

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

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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
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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.

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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.

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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.

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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.

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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 Borough 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

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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."

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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.

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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."

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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.

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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

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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

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- 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		226,935		177,756	
		<u>258,434</u>		<u>211,041</u>	
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>
Market value carried forward	<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.