,405)	(1,405)
	<u>£113,849</u>	<u>£212,366</u>	<u>£326,215</u>	<u>£324,590</u>

**CARERS SUPPORT MERTON
YEAR ENDED 31 MARCH 2023**

NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2023 (continued)

16. RESTRICTED FUNDS

	Opening balance	Income	Expenditure	Closing balance
	£	£	£	£
Adult Carer Project	171,961	505,653	(492,689)	184,925
Young Carer Project	47,199	75,000	(94,758)	27,441
	<u>£219,160</u>	<u>£580,653</u>	<u>£ (587,447)</u>	<u>£212,366</u>

The Adult Carer Project is the provision of Care Act assessments, information, advice, and respite activities to adult carers.

The Young Carer Project is the provision of information, advice, advocacy, respite activities and mentoring to young carers aged 17 and under, and to those in transition aged 16 to 24 years.

17. LIABILITY

The Charity is a private company limited by guarantee. The liability of the members is limited to one pound.

18. CAPITAL COMMITMENTS

None.

Accounts

Company number: 4164966

Charity number: 1085761

CARERS SUPPORT MERTON
(A company limited by guarantee)

TRUSTEES' ANNUAL REPORT AND FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2022

CONTENTS

	Pages
Legal and administrative details	1
Trustees' annual report	2-13
Independent examiner's report	14
Statement of financial activities	15
Balance sheet	16
Statement of Cash Flows	17
Notes to the financial statements	18-25

LEGAL AND ADMINISTRATIVE DETAILS

Trustees	R Kinsella (Chair) J F Davey (Treasurer) C Lumiste (Vice Chair) M Ribton J Tyson S Willabus S DeMorgan
Principal/Registered Office	The Vestry Hall 336-338 London Road Mitcham Surrey CR4 3UD
Independent examiner	Jason Foxwell FCCA FCIE 39 Enfield Road Poole BH15 3LJ
Principal bankers	CAF Bank 25 Kings Hill Avenue Kings Hill West Malling Kent ME19 4JQ

TRUSTEES' ANNUAL REPORT FOR THE YEAR ENDED 31 MARCH 2022

The Trustees (who are also directors for the purposes of the Companies Act 2006) present their annual report together with the financial statements of the charitable company for the year ended 31 March 2022.

The financial statements comply with the Charities Act 2011, the Companies Act 2006, the Memorandum and Articles of Association, and Accounting and Reporting by Charities: 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).

TRUSTEES

All trustees give their time voluntarily and receive no benefits from the Charity. The trustees serving during the year and to the date of this report were as follows:

R Kinsella (Chair)
J F Davey (Treasurer)
C Lumiste (Vice Chair)
M Ribton
J Tyson
S Willabus
S De Morgan

PRINCIPAL ACTIVITY

The charitable company's principal activity during the year was to provide information and support to carers of persons resident in the London Borough of Merton, who are frail or ill or who have a disability or a mental health problem, or such Local Authority area as the trustees shall see fit.

A detailed review of the Charity's activities is set out further in this report.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing document

Carers Support Merton is a company limited by guarantee, governed by its Memorandum and Articles of Association dated 8 February 2001 as amended at the Annual General Meeting on 18 October 2012. It is registered as a charity with the Charity Commission.

Appointment of new trustees

As set out in the Articles of Association, the Charity requires a minimum of three trustees (collectively referred to as 'the Board'), the Board endeavours to ensure that considerably more than this number are in office at all times. Trustees are chosen to give the Board a wide range of experiences and professional skills. The trustees may co-opt a person as a trustee, but that person must resign and offer him/herself for re-election at the next Annual General Meeting ('AGM'). One third of the Board members, in rotation, must resign each year and may offer themselves for re-election, and no trustee may serve for more than six years in succession unless the Board unanimously agrees an extension. All members are circulated with invitations to nominate trustees prior to the AGM.

Trustee recruitment and induction

New trustees undergo an orientation session to brief them on their legal obligation under the Charity and company law, the content of the Memorandum and Articles of Association, the committee and the decision-making processes, the business plan and recent financial performance of the Charity.

**CARERS SUPPORT MERTON
YEAR ENDED 31 MARCH 2022**

Trustees are encouraged to attend appropriate external training events where these will facilitate the undertaking of their role.

Governance and organisational structure

The Board of Trustees administers the Charity and generally meets four times a year. A Finance Committee, chaired by the Treasurer, meets at least four times per year to review financial performance and other matters requiring detailed consideration before presentation to the Board. Other committees, which meet on a quarterly basis, are Staff and Volunteers and Communication and Fundraising.

Management

Day to day management and decision making of the Charity is delegated to the Chief Executive Officer who works closely with the senior management team and other staff to fulfil the Charity's objectives and ensure the smooth and effective running of the organisation. The Chief Executive Officer reports to the Chair and the Board. To facilitate effective operations, the Chief Executive Officer has delegated authority, within the terms of delegation approved by the Board, for operational matters including finance and employment.

Senior Management Team

Tracy Weight	Chief Executive Officer
Avril Doyle	Operations Manager
Bei Yang	Finance Manager

Pay policy for senior management team

The directors, who are the Charity's Trustees, and the senior management team, comprise the key management personnel of the Charity in charge of directing and controlling, running and operating the Charity on a day-to-day basis. All Trustees give of their time freely and no Trustee received remuneration in the year.

The pay of all staff, including the senior management team, is reviewed annually. The Trustees benchmark against pay levels in other local charities of a similar size and other charities of a similar nature. All staff are appraised annually with supervision being conducted throughout the year including reviewing responsibilities and development needs. Pay of any staff member, including any member of the senior management team, may be reviewed more frequently should there be any change in role and/or responsibility.

Related parties and co-operation with other organisations

None of our Trustees receive remuneration or other benefit from their work with the Charity.

The Charity works with other charitable and other not for profit organisations in the furtherance of its objectives. Any connection between a trustee or senior manager of the Charity with a service user, external contractor or supplier of services is disclosed to the full Board of Trustees in the same way as any other contractual relationship with a related party. Furthermore, all Trustees complete an annual declaration of interests form.

All related party transactions are managed in accordance with the Charity's conflicts of interest policy. All transactions and activities involving organisations in which a trustee may have an interest are conducted at arm's length and in accordance with the Charity's financial and procurement procedures.

In the current year no such related party transactions were reported.

CARERS SUPPORT MERTON YEAR ENDED 31 MARCH 2022

Use of volunteers

Volunteers have continued to provide governance as trustees, and through our mentoring and digital skills projects. We have found the recruitment and retention of volunteers quite challenging, particularly given the commitment and rigorous recruitment process required to work with vulnerable people. We know that post-covid the trend is for more flexible volunteering opportunities and we will look to develop those further through our digital skills project. Volunteers provided a total number of 576.05 hours volunteering to Carers Support Merton in the period 01st April 2021 – 31st March 2022

AIMS AND OBJECTIVES

Objective

The objective of Carers Support Merton is to provide information and support to carers of persons who are frail or ill or who have a disability or who have a mental health problem and are resident in the London Borough of Merton or such Local Authority areas as the Trustees shall see fit.

Public Benefit

The Trustees have given due consideration to the Charity Commission's published guidance on the Public Benefit requirement under the Charities Act 2011. We have referred to the guidance contained in the Charity Commission's general guidance on public benefit when reviewing our aims and objectives and in planning our future activities. We believe that we have complied with this; and seek to demonstrate this within this report. Our objects and funding limit the services we provide to those detailed in our charitable objectives.

The Carers Trust defines a carer as *"... someone of any age who provides unpaid support to family or friends who could not manage without this help. This could be caring for a relative, partner or friend who is ill, frail, disabled or has mental health or substance misuse problems"*.

We support Carers over the age of 5 years who need our help. We know that anyone can become a Carer; Carers come from all walks of life, all cultures and can be of any age. Many feel they are doing what anyone else would in the same situation; looking after their mother, son or best friend and just getting on with it.

AIMS

Our vision is to achieve a society, which values its (unpaid) carers.

Our mission is to empower unpaid carers to live a fulfilling life. We do this by providing a range of services, such as advice and information, advocacy, benefit checks, workshops, peer support, counselling, and respite from their caring role.

Our values are:

- **Inclusive** – We embrace diversity and treat everyone as an individual
- **Caring and compassionate** – We show empathy and treat carers, their families and each other with kindness, going the 'extra mile' to make a difference
- **Honest, open and reliable** – We do what we say we will
- **Client focused** – We listen to carers' needs and views, and ensure they remain central to everything we do
- **Continuously improving** – We are inspirational and innovative about what we can achieve for carers and always strive to remain current, progressive and relevant
- **Collaborative** – We actively seek collaboration and partnership with other organisations to ensure that carers have access to the best expertise and are supported in the most efficient and effective ways.

CARERS SUPPORT MERTON YEAR ENDED 31 MARCH 2022

Caring can be a rewarding role, but equally a challenging one. Issues Carers presented with over the year included loneliness and isolation, financial problems, stress and the need for a break from caring. This year, more than ever, our telephone support line has been a lifeline. Early in the pandemic we began fielding calls from some very anxious and distressed people. It was a worrying time for everyone, but Carers, many of who are themselves elderly or suffering ill health, suddenly found themselves with additional worries: about how to shield their vulnerable loved ones; if they fall ill, what will happen to the person they look after and how to cope if the paid-for personal carer givers they depend on can no longer visit their home.

By providing a range of services and support such as Carers assessments, information, advice, guidance, training, benefit checks, respite activities and signposting to other specialist services we have made a real difference to carers of all ages. We've helped them to understand their rights, made them feel less isolated, better equipped to manage their caring role, as well as more aware of how to look after their own emotional and physical needs.

Carers Support Merton continues to be actively involved with delivery partners and commissioners. Over the past two years Carers Support Merton has been a key partner in the development and launch of the London Borough of Merton's five-year Carers Strategy setting out how it, along with its partners, plan to make life better for Carers in Merton. Over the past year we have taken an active part in the sub-groups and Implementation Board to help turn the ambitions into reality. This is a very welcome development and we are hugely optimistic about the change better integrated working could achieve for Carers. However, it does also contribute to creating a continually changing environment as new partnerships are established, and delivery models change. This year we refreshed our 2018 strategy in light of the changes brought about by the pandemic. We have not only experienced an increase in service demand, but also in the complexity of needs being presented by Carers. We expect this increase to continue given that Carers were disproportionately affected by the pandemic. In addition they continue to be disproportionately affected by the current cost of living crisis along with the nations health and social care recruitment and retention challenges.

We know that early identification, robust assessment of needs and access to specialist advice and information is key to ensuring Carers receive the support they deserve. Given the number of Carers in the community who need our help we have decided that moving forwards we will concentrate on increasing our reach, including being proactive in increasing the identification of 'hidden Carers' in the community. This year in order to achieve this we have made a conscious decision to deliver fewer services ourselves and focus our resources on signposting and referring Carers to those services delivered by our partners.

Our previous strategy did not include specific objectives for Parent Carers of children under 18 because we were not funded to provide support to them. However, we know this is a very under-recognised group of Carers, so moving forwards we want to champion for improvements in the recognition and support they receive.

This year we continued to progress the implementation of our plan to develop our use of digital in order to improve all aspects of our operations. We updated our data base, overcoming many challenges with data migration (funded by the Triangle Trust). We also launched an 18-month digital project to ensure Carers were not left behind by technological advancements, which was funded in part by reaching communities, and in part by London Borough of Merton.

ACTIVITIES, ACHIEVEMENT AND PERFORMANCE

Charitable activities in 2021 - 2022

Adult Carers Service

CARERS SUPPORT MERTON YEAR ENDED 31 MARCH 2022

The services to adult Carers this year have been predominately funded by the London Borough of Merton and the Big Lottery Reaching Communities fund, who contributed to our digital skills project. This funding, along with contributions from others such as the Wimbledon Nursing & Midwifery Benevolent Society, and activities provided by our partners, we have been able to continue to provide highly valued support to Carers in Merton.

In 2021 – 2022 we received **363** new referrals of Carers over the age of 18 (**compared to 288 2020/2021**), which is quite a considerable increase. They come from a range of agencies, for example, social workers, GP's, hospitals, other voluntary sector organisations and from Carers themselves.

815 adult Carers have received some form of service over the year (**compared to 1,993 2020/2021**). This is less than last year, but the stark increase was largely due to increase in Care Calls and increased telephone support during lockdown. In 2019 – 2020 we worked with **848** Carers which is a better comparison.

We carried out **426** statutory Care Act Assessments/reviews (**compared to 377 2019/2020**) on behalf of the London of Merton over the year. Carers Assessments help to identify the needs of a Carer and a support plan is put in place, using community and other resources to help meet those needs. Our outcome monitoring has demonstrated we have made a real difference to Carers, making them feel less isolated, better equipped to manage their caring role, and more aware of how to look after their own emotional and physical needs.

We have continued to offer coffee and conversation peer support group and workshops on a variety of topics to support in the caring role, for example, Lasting Power of Attorney.

We continue to administer the Carers Discretionary Grant on behalf of London Borough of Merton. This was increased to £200 and allows Carers to buy something to support them in their caring role. Larger grants can be awarded when there is specific need identified. We have also gained grants from Wimbledon Nursing and Midwifery Benevolent fund to support Carers who have limited financial resources to pay for things they need to support their caring role. A total of £49,247 in individual grants was awarded which helped Carers in a variety of ways. Some examples include technological equipment, school uniform, and short breaks.

During the lockdown technology was a lifeline for many, but we are also acutely aware the rapid digital advancement has left many Carers behind due to lack of connectivity, devices and skills. We know that the use of digital can support Carers in their role, and so in November 2020 we launched a Digital Skills project to support adult Carers to get online, which increased capacity in March 2021 due to a grant from the London Borough of Merton.

Young Adult Carers Service (16 to 25 Years)

The transition into adulthood can be challenging for any young person, but is especially challenging for Young Carers. This year was our first year without funding for a specific project to support this age group. However, we have still have accommodated support with our adult or children's services as appropriate.

Young Carers Service (5 to 18 Years)

Many carers are just children themselves and care for a parent and/or sibling with disabilities, or mental or physical ill health. Their caring role is often unidentified, and It is well documented that young carers achieve less well academically, miss more school and suffer more ill health and bullying than their peers. Our aim is that Young Carers will have the same access and opportunities as their peers to education and positive activities, have their voices heard and do not undertake inappropriate levels of care. The pandemic

**CARERS SUPPORT MERTON
YEAR ENDED 31 MARCH 2022**

has affected the outcomes of all young people, but there is local and national research which suggests Young Carers have been disproportionately affected.

We actively worked with a total of **185** young carers (compared 176 last year). 107 of these are new referrals (compared to 74 last year). There was a drop in new referrals last year due to services, especially schools being shut during lockdown.

This year we have refined our assessment process in order to target intervention to where it is needed most.

We've supported Young Carers to access outside activities and respite by obtaining individual grants. These have included swimming memberships and sports equipment. We continue to support vulnerable families with food vouchers and were able to successfully refer 18 Young Carers to access the Holiday Activity and Food programme for Easter 2022. We supported local theatres to deliver online workshops, which were well attended. This included two 10-week programmes facilitated by Attic Theatre.

We supported 12 Young Carers to access short breaks through Honeypot Children's Charity in Hampshire. A total of 40 Young Carers to receive Christmas gifts from the Wimbledon Elf Initiative and we also distributed twenty £25 Amazon vouchers to Young Carers using funding from the Jack Petchey Foundation.

Some quotes from Young Carers and their families that have accessed online activities and workshops:

"I would like to thank Carers Support Merton from the bottom of my heart for the amazing and generous gifts the Elves brought my two children over Christmas. They both loved the gifts and it really helped bring them some extra Christmas joy."

"Carly (name changed) is really enjoying the drama sessions with the Polka Theatre and she has grown in confidence, so much so that she has even been supporting another girl who was having difficulties at school. I can't thank you enough for all of the support you have given to Carly and myself. I have seen a positive change in my daughter".

We continued to run our Mentoring Project funded by the GLA Mayors Fund. This project aims to recruit & train volunteers from the local community to be matched with a Young Carer aged 10-17 for 6 – 12 months to help them to reach their personal, social and educational goals. The mentor meets with the Young Carer fortnightly, and engage them in fun activities in their community thus also building up community support links and enjoying activities. We set this up in response to Young Carers saying they needed a trusted person to talk to for a longer period of time than our current intervention offers, and also that they wanted respite from their caring responsibilities.

These are some quotes from mentors, mentees and parents of mentee about the Mentoring Project:

"Through baking with my mentor, I've found my happy place. I've found something that was therapeutic and makes me feel good about myself. I can make other people happy doing something I enjoy."

"I've gained a big sister figure who's helped me make sense of things in my own way."

**CARERS SUPPORT MERTON
YEAR ENDED 31 MARCH 2022**

FINANCIAL REVIEW

Financial Statements

The financial statements, including the notes, have been prepared in compliance with the Statement of Recommended Practice (SORP) "Accounting and Reporting by Charities" 2015 (FRS 102). The analysis of income and expenditure reflects the classification of activities, together with costs relating to administration.

Statement of Financial Activities

The Statement of Financial Activities is shown on page 14, with a more detailed analysis of income and expenditure within the notes to the financial statements. The total income for the year slightly increased at £546,779 (2021: £541,844).

Restricted income has increased to £541,132 as compared to last year (2021: £507,302). Total expenditure for the year was £535,041 (2021: £482,208). The increase in expenditure was largely due to planned increase in staffing costs to meet demand in response to increased funding from the Local Authority. Unrestricted income has decreased due to being unable to sustain a specific fundraising post. Grants made to individuals during the current year, a total of £49,247 increased from the previous year (2021: £24,439). This was largely due to the Local Authority increasing the Carers Discretionary Grant from £100 to £200.

Principal funding sources

The charity remains dependent on grants and contracts from both local government and charitable trust and foundation sources, whilst donations from individuals and institutions are playing an important role. A full list of grants and contracts is set out in Note 2 to the accounts.

Balance Sheet

The net effect of the above has led to an operating surplus of **£11,738** before unrealised gains on investments of £7,264. Overall reserves are £324,590 (2021: £298,685) with unrestricted reserves being £105,430 (2021: £94,464).

Investment policy and objectives

The investment policy is, in conjunction with the reserves policy requirements (below), to spread its financial assets so as to earn returns, which at least are higher than inflation while taking low risks of default. Accordingly, the policy is to spread the assets between bank deposits (which are government guaranteed as to repayment), which earn the highest rate of interest consistent with ease of access, and investment funds which are suitable for charities. The policy is to keep at least 50% of the assets as deposits, subject to working capital requirements, and to invest the remainder in long term funds. £30,000 of funds remain invested with the CCLA COIF Charities Investment Fund and COIF Charities Global Equity Income Fund, and are reviewed regularly.

Reserves policy

Our policy is for unrestricted reserves to maintain a minimum of shut down cost, and aim to accumulate 3-6 months of operating costs. This will allow the Charity to have the option of developing new services or expanding current ones in line with the changing needs of the community. It will ensure that delays in receipt of expected income do not interrupt services or cause financial difficulty for the Charity. In

CARERS SUPPORT MERTON YEAR ENDED 31 MARCH 2022

addition, it enables the Charity to survive unexpected setbacks and problems arising from internal or external causes. The total of £105,430 (2021: £94,464) is sufficient to cover shut down costs, but is currently below the target of 3-6 months operating costs. The level of unrestricted reserves has improved in the current year. The Board consider the continuing rebuilding of unrestricted reserves to remain an objective in the coming years.

Risk management

The Trustees have overall responsibility for ensuring the Charity has the most appropriate and effective control systems to safeguard the organisation and any of its assets. These controls protect the organisation against fraud and other irregularities. This role and the associated practices offer reassurance that:

- The charity's assets are safeguarded against unauthorised use or disposition;
- Proper and reliable financial controls are maintained; and
- The Charity complied with all relevant legislation and regulations.

The Trustees have assessed the major risks to which the Charity is exposed, in particular those relating to the operation and finances of the Charity. Systems are in place to minimise exposure to the major risks, with a risk management register being in place and reviewed at least annually by the Trustees.

Due to the fact the majority of our funding currently comes from the Local Authority along with Trusts and Foundations our financial position was not materially affected during COVID crisis. Indeed increased need for services along with the implementation of the Carers Strategy brought an increase in Local Authority funding. However, the pandemic hit after years of public sector austerity, and we know this will affect public sector funding for years to come. Therefore, we will look to continually diversify our funding.

The Charity operates planning and budgeting systems with an annual budget approved by the Trustees. Any significant changes are subject to Trustees' approval. Comparison of actual performance to approved budgets is undertaken on a quarterly basis.

Future plans

Over the next year we will:

- Continue to play a key role in working with the London Borough of Merton and other partners to implement the five-year Carers strategy
- Continue to develop our digital capacity to better raise public awareness of Carers and increase our own capacity by being able to deliver more information and services online
- Continue to improve Carers' access to use of digital technology to support their caring role
- Carry out a needs analysis of parent Carers (of children under 18 and Young Carers to establish how we can further develop services to meet their needs
- Develop our range of professionals training to improve how Carers are identified and supported across the education, health and social care systems
- Analyse data to more systematically identify groups of Carers who may be excluded from services & support
- Continue to build on our trustees, in particular those who can bring knowledge and skills in legal, marketing, communications, fundraising & impact measurement.

STATEMENT OF TRUSTEES' RESPONSIBILITIES

The Trustees (who are also directors for the purposes of company law) are responsible for preparing the Trustees' Report and financial statements in accordance with applicable law and UK Accounting Standards.

**CARERS SUPPORT MERTON
YEAR ENDED 31 MARCH 2022**

Company law requires the directors to prepare financial statements for each financial year. Under company law, the directors must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the charitable company and of the 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;
- Make judgements and accounting 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; and
- Prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue to operate.

The trustees are responsible for keeping adequate accounting records that are sufficient to show and explain the charitable company's transactions and disclose with reasonable accuracy at any time the financial position of the charitable company and enable them to ensure that the financial statement 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.

The Trustees are responsible for the maintenance and integrity of the Charity and financial information included on the Charity's website.

In preparing this report, the Trustees have taken advantage of the special provisions of Part 15 of the Companies Act 2006 relating to small companies.

This report was approved by the Trustees and signed on their behalf by:

Raymond Kinsella

R Kinsella

Trustee and Chair

Date: Nov 17, 2022

INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF CARERS SUPPORT MERTON FOR THE YEAR ENDED 31 MARCH 2022

I report to the charity trustees on my examination of the accounts of the Charitable Company for the year ended 31 March 2022.

Responsibilities and basis of report

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

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

Independent examiner's statement

Since the Charitable Company's gross income exceeded £250,000 your examiner must be a member of a body listed in section 145 of the 2011 Act. I confirm that I am qualified to undertake the examination because I am a member of both the Association of Chartered Certified Accountants (ACCA) and the Association of Charitable Independent Examiners (ACIE), both of which are listed bodies.

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

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

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

Jason Foxwell

Jason Foxwell FCCA FCIE
independent-examiner.net
39 Enfield Road, Poole, BH15 3LJ

Date: Nov 23, 2022

CARERS SUPPORT MERTON
YEAR ENDED 31 MARCH 2022

STATEMENT OF FINANCIAL ACTIVITIES
(incorporating an Income and Expenditure Account)
FOR THE YEAR ENDED 31 MARCH 2022

	Notes	Unrestricted Funds	Restricted Funds	Total Funds 2022	Total Funds 2021
		£	£	£	£
Income from:					
Donations and legacies		1,601	3,750	5,351	11,087
Income from charitable activities	2				
Adult Carers		-	419,507	419,507	389,591
Young Carers		-	117,875	117,875	117,711
Core Activities		3,751	-	3,751	22,708
Fundraising income		-	-	-	364
Investments		295	-	295	383
Total income		5,647	541,132	546,779	541,844
Expenditure on:					
Raising funds	3	-	-	-	22,185
Charitable activities	4				
Adult Carers		-	397,550	397,550	340,498
Young Carers		-	128,643	128,643	106,440
Core Activities		8,848	-	8,848	13,085
Total expenditure		8,848	526,193	535,041	482,208
Net income/(expenditure) before other gains and losses		(3,201)	14,939	11,738	59,636
Gain on revaluation of pension liability		6,903	-	6,903	-
Net gains/(losses) on investments		7,264	-	7,264	14,593
Net movement in funds		10,966	14,939	25,905	74,229
Reconciliation of funds:					
Total funds brought forward		94,464	204,221	298,685	224,456
Total funds carried forward	16	105,430	219,160	324,590	298,685

All of the charity's activities derive from continuing operations.

The notes on pages 18 to 25 form an integral part of these accounts.

**CARERS SUPPORT MERTON
YEAR ENDED 31 MARCH 2022**

BALANCE SHEET AS AT 31 MARCH 2022

	Notes	2022 £	2021 £
Fixed Assets			
Investments	11	71,170	63,907
Current Assets			
Debtors	12	10,198	31,499
Cash at bank		<u>387,975</u>	<u>226,935</u>
		398,173	258,434
Creditors: amounts falling due within one year	13	<u>(143,348)</u>	<u>(11,182)</u>
Net current assets		<u>254,825</u>	<u>247,252</u>
Total assets less current liabilities		325,995	311,159
Creditors: amounts falling due after more than one year	14	<u>(1,405)</u>	<u>(12,474)</u>
NET ASSETS		<u>£324,590</u>	<u>£298,685</u>
The funds of the charity:			
Restricted funds	17	219,160	204,221
Unrestricted income funds		<u>105,430</u>	<u>94,464</u>
		<u>£324,590</u>	<u>£298,685</u>

The trustees consider that the charitable company is entitled to exemption from the requirement to have an audit under the provisions of section 477 of the Companies Act 2006 (the Act) and members have not required the company to obtain an audit for the year in accordance with section 476 of the Act.

The trustees acknowledge their responsibilities for complying with the requirements of the Companies Act 2006 with respect to accounting records and for preparing accounts which give a true and fair view of the state of affairs of the charitable company as at 31 March 2022. These accounts are prepared in accordance with the special provisions of Part 15 of the Companies Act relating to small companies.

The accounts were approved by the trustees, authorised for issue and signed on their behalf by:

Raymond Kinsella

John Davey

R Kinsella
Trustee and Chair

J F Davey
Trustee and Treasurer

Date: Nov 17, 2022

The notes on pages 18 to 25 form an integral part of these accounts.

**CARERS SUPPORT MERTON
YEAR ENDED 31 MARCH 2022**

**STATEMENT OF CASH FLOWS
FOR THE YEAR ENDED 31 MARCH 2022**

	2022	2021
	£	£
Net cash used in operating activities	161,040	49,179
Change in cash and cash equivalents in the year	161,040	49,179
Reconciliation:		
Cash and cash equivalent brought forward	226,935	177,756
Total cash and cash equivalents carried forward	387,975	226,935

CASH FLOW NOTES

*Reconciliation of net movement in funds to
net cash used in operating activities*

Net movement in funds for the year	25,905	74,229
Adjustments for:		
(Gains) on investments	(7,264)	(14,593)
(Gains) on revaluation of pension liability	(6,903)	-
Decrease/(increase) in debtors	21,302	1,785
Increase/(Decrease) in creditors	128,000	(12,242)
Net cash used in operating activities	161,040	49,179

The notes on pages 18 to 25 form an integral part of these accounts.

NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2022

1. ACCOUNTING POLICIES

1.1. Basis of preparation of the accounts

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

Carers Support Merton is a charitable company limited by guarantee and registered in England and Wales. The registered office and company registration number are detailed on page 1. The nature of the Charity's operations and its principal activities are set out in the Trustees' Report.

Carers Support Merton meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy notes.

1.2. Going Concern

The trustees consider that there are no material uncertainties about the charity's ability to continue as a going concern nor any significant areas of uncertainty that affect the carrying value of assets held by the charity.

1.3. Fund accounting

Unrestricted funds can be used in accordance with the charitable objectives at the discretion of the Trustees. Unrestricted funds include designated funds where the Trustees, at their discretion, have created a fund for a specific purpose.

Restricted funds can only be used for particular restricted purposes within the objects of the Charity. Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes. Where necessary, a quarterly report is sent to the donor detailing the expenditure.

1.4. Income

Income is included in the Statement of Financial Activities when the charitable company has entitlement to the funds, certainty of receipt and the amount can be measured with sufficient reliability.

Donated services or facilities are recognised when the Charity has control over the item, any conditions associated with the donated item have been met, the receipt of economic benefit from the use of the Charity of the item is probable and that economic benefit can be measured reliably. Some the management and activity of the Charity is carried out by volunteers. In accordance with the Charities SORP (FRS102), the volunteer time is not given a monetary value for inclusion in the financial statements.

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

NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2022 (continued)

Income received in advance of a specific Adult or Young Carers' activity or provision of other specified service is deferred until the criteria for income recognition are met.

1.5. Expenditure

Expenditure is charged to the Statement of Financial Activities on an accruals basis as a liability is incurred. It is recognised once there is a legal or constructive obligation to make payment to a third party, it is probable that settlement will be required and the amount of the obligation can be measured reliably.

1.6. Grants paid to individuals

Certain grants are applied for on behalf of clients and, where these applications are successful, the amounts received are expended in accordance with the terms and conditions of the grant application.

1.7. Tangible fixed assets

Tangible fixed assets are stated at cost or valuation less depreciation. Individual fixed assets costing £1,000 or more are capitalised.

Depreciation is provided at rates calculated to write off the cost or valuation of those assets, less their estimated residual value, over their expected useful lives on the following bases:

Fixtures and fittings	-	20% straight line
Computer equipment	-	33% straight line

1.8. Investments

Investments are a form of basic financial instrument and are initially recognised at their transaction value and subsequently measures at their fair value as at the Balance Sheet date using the closing quoted market price. The income arising on the investments is shown under investment income in the Statement of Financial Activities.

Gains and losses on investment assets disposed of are shown as gains and losses in the Statement of Financial Activities.

1.9. Pension costs and other post-retirement benefits

Pension benefits are provided through TPT Retirement Solutions – The Growth Plan.

The Charitable Company participates in a multi-employer scheme that provides benefits to some 1,300 non-associated participating employers. The scheme is a defined benefit scheme in the UK. It is not possible for the Charitable Company to obtain sufficient information enable it to account for the scheme as a defined benefit scheme. Therefore, it accounts for the scheme as a defined contribution scheme.

The scheme is classified as a 'last man standing arrangement'. Therefore, the charitable company is potentially liable for other participating employers' obligations if those employers are unable to meet their share of the scheme deficit following withdrawal from the scheme. Participating employers are legally required to meet their share of the scheme deficit on an annuity purchase basis on withdrawal from the scheme.

**CARERS SUPPORT MERTON
YEAR ENDED 31 MARCH 2022**

NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2022 (continued)

A full actuarial valuation for the scheme was carried out to 30 September 2020. This valuation showed assets of £800.3m, liabilities of £831.9m and a deficit of £31.6m. The recovery plan contributions are allocated to each participating employer in line with their estimated share of the Series 1 and Series 2 scheme liabilities.

The Charity has been asked to contribute towards the deficit recovery plan by paying additional contributions of £2,210 over a 3 year period.

Additionally the Charitable Company provides a two tier defined contribution scheme through TPT Retirement Solutions – the Growth Plan Series 4. Contributions are charged to the Statement of Financial Activities as they become payable in accordance with the rules of the scheme.

2. INCOME FROM CHARITABLE ACTIVITIES

	2022	2021
	£	£
<i>Grants and contracts received are as follows:</i>		
London Borough of Merton	484,756	431,408
Lloyds Bank Foundation	-	1,909
The Greater London Authority	39,715	31,772
The Triangle Trust 1949 Fund	-	11,554
The Triangle Trust Emergency Fund	-	6,324
Wimbledon District Nursing & Midwifery Benevolent Society	1,000	940
South West London & St George's Mental Health NHS Trust	6,000	6,000
Wimbledon Foundation	-	5,000
Age UK (Carers Befriending)	-	4,905
Jack Petchey Foundation	2,100	2,500
London Community Fund	-	1,744
Carers Trust	-	568
Other grants	60	377
<i>Other income from charitable activities:</i>		
Cash contributions	-	696
Speaker fees	-	75
Young Carers' donations	-	1,530
Core Activities – UK Government furlough grant	3,751	12,708
Core Activities – Triangle Trust unrestricted grant	-	10,000
	<u>£537,382</u>	<u>£530,010</u>

All the above grants and contracts received are for restricted purposes except for the final two as noted.

**CARERS SUPPORT MERTON
YEAR ENDED 31 MARCH 2022**

NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2022 (continued)

3. EXPENDITURE ON RAISING FUNDS

	2022	2021
	£	£
Staff employment costs	-	22,185
	<u>£nil</u>	<u>£22,185</u>

4. EXPENDITURE ON CHARITABLE ACTIVITIES

	Direct costs	Governance (note 6)	2022 Totals	2021 Totals
	£	£	£	£
Core Activities	7,473	1,375	8,848	13,085
Adult Carers	397,550	-	397,550	340,498
Young Carers	128,643	-	128,643	106,440
	<u>£533,666</u>	<u>£1,375</u>	<u>£535,041</u>	<u>£460,023</u>

5. GRANTS PAID TO INDIVIDUALS

	2022	2021
	£	£
Adult Carers	£49,247	£24,439

6. GOVERNANCE COSTS

	2022	2021
	£	£
Independent examiner	£1,375	£1,375

NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2022 (continued)

7. STAFF COSTS

Staff costs were as follows:

	2022	2021
	£	£
Wages and salaries	374,740	324,457
Social security costs	29,836	26,048
Other pension costs	10,413	9,398
	<u>£414,989</u>	<u>£359,903</u>

No employees had employee benefits in excess of £60,000 (2021: nil). Pension costs are allocated to activities in proportion to the related staffing costs incurred.

The key management personnel of the Charity comprise the Trustees (unpaid), the Chief Executive Officer, Operations and Finance Manager. The total employee benefits of the key management personnel of the Charity were £99,407 (2021: £101,050).

The average monthly number of full-time equivalent employees (including casual and part time staff) during the year was as follows:

	2022	2021
Average number of employees (FTE)	11.2	10.7

8. TRUSTEES' REMUNERATION AND BENEFITS

The Charity's Trustees were not paid and did not receive any other benefits, nor were reimbursed and expenses during the year (2021: £nil).

9. TRANSACTIONS WITH RELATED PARTIES

There were no related party transactions during the year.

NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2022 (continued)

10. PENSION COSTS

TPT Retirement Solutions – The Growth Plan Series 4

The Charity provides a two tier defined contribution scheme with TPT Retirement Solutions – The Growth Plan Series 4, which all employees are entitled to join and meets the charitable company's auto enrolment obligations.

TPT Retirement Solutions – The Growth Plan Series 1 and 2

Previously, the Charity operated a defined benefit scheme, which is now closed to new members. This is a multi-employer scheme operated by TPT Retirement Solutions and whilst it is not possible to estimate the share of the assets and liabilities of the scheme attributable to Carers Support Merton, TPT Retirement Solutions have estimated that the employers' debt on withdrawal liability and the most recent annual funding update as at 31 March 2022 would have been £2,210.

11. FIXED ASSET INVESTMENTS

	Unlisted investments	Totals
	£	£
Market value brought forward	63,907	63,907
Revaluation	7,263	7,263
	<u> </u>	<u> </u>
Market value carried forward	£71,170	£71,170
	<u> </u>	<u> </u>
Unlisted investments		
	2022	2021
	£	£
COIF Charities Investment Fund Income Units	33,660	30,154
COIF Charities Global Equity Income Fund Income Units	37,510	33,753
	<u> </u>	<u> </u>
	£71,170	£63,907
	<u> </u>	<u> </u>

There were no investment assets outside the UK. The revaluation in the year for the unlisted investments is a result of an unrealised gain.

**CARERS SUPPORT MERTON
YEAR ENDED 31 MARCH 2022**

NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2022 (continued)

12. DEBTORS

	2022	2021
	£	£
Trade debtors	923	20,471
Other debtors and prepayments	9,275	11,028
	<u>£10,198</u>	<u>£31,499</u>

13. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2022	2021
	£	£
Trade creditors	8,160	10,100
Deferred income	131,935	-
Pension liabilities	805	-
Other creditors and accruals	2,448	1,082
	<u>£143,348</u>	<u>£11,182</u>

14. CREDITORS: AMOUNTS FALLING DUE AFTER MORE THAN ONE YEAR

	2022	2021
	£	£
Pension liabilities	<u>£1,405</u>	<u>£12,474</u>

15. OPERATING LEASE COMMITMENTS

Total future minimum lease payments for non-cancellable operating leases are as follows:

	Land and buildings		Other operating leases	
	2022	2021	2022	2021
	£	£	£	£
Expiring within 1 year	9,290	-	-	-
Expiring within 2-5 years	-	18,580	2,542	11,060
	<u>£9,290</u>	<u>£18,580</u>	<u>£2,542</u>	<u>£11,060</u>

NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2022 (continued)

16. ANALYSIS OF NET ASSETS BETWEEN FUNDS

	Unrestricted funds 2022 £	Restricted funds 2022 £	Total funds 2022 £	Total funds 2021 £
Fixed asset investments	71,170	-	71,170	63,907
Current assets	47,078	351,095	398,173	258,434
Creditors due within one year	(11,413)	(131,935)	(143,348)	(11,182)
Creditors due in more than one year	(1,405)	-	(1,405)	(12,474)
	<u>£105,430</u>	<u>£219,160</u>	<u>£324,590</u>	<u>£298,685</u>

17. RESTRICTED FUNDS

	Opening balance £	Income £	Expenditure £	Closing balance £
Adult Carer Project	150,004	419,507	(397,550)	171,961
Young Carer Project	54,217	121,625	(128,643)	47,199
	<u>£204,221</u>	<u>£541,132</u>	<u>£(526,193)</u>	<u>£219,160</u>

The Adult Carer Project is the provision of Care Act assessments, information, advice and respite activities to adult carers.

The Young Carer Project is the provision of information, advice, advocacy, respite activities and mentoring to young carers aged 17 and under, and also to those in transition aged 16 to 24 years.

18. LIABILITY

The Charity is a private company limited by guarantee. The liability of the members is limited to one pound.

19. CAPITAL COMMITMENTS

None.

Accounts

Company number: 4164966

Charity number: 1085761

CARERS SUPPORT MERTON
(A company limited by guarantee)

TRUSTEES' ANNUAL REPORT AND FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021

CARERS SUPPORT MERTON

CONTENTS

	Pages
Legal and administrative details	1
Trustees' annual report	2-13
Independent examiner's report	14
Statement of financial activities	15
Balance sheet	16
Statement of Cash Flows	17
Notes to the financial statements	18-25

**CARERS SUPPORT MERTON
YEAR ENDED 31 MARCH 2021**

LEGAL AND ADMINISTRATIVE DETAILS

Trustees	R Kinsella (Chair) J F Davey (Treasurer) C Lumiste (Vice Chair) C Mathurin (resigned 14 th January 2021) J Tyson (appointed 14 May 2020) S Willabus M Ribton (appointed 02 December 2020)
Principal/Registered Office	The Vestry Hall 336-338 London Road Mitcham Surrey CR4 3UD
Independent examiner	Jason Foxwell FCCA FCIE 39 Enfield Road Poole BH15 3LJ
Principal bankers	CAF Bank 25 Kings Hill Avenue Kings Hill West Malling Kent ME19 4JQ

**CARERS SUPPORT MERTON
YEAR ENDED 31 MARCH 2021**

TRUSTEES' ANNUAL REPORT FOR THE YEAR ENDED 31 MARCH 2021

The Trustees (who are also directors for the purposes of the Companies Act 2006) present their annual report together with the financial statements of the charitable company for the year ended 31 March 2021.

The financial statements comply with the Charities Act 2011, the Companies Act 2006, the Memorandum and Articles of Association, and Accounting and Reporting by Charities: 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).

TRUSTEES

All trustees give their time voluntarily and receive no benefits from the Charity. The trustees serving during the year and to the date of this report were as follows:

R Kinsella (Chair)
J F Davey (Treasurer)
C Lumiste (Vice Chair)
C Mathurin (resigned 14th January 2021)
J Tyson (appointed 14 May 2020)
S Willabus
M Ribton (appointed 02 December 2020)

PRINCIPAL ACTIVITY

The charitable company's principal activity during the year was to provide information and support to carers of persons resident in the London Borough of Merton, who are frail or ill or who have a disability or a mental health problem, or such Local Authority area as the trustees shall see fit.

A detailed review of the Charity's activities is set out further in this report.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing document

Carers Support Merton is a company limited by guarantee, governed by its Memorandum and Articles of Association dated 8 February 2001 as amended at the Annual General Meeting on 18 October 2012. It is registered as a charity with the Charity Commission.

Appointment of new trustees

As set out in the Articles of Association, the Charity requires a minimum of three trustees (collectively referred to as 'the Board'), the Board endeavours to ensure that considerably more than this number are in office at all times. Trustees are chosen to give the Board a wide range of experiences and professional skills. The trustees may co-opt a person as a trustee, but that person must resign and offer him/herself for re-election at the next Annual General Meeting ('AGM'). One third of the Board members, in rotation, must resign each year and may offer themselves for re-election, and no trustee may serve for more than six years in succession unless the Board unanimously agrees an extension. All members are circulated with invitations to nominate trustees prior to the AGM.

Trustee recruitment and induction

New trustees undergo an orientation session to brief them on their legal obligation under the Charity and company law, the content of the Memorandum and Articles of Association, the committee and the decision-making processes, the business plan and recent financial performance of the Charity.

**CARERS SUPPORT MERTON
YEAR ENDED 31 MARCH 2021**

Trustees are encouraged to attend appropriate external training events where these will facilitate the undertaking of their role.

Governance and organisational structure

The Board of Trustees administers the Charity and generally meets four times a year. A Finance Committee, chaired by the Treasurer, meets at least four times per year to review financial performance and other matters requiring detailed consideration before presentation to the Board. Other committees, which meet on a quarterly basis, are Staff and Volunteers and Communication and Fundraising.

Management

Day to day management and decision making of the Charity is delegated to the Chief Executive Officer who works closely with the senior management team and other staff to fulfil the Charity's objectives and ensure the smooth and effective running of the organisation. The Chief Executive Officer reports to the Chair and the Board. To facilitate effective operations, the Chief Executive Officer has delegated authority, within the terms of delegation approved by the Board, for operational matters including finance and employment.

Senior Management Team

Tracy Weight	Chief Executive Officer
Avril Doyle	Operations Manager
Karin Sensier	Office Manager (until Feb 21)
Victoria Armfield	Finance Manager (Jan – Jun 21)
Bel Yang	Finance Manager (from Jun 21)

Pay policy for senior management team

The directors, who are the Charity's Trustees, and the senior management team, comprise the key management personnel of the Charity in charge of directing and controlling, running and operating the Charity on a day-to-day basis. All Trustees give of their time freely and no Trustee received remuneration in the year.

The pay of all staff, including the senior management team, is reviewed annually. The Trustees benchmark against pay levels in other local charities of a similar size and other charities of a similar nature. All staff are appraised annually with supervision being conducted throughout the year including reviewing responsibilities and development needs. Pay of any staff member, including any member of the senior management team, may be reviewed more frequently should there be any change in role and/or responsibility.

Related parties and co-operation with other organisations

None of our Trustees receive remuneration or other benefit from their work with the Charity.

The Charity works with other charitable and other not for profit organisations in the furtherance of its objectives. Any connection between a trustee or senior manager of the Charity with a service user, external contractor or supplier of services is disclosed to the full Board of Trustees in the same way as any other contractual relationship with a related party. Furthermore, all Trustees complete an annual declaration of interests form.

All related party transactions are managed in accordance with the Charity's conflicts of interest policy. All transactions and activities involving organisations in which a trustee may have an interest are conducted at arm's length and in accordance with the Charity's financial and procurement procedures.

In the current year no such related party transactions were reported.

CARERS SUPPORT MERTON YEAR ENDED 31 MARCH 2021

Use of volunteers

Volunteers have continued to provide governance as trustees, but due to the fact previously our volunteers supported in the office and on trips they have been unable to continue to volunteer over the past year due to our office building being closed for much of the time. Equally our volunteer mentor project was also suspended during the year. However, we look forward to significantly increasing the capacity of the organisation through the use of volunteers over the next year through both the Young Carers mentoring project and a new Digital Skills project for adult Carers.

AIMS AND OBJECTIVES

Objective

The objective of Carers Support Merton is to provide information and support to carers of persons who are frail or ill or who have a disability or who have a mental health problem and are resident in the London Borough of Merton or such Local Authority areas as the Trustees shall see fit.

Public Benefit

The Trustees have given due consideration to the Charity Commission's published guidance on the Public Benefit requirement under the Charities Act 2011. We have referred to the guidance contained in the Charity Commission's general guidance on public benefit when reviewing our aims and objectives and in planning our future activities. We believe that we have complied with this; and seek to demonstrate this within this report. Our objects and funding limit the services we provide to those detailed in our charitable objectives.

The Carers Trust defines a carer as *"... someone of any age who provides unpaid support to family or friends who could not manage without this help. This could be caring for a relative, partner or friend who is ill, frail, disabled or has mental health or substance misuse problems"*.

We support Carers over the age of 5 years who need our help. We know that anyone can become a Carer; Carers come from all walks of life, all cultures and can be of any age. Many feel they are doing what anyone else would in the same situation; looking after their mother, son or best friend and just getting on with it.

AIMS

Our vision is to achieve a society, which values its (unpaid) carers.

Our mission is to empower unpaid carers to live a fulfilling life. We do this by providing a range of services, such as advice and information, advocacy, benefit checks, workshops, peer support, counselling, and respite from their caring role.

Our values are:

- **Inclusive** – We embrace diversity and treat everyone as an individual
- **Caring and compassionate** – We show empathy and treat carers, their families and each other with kindness, going the 'extra mile' to make a difference
- **Honest, open and reliable** – We do what we say we will
- **Client focused** – We listen to carers' needs and views, and ensure they remain central to everything we do
- **Continuously improving** – We are inspirational and innovative about what we can achieve for carers and always strive to remain current, progressive and relevant
- **Collaborative** – We actively seek collaboration and partnership with other organisations to ensure that carers have access to the best expertise and are supported in the most efficient and effective ways.

CARERS SUPPORT MERTON YEAR ENDED 31 MARCH 2021

Caring can be a rewarding role, but equally a challenging one. Issues Carers presented with over the year included loneliness and isolation, financial problems, stress and the need for a break from caring. This year, more than ever, our telephone support line has been a lifeline. Early in the pandemic we began fielding calls from some very anxious and distressed people. It was a worrying time for everyone, but Carers, many of who are themselves elderly or suffering ill health, suddenly found themselves with additional worries: about how to shield their vulnerable loved ones; if they fall ill, what will happen to the person they look after and how to cope if the paid-for personal carer givers they depend on can no longer visit their home.

By providing a range of services and support such as Carers assessments, information, advice, guidance, training, benefit checks, respite activities and signposting to other specialist services we have made a real difference to carers of all ages. We've helped them to understand their rights, made them feel less isolated, better equipped to manage their caring role, as well as more aware of how to look after their own emotional and physical needs.

Carers Support Merton continues to be actively involved with delivery partners and commissioners. We have advocated for the needs of all Carers, including marginalised communities, through contributing to borough-wide decision-making groups. In particular, we have made a significant contribution to the development of the boroughs Carers Strategy 2021 – 2026. We look forward to continuing to play a leading part in the implementation of the strategy which we hope will make a real difference to the lives of Carers in Merton.

This year we have continued to lead on realising our ambition of a more integrated approach to providing support for Carers in Merton by developing the 'Carers Hub' model of support bringing together partners from various organisations to support Carers in a more coordinated way. We continue our formal partnerships with Merton Mencap and Merton uplift, alongside many informal partnerships. We undertook a pilot befriending programme for Carers in partnership with Age UK.

This year we continued implementation of our plan to develop our use of digital in order to improve all aspects of our operations. We were eternally grateful for the structural upgrade of our IT systems undertaken in the previous year, as it has meant we have been able to continue our services seamlessly during the turbulent last year, despite having to resort to remote working. On a positive note, lockdown expedited the use of further digital platforms to support operations, and we embarked on the second stage of our plan to start the implementation of a new data base to improve our use of data to plan and evaluate services (funded by the Triangle Trust).

ACTIVITIES, ACHIEVEMENT AND PERFORMANCE

Charitable activities in 2010-2021

Adult Carers Service

The services to adult Carers this year have been predominately funded by the London Borough of Merton and the Big Lottery Reaching Communities fund. This funding, along with contributions from others such as the Wimbledon Nursing & Midwifery Benevolent Society, and activities provided by our partners, we have been able to provide a comprehensive range of support to adult Carers in Merton.

At the start of lockdown in March 2020 we launched a programme of 'Care Calls' in an attempt to check-in on all of the 3,100 Carers registered with us – a mammoth task. However, we were able to provide vital advice, support and reassurance to Carers facing increased challenges due to lockdown. Feedback suggested that when a Carer who is feeling isolated and vulnerable receives a friendly call it made a big difference in helping to reduce anxiety and make Carers feel less alone.

CARERS SUPPORT MERTON YEAR ENDED 31 MARCH 2021

In 2020 – 2021 we received **288** new referrals of Carers over the age of 18 (**compared to 240 2019/2020**). They come from a range of agencies, for example, social workers, GP's, hospitals, other voluntary sector organisations and from Carers themselves. Referrals of Carers caring for someone experiencing mental ill health has accounted for the majority of the increase.

1,993 adult Carers have received some form of service over the year (**compared to 848 2019/2020**). This increase was largely due to increase in Care Calls and increased telephone support during lockdown.

We carried out **522** statutory Care Act Assessments/reviews (**compared to 377 2019/2020**) on behalf of the London of Merton over the year. The significant increase was due to increased demand due to the pandemic. Carers Assessments help to identify the needs of a Carer and a support plan is put in place, using community and other resources to help meet those needs. Our outcome monitoring has demonstrated we have made a real difference to Carers, making them feel less isolated, better equipped to manage their caring role, and more aware of how to look after their own emotional and physical needs.

We continue to administer the Carers Discretionary Grant on behalf of London Borough of Merton. This allows Carers to claim up to £100 that they can spend on something to help them in their caring role. Larger grants can be awarded when there is specific need identified. We have also gained grants from Wimbledon Nursing and Midwifery Benevolent fund to support Carers who have limited financial resources to pay for things they need to support their caring role. A total of £24,493 in individual grants was awarded which helped Carers in a variety of ways. Some examples include technological equipment, school uniform, short breaks, and treats such as meals out or takeaways.

We delivered the final four months of the project for adult Carers funded by Big Lottery Reaching Communities. These activities moved online due to the pandemic.

- Coffee & conversation (weekly instead of our usual monthly on request of carers) via zoom
- Facebook community – chat, discussion, ideas, tips & keeping in touch (50 members)
- 10 week virtual art class
- First Aid course
- Yoga via zoom (weekly)
- Facebook health and wellness group – facebook live exercise classes 3 times a week – Movement to music, Pilates, seated Pilates, High Intensity Interval Training (HIIT This programme included a weekly talk on a topic of keeping self well and looking after mental health e.g. exercise, hormones, nutrition, sleep etc.
- Increased weekly news bulletin's to weekly to keep in touch more frequently with updates of information during lockdown.

Carers said:

"The exercises pacified me - helped to keep me calm and relax a bit more." Health & Wellness programme

"Caring is still hard. But I am trying to carve out some time for myself. Some days I can only reflect that I did not make time and recognise that I feel worse than on the days it is possible. But I take this as a motivation to find those ten minutes. I am finding ways to manage my own mental health." Health & Wellness programme

"I realised how unfit I was and enjoyed all the exercises. Yes - just keeping up with it especially during the lockdown. It helped me get through a difficult time". Health & Wellness programme

**CARERS SUPPORT MERTON
YEAR ENDED 31 MARCH 2021**

Charitable activities in 2020-21

"Because it has helped me to regularly exercise and to use exercise as an action in response to stress. It was making the commitment to the exercise programme. Working with art and exercise has helped my anxiety and stress. Health & Wellness programme & Art class

"Meditation and breathing exercises have really helped me on a day to day basis dealing with stresses of being a carer". Yoga

"Made me a lot calmer and came back and shared my experience with the person I care for." New to caring – relaxation session

"I want to be fit enough to be the best support for my daughter and her children, so it was great that I could take some time for myself in following the holistic wellness programme." Health & Wellness programme

"After I was shown how to breath especially when I am stressed it has helped me a lot. I can now easily withdraw myself when in such situation." Don't tone alone 1:1 sessions

Whilst the world has become more digital to cope with the effects of the pandemic, we know this has created a bigger divide between those who can access the internet and those who can not. We were successful in the latter part of the year in achieving funding from the London Borough of Merton to run a digital project during the financial year 2021 – 2022. Project underspend from the Big Lottery also provided resource to this project and we look forward to recruiting and training volunteer Digital Champions to support Carers to develop digital skills on a 1:1 basis.

Young Adult Carers Service (16 to 25 Years)

The transition into adulthood can be challenging for any young person, but is especially challenging for Young Carers. Caring can affect a young person's health, social life and self-confidence. Many struggle to manage their education, working life and caring role which can cause pressure and stress. National research shows 29% drop out of college/university because of their caring role. This is four times the national average. We are in the final year of running a specific project funded by Lloyds Foundation to improve the life chances of Young Adult Carers.

The Young Adult Carers service straddles our adult and young carers service, with many participants being supported to engage in activities within both services through the transition period. We made sure that they have all the support in place to enable them to make healthy choices, stay well, and have a life outside caring. This has included inspiring them to raise their aspirations and helping them to find or maintain their education, training or employment. They have had 1:1 support, as well as enjoying workshops and social activities.

Young Adult Carer aged 18 said:

"I have this Laptop thanks to Young carers and now I can complete college work & other things. Before I had the laptop I used to submit my college work in college and overdue and I didn't have much access to online lessons. This laptop has really made me feel happy and now I know I can do college work at home and access my online lessons, Thank you."

**CARERS SUPPORT MERTON
YEAR ENDED 31 MARCH 2021**

Charitable activities in 2020-21

Young Carers Service (5 to 18 Years)

Many carers are just children themselves and care for a parent and/or sibling with disabilities, or mental or physical ill health. Their caring role is often unidentified, and it is well documented that young carers achieve less well academically, miss more school and suffer more ill health and bullying than their peers. Our aim is that Young Carers will have the same access and opportunities as their peers to education and positive activities, have their voices heard and do not undertake inappropriate levels of care. This year, as with adult Carers, the pandemic has significantly increased the pressures on young Carers.

In Merton, ONS estimates indicate that there are approximately just short of 1500 young people aged 0 to 24, although a report *The lives of young carers (2017)* refers to research by the BBC which indicates figures could be under-estimated four fold. This suggests that in Merton there could be as many as 2500 young carers aged up to the age of 17.

We actively worked with a total of **176** young carers (compared 186 last year). 74 of these are new referrals (compared to 108 last year). This drop is directly related to Covid-19, with quarter 1 only seeing 9 referrals. This coincided with the first national lockdown. Schools account for around one third of referrals, and the impact of them being closed or overwhelmed, led to a sharp decline. In the last quarter of the year we saw the opposite, with a total that surpasses that of the same quarter in the previous year, and this trend for increase appears to be continuing into 2020 - 2021.

Although there was a slight overall decline in the number of new referrals and the number of carers worked for in the year, the number of Young Carers worked with each quarter increased quite considerably when compared to the previous year. This supports anecdotal evidence that the complexity of families we are working with is increasing during lockdown, meaning that more children in the family need a longer term intervention.

Qualitative and quantitative data have shown impact such as:

- Improved family relationships
- Improved attendance and engagement in learning
- Improved emotional well-being
- Improved access to community resources & activities

Over the year we have delivered a range of online workshops facilitated by community partners, including Attic Theatre, Tender and Create Arts. These ranged from dance and drama workshops to public speaking and financial literacy.

Additional funding from the Wimbledon Foundation also added to capacity in the first half of the year to enable us to make 'care calls' to families to see how they were coping with lockdown, and resulted in signposting to a range of support services, including emergency food provision.

We also received grants from organisations such as the Jack Petchey Foundation & Wimbledon District Nursing & Benevolent Foundation, which enabled us to provide young carers and their families with a range of much needed goods and services (for example, art materials, home computers and devices). Jack Petchey 25th Birthday award enabled us to give 40 young Carers a £25 meal voucher towards enjoying a meal out with a family member or friend.

**CARERS SUPPORT MERTON
YEAR ENDED 31 MARCH 2021**

Some quotes from the young Carers that have accessed online activities and workshops:

"The workshops made me smile. I had fun with other young Carers and made new friend."

"I learned how to use zoom and now I know how to log on without any help"

"They listened to me and taught me some new skills"

"I loved the writing activities we did. I could set my imagination free on the paper and there were no limits".

"It was good having someone to listen to me and understand me. It gave me a break from my caring role and I made new friends!" Young Carer 10

"After attending the Lion King trip and the YC drop ins, I feel more able to socialise in groups. In the past I would have felt insecure". Young Carer 17

"Going to the drop in was fun, interesting and I got to meet new people. Going also reduced my anxiety around meeting new people". (Young Carer, 14)

"Having 1:1s helped me to find solutions to problems and to talk about things that are worrying me". (Young Carer, 15)

In January 2020 we commenced a new two-year Young Carers Mentoring Project funded by the Mayors Fund. This project aimed to increase capacity by recruiting volunteer mentors from the local community who can support a young Carer for a period of 6 – 12 months. It was intended that each mentor would meet with their mentee bi-weekly and support them to reach their full potential and to make links with activities in their local community. We were able to recruit the Project Co-Ordinator and set up systems and training, but was unfortunately not able to progress with the project before the first lockdown in 2020. We re-deployed the staff member to the Summer holiday activities in 2020 and supported young Carers in a different way through funding received by the Wimbledon Foundation. This enabled us to suspend the project for 6 months and extend the overall length of the project.

The project re-started in October 2020 and has really progressed well. Although the mentoring has been online rather than face to face, it worked better than we would have anticipated given the imposed 2nd lockdown. Mentors and young people found creative ways to work together and are enjoying activities such as baking, watching films and craft activities together remotely. Young Carers and mentors are building positive relationships, and really starting to make a difference.

It is too early to report outcomes, but project participants said:

As Parent of Mentee: 'We love it, it's not only good for my son but it's been good for me too. To see him have a positive role model is a relief, it used to be something I worried about. And I even got a mother's day meal'

Parent of Mentee: 'She looks forward to her sessions every week, they're her happy place at the end of the week. She always comes out of them happier than she went in'

Mentee: "I really like it (mentoring). I feel like she knows me well now and she just understands me, I don't always have to explain things so much."

**CARERS SUPPORT MERTON
YEAR ENDED 31 MARCH 2021**

Mentee: "I'd give it 99 out of 100. It would be 100 if it could be longer."

Mentee: "Me and x talk about loads of stuff and sometimes if something is on my mind or I'm worried I know I can tell him that too. He ordered me the new Harry Potter book to help my reading because Harry Potter is my favorite. I've loved the cooking sessions, they have been my favorite so far."

Mentor: 'It's a truly rewarding, fun and educational opportunity that I'd encourage more adults to do, I look forward to seeing my mentee grow'

Mentor: 'I went in with the desire to make the mentees lives easier and become a distant big brother but the experience has been even more than that; I'm often finding myself learning new things about the world through a child's eyes'

Mentor: 'Giving a young Carer time that is just for them and watching them come to life is so fulfilling'

Individual and Community Support

We have continued to work with existing community partners to increase the support to carers where possible in the current circumstances. We developed a new partnership with the Thomas Franks Foundation. The carers and their families were supplied with restaurant quality prepared meals to give them a weekend off of cooking.

**CARERS SUPPORT MERTON
YEAR ENDED 31 MARCH 2021**

FINANCIAL REVIEW

Financial Statements

The financial statements, including the notes, have been prepared in compliance with the Statement of Recommended Practice (SORP) "Accounting and Reporting by Charities" 2015 (FRS 102). The analysis of income and expenditure reflects the classification of activities, together with costs relating to administration.

Statement of Financial Activities

The Statement of Financial Activities is shown on page 15, with a more detailed analysis of income and expenditure within the notes to the financial statements. The total income for the year has slightly increased at £541,844 (2020 £538,433). Within this total there was an increase in unrestricted income to £34,542 (2020 £15,773). However, £12,708 related to income derived from furlough of the fundraising role and £10,000 from a Triangle Trust unrestricted grant. So, in effect, the unrestricted income has decreased due to fundraising activities being unable to take place due to the pandemic but reserves were not depleted due to the grant from the Triangle Trust.

Restricted income has slightly decreased to £507,302 as compared to last year (2020: £522,660). Total expenditure for the year was £482,208 (2020: £536,660). This reduction in expenditure was due to planned efficiencies in office overhead costs through increasing our use of digital to improve our operations. Costs in this area were further reduced due to home base of staff due to the pandemic. In addition, the young Carers mentoring project was suspended for a short period due to the pandemic, and as a result that project will be extended until July, when this expenditure will be incurred. Grants made to individuals during the current year, a total of £24,439 increased from the previous year (2020: £20,739).

Principal funding sources

The charity remains dependent on grants and contracts from both local government and charitable trust and foundation sources, whilst donations from individuals and institutions are playing an increasingly important role. A full list of grants and contracts is set out in Note 2 to the accounts.

Balance Sheet

The net effect of the above has led to an operating surplus of £59,636 before unrealised gains on investments of £14,593. Overall reserves are £298,685 (2020: £224,456) with unrestricted reserves being £94,464 (2020: £80,599).

Investment policy and objectives

The investment policy is, in conjunction with the reserves policy requirements (below), to spread its financial assets so as to earn returns, which at least are higher than inflation while taking low risks of default. Accordingly, the policy is to spread the assets between bank deposits (which are government guaranteed as to repayment), which earn the highest rate of interest consistent with ease of access, and investment funds which are suitable for charities. The policy is to keep at least 50% of the assets as deposits, subject to working capital requirements, and to invest the remainder in long term funds. £30,000 of funds remain invested with the CCLA COIF Charities Investment Fund and COIF Charities Global Equity Income Fund, and are reviewed regularly.

Reserves policy

Our policy is for unrestricted reserves to maintain a minimum of shut down cost, and aim to accumulate 3-6 months of operating costs. This will allow the Charity to have the option of developing new services or expanding current ones in line with the changing needs of the community. It will ensure that delays in receipt of expected income do not interrupt services or cause financial difficulty for the Charity. In

**CARERS SUPPORT MERTON
YEAR ENDED 31 MARCH 2021**

addition, it enables the Charity to survive unexpected setbacks and problems arising from internal or external causes. The total of £94,464 (2020: £80,599) is sufficient to cover shut down costs, but is currently below the target of 3-6 months operating costs. The level of unrestricted reserves has improved in the current year. The Board consider the continuing rebuilding of unrestricted reserves to remain an objective in the coming years.

Risk management

The Trustees have overall responsibility for ensuring the Charity has the most appropriate and effective control systems to safeguard the organisation and any of its assets. These controls protect the organisation against fraud and other irregularities. This role and the associated practices offer reassurance that:

- The charity's assets are safeguarded against unauthorised use or disposition;
- Proper and reliable financial controls are maintained; and
- The Charity complied with all relevant legislation and regulations.

The Trustees have assessed the major risks to which the Charity is exposed, in particular those relating to the operation and finances of the Charity. Systems are in place to minimise exposure to the major risks, with a risk management register being in place and reviewed at least annually by the Trustees.

Due to the fact the majority of our funding currently comes from the Local Authority, Trusts and Foundations our funding was not materially affected during the immediate COVID crisis. However, the pandemic has increased risk of fundraising targets not being met in the longer term. Moving forwards we know we will face increased competition for Trust and Foundation funding, and over the next year may not be able to develop new projects as we would like which will further affect our ability to attract new project funds. We have previously set out a longer term three year fundraising strategy and invested in a communications and fundraising officer. However, we expect these plans to diversify our income to be disrupted, and particularly affect the generation of unrestricted income.

During COVID-19 we have not always been able to deliver projects as originally planned but we have adapted delivery and come to agreements with funders to this effect.

The Charity operates planning and budgeting systems with an annual budget approved by the Trustees. Any significant changes are subject to Trustees' approval. Comparison of actual performance to approved budgets is undertaken on a quarterly basis.

Future plans

Our main focus over the next year will be to continue to look at how we can further diversify our income to help to strengthen our future sustainability. We will:

- Continue to play a key role in working with the London Borough of Merton and other partners to continue to implement the comprehensive boroughwide strategy implementation plan to continue to improve services and support to Carers in the borough
- Continue to diversify our income by developing a more robust digital communications & fundraising strategy
- Continue to improving our sustainability by further developing our use of volunteers
- Continue to improve Carers' own use digital technology to improve access to services through the delivery of the digital skills project
- Continue to further establish and grow the mentoring project
- Develop our professionals training to raise awareness of Carers and their needs
- Analyse data to more systematically identify groups of Carers who may be excluded from services & support

**CARERS SUPPORT MERTON
YEAR ENDED 31 MARCH 2021**

- Continue to build on our trustees, in particular those who can bring knowledge and skills in legal, marketing, communications, fundraising & impact measurement.

STATEMENT OF TRUSTEES' RESPONSIBILITIES

The Trustees (who are also directors for the purposes of company law) are responsible for preparing the Trustees' Report and financial statements in accordance with applicable law and UK Accounting Standards.

Company law requires the directors to prepare financial statements for each financial year. Under company law, the directors must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the charitable company and of the 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;
- Make judgements and accounting 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; and
- Prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue to operate.

The trustees are responsible for keeping adequate accounting records that are sufficient to show and explain the charitable company's transactions and disclose with reasonable accuracy at any time the financial position of the charitable company and enable them to ensure that the financial statement 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.

The Trustees are responsible for the maintenance and integrity of the Charity and financial information included on the Charity's website.

In preparing this report, the Trustees have taken advantage of the special provisions of Part 15 of the Companies Act 2006 relating to small companies.

This report was approved by the Trustees and signed on their behalf by:

Raymond Kinsella

R Kinsella
Trustee and Chair

Date: Nov 3, 2021

**CARERS SUPPORT MERTON
YEAR ENDED 31 MARCH 2021**

**INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF CARERS SUPPORT
MERTON FOR THE YEAR ENDED 31 MARCH 2021**

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

Responsibilities and basis of report

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

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

Independent examiner's statement

Since the Charitable Company's gross income exceeded £250,000 your examiner must be a member of a body listed in section 145 of the 2011 Act. I confirm that I am qualified to undertake the examination because I am a member of both the Association of Chartered Certified Accountants (ACCA) and the Association of Charitable Independent Examiners (ACIE), both of which are listed bodies.

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

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

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



Jason Foxwell FCCA FCIE
independent-examiner.net
39 Enfield Road, Poole, BH15 3LJ

Date: Nov 3, 2021

**CARERS SUPPORT MERTON
YEAR ENDED 31 MARCH 2021**

**STATEMENT OF FINANCIAL ACTIVITIES
(Incorporating an Income and Expenditure Account)
FOR THE YEAR ENDED 31 MARCH 2021**

	Notes	Unrestricted Funds	Restricted Funds	Total Funds 2021	Total Funds 2020
		£	£	£	£
Income from:					
Donations and legacies		11,087	-	11,087	27,649
Income from charitable activities	2				
Adult Carers		-	389,591	389,591	381,358
Young Carers		-	117,711	117,711	123,345
Core Activities		22,708	-	22,708	
Fundraising income		364	-	364	5,260
Investments		383	-	383	821
Total income		34,542	507,302	541,844	538,433
Expenditure on:					
Raising funds	3	22,185	-	22,185	2,313
Charitable activities	4				
Adult Carers		-	340,498	340,498	402,499
Young Carers		-	106,440	106,440	128,487
Core Activities		13,085	-	13,085	3,361
Total expenditure		35,270	446,938	482,208	536,660
Net income/(expenditure) before other gains and losses		(728)	60,364	59,636	1,773
Actuarial gains on defined benefit scheme		-	-	-	427
Net gains/(losses) on investments		14,593	-	14,593	1,179
Net movement in funds		13,865	60,364	74,229	3,379
Reconciliation of funds:					
Total funds brought forward		80,599	143,857	224,456	221,077
Total funds carried forward	11	94,464	204,221	298,685	224,456

All of the charity's activities derive from continuing operations.
The notes on pages 18 to 25 form an integral part of these accounts.

**CARERS SUPPORT MERTON
YEAR ENDED 31 MARCH 2021**

BALANCE SHEET AS AT 31 MARCH 2021

		2021		2020	
	Notes	£	£	£	£
Fixed Assets					
Investments	16		63,907		49,314
Current Assets					
Debtors	17	31,499		33,285	
Cash at bank		<u>226,935</u>		<u>177,756</u>	
		258,434		211,041	
Creditors: amounts falling due within one year	18	<u>(11,182)</u>		<u>(23,424)</u>	
Net current assets			<u>247,252</u>		<u>187,617</u>
Total assets less current liabilities			311,159		236,931
Creditors: amounts falling due after more than one year	19		<u>(12,474)</u>		<u>(12,475)</u>
NET ASSETS			<u>£298,685</u>		<u>£224,456</u>
The funds of the charity:					
Restricted funds	22		204,221		143,857
Unrestricted income funds			<u>94,464</u>		<u>80,599</u>
			<u>£298,685</u>		<u>£224,456</u>

The trustees consider that the charitable company is entitled to exemption from the requirement to have an audit under the provisions of section 477 of the Companies Act 2006 (the Act) and members have not required the company to obtain an audit for the year in accordance with section 476 of the Act.

The trustees acknowledge their responsibilities for complying with the requirements of the Companies Act 2006 with respect to accounting records and for preparing accounts which give a true and fair view of the state of affairs of the charitable company as at 31 March 2021. These accounts are prepared in accordance with the special provisions of Part 15 of the Companies Act relating to small companies.

The accounts were approved by the trustees, authorised for issue and signed on their behalf by:

Raymond Kinsella

J F Davey

R Kinsella
Trustee and Chair

J F Davey
Trustee and Treasurer

Date: Nov 3, 2021

The notes on pages 18 to 25 form an integral part of these accounts.

**CARERS SUPPORT MERTON
YEAR ENDED 31 MARCH 2021**

**STATEMENT OF CASH FLOWS
FOR THE YEAR ENDED 31 MARCH 2021**

	2021 £	2020 £
Net cash used in operating activities	49,179	(23,501)
Change in cash and cash equivalents in the year	49,179	(23,501)
Reconciliation:		
Cash and cash equivalent brought forward	177,756	201,257
Total cash and cash equivalents carried forward	226,935	177,756

CASH FLOW NOTES

*Reconciliation of net movement in funds to
net cash used in operating activities*

Net movement in funds for the year	74,229	3,379
Adjustments for:		
(Gains) on investments	(14,593)	(1,179)
Decrease/(increase) in debtors	1,785	(8,795)
(Decrease) in creditors	(12,242)	(16,906)
Net cash used in operating activities	49,179	(23,501)

The notes on pages 18 to 25 form an integral part of these accounts.

**CARERS SUPPORT MERTON
YEAR ENDED 31 MARCH 2021**

NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2021

1. ACCOUNTING POLICIES

1.1. Basis of preparation of the accounts

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

Carers Support Merton is a charitable company limited by guarantee and registered in England and Wales. The registered office and company registration number are detailed on page 1. The nature of the Charity's operations and its principal activities are set out in the Trustees' Report.

Carers Support Merton meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy notes.

1.2. Going Concern

The trustees consider that there are no material uncertainties about the charity's ability to continue as a going concern nor any significant areas of uncertainty that affect the carrying value of assets held by the charity.

1.3. Fund accounting

Unrestricted funds can be used in accordance with the charitable objectives at the discretion of the Trustees. Unrestricted funds include designated funds where the Trustees, at their discretion, have created a fund for a specific purpose.

Restricted funds can only be used for particular restricted purposes within the objects of the Charity. Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes. Where necessary, a quarterly report is sent to the donor detailing the expenditure.

1.4. Income

Income is included in the Statement of Financial Activities when the charitable company has entitlement to the funds, certainty of receipt and the amount can be measured with sufficient reliability.

Donated services or facilities are recognised when the Charity has control over the item, any conditions associated with the donated item have been met, the receipt of economic benefit from the use of the Charity of the item is probable and that economic benefit can be measured reliably. Some the management and activity of the Charity is carried out by volunteers. In accordance with the Charities SORP (FRS102), the volunteer time is not given a monetary value for inclusion in the financial statements.

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

**CARERS SUPPORT MERTON
YEAR ENDED 31 MARCH 2021**

NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2021 (continued)

Income received in advance of a specific Adult or Young Carers' activity or provision of other specified service is deferred until the criteria for income recognition are met.

1.5. Expenditure

Expenditure is charged to the Statement of Financial Activities on an accruals basis as a liability is incurred. It is recognised once there is a legal or constructive obligation to make payment to a third party, it is probable that settlement will be required and the amount of the obligation can be measured reliably.

1.6. Grants paid to individuals

Certain grants are applied for on behalf of clients and, where these applications are successful, the amounts received are expended in accordance with the terms and conditions of the grant application.

1.7. Tangible fixed assets

Tangible fixed assets are stated at cost or valuation less depreciation. Individual fixed assets costing £1,000 or more are capitalised.

Depreciation is provided at rates calculated to write off the cost or valuation of those assets, less their estimated residual value, over their expected useful lives on the following bases:

Fixtures and fittings	-	20% straight line
Computer equipment	-	33% straight line

1.8. Investments

Investments are a form of basic financial instrument and are initially recognised at their transaction value and subsequently measures at their fair value as at the Balance Sheet date using the closing quoted market price. The income arising on the investments is shown under investment income in the Statement of Financial Activities.

Gains and losses on investment assets disposed of are shown as gains and losses in the Statement of Financial Activities.

1.9. Pension costs and other post-retirement benefits

Pension benefits are provided through TPT Retirement Solutions – The Growth Plan.

The Charitable Company participates in a multi-employer scheme that provides benefits to some 1,300 non-associated participating employers. The scheme is a defined benefit scheme in the UK. It is not possible for the Charitable Company to obtain sufficient information enable it to account for the scheme as a defined benefit scheme. Therefore, it accounts for the scheme as a defined contribution scheme.

The scheme is classified as a 'last man standing arrangement'. Therefore, the charitable company is potentially liable for other participating employers' obligations if those employers are unable to meet their share of the scheme deficit following withdrawal from the scheme. Participating employers are legally required to meet their share of the scheme deficit on an annuity purchase basis on withdrawal from the scheme.

**CARERS SUPPORT MERTON
YEAR ENDED 31 MARCH 2021**

NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2021 (continued)

A full actuarial valuation for the scheme was carried out to 30 September 2017. This valuation showed assets of £795m, liabilities of £926m and a deficit of £131.5m. The recovery plan contributions are allocated to each participating employer in line with their estimated share of the Series 1 and Series 2 scheme liabilities.

The Charity has not yet received an updated valuation of the pension scheme. This will be received, and accounted for, during the 21/22 financial year. The difference from current figures is not thought to be material to these accounts.

Additionally, the Charitable Company provides a two tier defined contribution scheme through TPT Retirement Solutions – the Growth Plan Series 4. Contributions are charged to the Statement of Financial Activities as they become payable in accordance with the rules of the scheme.

2. INCOME FROM CHARITABLE ACTIVITIES

	2021	2020
	£	£
<i>Grants and contracts received are as follows:</i>		
London Borough of Merton	431,408	352,117
Big Lottery Fund – Reaching Communities	-	77,636
Lloyds Bank Foundation	1,909	22,871
The Greater London Authority	31,772	17,819
The Triangle Trust 1949 Fund	11,554	11,555
The Triangle Trust Emergency Fund	6,324	-
Wimbledon District Nursing & Midwifery Benevolent Society	940	8,760
South West London & St George's Mental Health NHS Trust	6,000	6,000
Wimbledon Foundation	5,000	-
Age UK (Carers Befriending)	4,905	-
Jack Petchey Foundation	2,500	2,250
London Youth	-	1,695
London Community Fund	1,744	-
Carers Trust	568	1,600
Frognaal Trust	-	1,500
Other grants	377	900
<i>Other income from charitable activities:</i>		
Cash contributions	696	-
Speaker fees	75	-
Young Carers' donations	1,530	-
Core Activities – UK Government furlough grant	12,708	-
Core Activities – Triangle Trust unrestricted grant	10,000	-
	<u>£530,010</u>	<u>£504,703</u>

All the above grants and contracts received are for restricted purposes except for the final two as noted.

**CARERS SUPPORT MERTON
YEAR ENDED 31 MARCH 2021**

NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2021 (continued)

3. EXPENDITURE ON RAISING FUNDS

	2021	2020
	£	£
Staff employment costs	22,185	-
Direct fundraising costs	-	1,408
Fundraising consultants' fees	-	905
	<u>£22,185</u>	<u>£2,313</u>

4. EXPENDITURE ON CHARITABLE ACTIVITIES

	Direct costs	Governance (note 6)	2021 Totals	2020 Totals
	£	£	£	£
Core Activities	11,710	1,375	13,085	3,361
Adult Carers	340,498	-	340,498	402,499
Young Carers	106,440	-	106,440	128,487
	<u>£458,648</u>	<u>£1,375</u>	<u>£460,023</u>	<u>£534,347</u>

5. GRANTS PAID TO INDIVIDUALS

	2021	2020
	£	£
Adult Carers	24,439	18,468
Young Carers	-	2,271
	<u>£24,439</u>	<u>£20,739</u>

6. GOVERNANCE COSTS

	2021	2020
	£	£
Accountancy	-	1,600
Independent examiner	1,375	2,250
	<u>£1,375</u>	<u>£3,850</u>

**CARERS SUPPORT MERTON
YEAR ENDED 31 MARCH 2021**

NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2021 (continued)

7. STAFF COSTS

Staff costs were as follows:

	2021	2020
	£	£
Wages and salaries	324,457	334,655
Social security costs	26,048	23,362
Other pension costs	9,398	10,085
	<u>£359,903</u>	<u>£368,102</u>

No employees had employee benefits in excess of £60,000 (2020: nil). Pension costs are allocated to activities in proportion to the related staffing costs incurred.

The key management personnel of the Charity comprise the Trustees (unpaid), the Chief Executive Officer, Operations Manager, Administration Manager (until Feb 21) and Finance Manager (from Jan 21). The total employee benefits of the key management personnel of the Charity were £101,050 (2020: £111,911).

The average monthly number of full-time equivalent employees (including casual and part time staff) during the year was as follows:

	2021	2020
Average number of employees (FTE)	10.7	11

8. TRUSTEES' REMUNERATION AND BENEFITS

The Charity's Trustees were not paid and did not receive any other benefits, nor were reimbursed and expenses during the year (2020: £nil).

9. TRANSACTIONS WITH RELATED PARTIES

There were no related party transactions during the year.

**CARERS SUPPORT MERTON
YEAR ENDED 31 MARCH 2021**

NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2021 (continued)

10. PENSION COSTS

TPT Retirement Solutions – The Growth Plan Series 4

The Charity provides a two-tier defined contribution scheme with TPT Retirement Solutions – The Growth Plan Series 4, which all employees are entitled to join and meets the charitable company's auto enrolment obligations.

TPT Retirement Solutions – The Growth Plan Series 1 and 2

Previously, the Charity operated a defined benefit scheme, which is now closed to new members. This is a multi-employer scheme operated by TPT Retirement Solutions and whilst it is not possible to estimate the share of the assets and liabilities of the scheme attributable to Carers Support Merton, TPT Retirement Solutions have estimated that the employers' debt on withdrawal liability and the most recent annual funding update as at 30 September 2019 would have been £31,760.

It has not been possible, at this stage, to obtain updated pension scheme valuation figures but this will be obtained during 2021/2022 and reported on next year with any change in value reflected in the accounts. The difference is not considered to be material to these accounts.

11. FIXED ASSET INVESTMENTS

	Unlisted Investments	Totals
	£	£
Market value brought forward	49,314	49,314
Revaluation	14,593	14,593
	<u>£63,907</u>	<u>£63,907</u>
Unlisted investments		
	2021	2020
	£	£
COIF Charities Investment Fund Income Units	30,154	24,254
COIF Charities Global Equity Income Fund Income Units	33,753	25,060
	<u>£63,907</u>	<u>£49,314</u>

There were no investment assets outside the UK. The revaluation in the year for the unlisted investments is a result of an unrealised gain.

**CARERS SUPPORT MERTON
YEAR ENDED 31 MARCH 2021**

NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2021 (continued)

12. DEBTORS

	2021	2020
	£	£
Trade debtors	20,471	2,333
Other debtors and prepayments	11,028	30,952
	<u>£31,499</u>	<u>£33,285</u>

13. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2021	2020
	£	£
Trade creditors	10,100	3,281
Deferred income	-	10,602
Pension liabilities	-	3,263
Other creditors and accruals	1,082	6,278
	<u>£11,182</u>	<u>£11,605</u>

14. CREDITORS: AMOUNTS FALLING DUE AFTER MORE THAN ONE YEAR

	2021	2020
	£	£
Pension liabilities	<u>£12,474</u>	<u>£12,475</u>

15. OPERATING LEASE COMMITMENTS

Total future minimum lease payments for non-cancellable operating leases are as follows:

	Land and buildings		Other operating leases	
	2021	2020	2021	2020
	£	£	£	£
Expiring within 1 year	-	5,860	-	1,694
Expiring within 2-5 years	18,580	11,720	11,060	6,000
	<u>£18,580</u>	<u>£17,580</u>	<u>£11,060</u>	<u>£7,694</u>

**CARERS SUPPORT MERTON
YEAR ENDED 31 MARCH 2021**

NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2021 (continued)

16. ANALYSIS OF NET ASSETS BETWEEN FUNDS

	Unrestricted funds 2021 £	Restricted funds 2021 £	Total funds 2021 £	Total funds 2020 £
Fixed asset investments	63,907	-	63,907	49,314
Current assets	54,213	204,221	258,434	211,041
Creditors due within one year	(11,182)	-	(11,182)	(23,424)
Creditors due in more than one year	(12,474)	-	(12,474)	(12,475)
	<u>£94,464</u>	<u>£204,221</u>	<u>£298,685</u>	<u>£224,456</u>

17. RESTRICTED FUNDS

	Opening balance £	Income £	Expenditure £	Closing balance £
Adult Carer Project	100,911	389,591	(340,498)	150,004
Young Carer Project	42,946	117,711	(106,440)	54,217
	<u>£143,857</u>	<u>£507,302</u>	<u>£(446,938)</u>	<u>£204,221</u>

The Adult Carer Project is the provision of Care Act assessments, information, advice and respite activities to adult carers.

The Young Carer Project is the provision of information, advice, advocacy, respite activities and mentoring to young carers aged 17 and under, and also to those in transition aged 16 to 24 years.

18. LIABILITY

The Charity is a private company limited by guarantee. The liability of the members is limited to one pound.

19. CAPITAL COMMITMENTS

None.