



ANNUAL REPORT AND FINANCIAL STATEMENTS

April 2024 to March 2025

**CARERS
TRUST**
Solihull

Supporting unpaid carers of all ages in Solihull for over 20 years

COMPANY INFORMATION

The Directors and Trustees are pleased to present their report together with the financial statements of the charity for the year ended 31 March 2025.

The Organisation

Solihull Carers Centre (SCC) is a company limited by guarantee and a Registered Charity operating as Carers Trust Solihull (CTS). The Directors of the charitable company ('the charity') are its Trustees for the purpose of charity law and within this report are collectively referred to as the Trustees.

Company Information

Registered Company in England No. 04378042
Registered Charity No. 1092613

Directors and Trustees 2024-2025

David Heaselgrave	Chair
Loretta James-Head	Deputy Chair
Graham Thompson	Treasurer
Kelly Beckett	
Rachael Beer	(resigned 3 March 2025)
David Brown	(appointed 3 March 2025)
Christine Grace	
Sue Jeynes	
Janice Price	
Carol Shiel	
Selina Westwood	(resigned 22 July 2024)

Registered Office & Operational Address

The Carers Centre
Solihull Fire Station Annexe
620 Streetsbrook Road
Solihull
B91 1QY

Independent Examiner

Hannah Justice FCA FCCA
BSN Associates Limited
Chartered Accountants
3B Swallowfield Courtyard
Wolverhampton Road
Oldbury
West Midlands
B69 2JG



CONTENTS

- | | |
|--|--|
| 2. Company information | 8. Our work |
| 5. Our work at a glance | 16. Thank you to our funders and supporters |
| 6. Introduction from our Chair | 17. Thank you to all our volunteers |
| 7. Another record year: our CEO | 18. Directors' and Trustees' Annual Report and Financial Statements |

TRIP TO THE NATIONAL MEMORIAL ARBORETUM.



OUR WORK AT A GLANCE 2024-25



From the 2021 Census, we can estimate there are **19,940 unpaid carers of all ages in Solihull**



5,077 CARERS REGISTERED WITH CARERS TRUST SOLIHULL (CTS) AT END OF 31 MARCH 2025

CARERS REGISTERED WITH CTS:

2,757 CARERS AGED 26+

1,029 PARENT CARERS

780 YOUNG CARERS (YC)

511 YOUNG ADULT CARERS (YAC)

56 DAYS OUT, WORKSHOPS, RELAXATION DAYS & TRAINING:



24 FOR YOUNG & YOUNG ADULT CARERS

32 FOR ADULT CARERS

252 PARENT CARER ASSESSMENTS & REVIEWS INCLUDING:

101 assessments*

101 nine-week reviews*

50 annual reviews*

60 YOUNG CARERS CLUBS

14 ADULT CARER MEET UPS



674 ADULT CARER ASSESSMENTS, REVIEWS & PLANS:

134 contingency plans

273 assessments and reviews

267 support plans

372 ADULT CARERS RECEIVED SUPPORT SESSIONS

118 YOUNG CARERS AND YOUNG ADULT CARERS ENGAGED IN ONE-TO-ONE SESSIONS

193 YC & YAC ASSESSMENTS:



154 young carer assessments

39 YAC assessments

1,962 VOLUNTEER HOURS

29 VOLUNTEERS:

Includes 9 new volunteers

106,400 FACEBOOK REACH

9,400 FACEBOOK PAGE VIEWS

53 BLOG POSTS



NOTE:

Young carers are 5-16 years old; young adult carers are 17-25 years old; and adult carers are 26 years and over.

*For parents of children with special educational needs and disabilities.

INTRODUCTION FROM OUR CHAIR

Following on from previous years' achievements, once again Carers Trust Solihull has had an excellent year, increasing both the number of carers we support and the range of services we offer to unpaid carers in our community.

Our staff teams have been stable, with no significant variation in numbers, and they have continued to improve and ultimately attract more carers. At the year end, we had 5,077 carers registered with us, an increase on the previous year of approximately 3%, accounting for approximately 25% of recognised carers within the borough. For a small but highly focused charity this is a truly exceptional result, and one that everyone is extremely proud of and remains our focus as we move into the new year.

Reasons for the increases are varied, from better communication, identifying and providing targeted, relevant support to carers, plus constantly reviewing and, where needed, improving our networking with all of Solihull care services. Key to all of this are our staff and volunteers, and I would like to recognise the dedication and focus they have demonstrated, consistently going above and beyond in bringing an unparalleled service to unpaid carers in Solihull.

Special thanks in all of this goes to Solihull Metropolitan Borough Council, our primary funder, who work with us in setting our targets and support structure so that we can identify carers within our community, allowing us to succeed in our primary mission of improving the lives of carers.

Everyone is or knows an unpaid carer. Our goal is to continue to provide hope and support for those most in need.

I would also like to thank our other friends and sponsors who both organised and helped us with several carer-specific events, which aided in fundraising and increased our visibility in the community. This year total fundraising, in addition to our SMBC contract, totalled £142,019. This gave us the ability to enhance the core services we supply as part of our SMBC contract and trial some new initiatives, such as our sitting service, which has been greatly appreciated by our carers.

The coming year, as always, brings new challenges to both our charity and our carers. The cost-of-living crisis and pressure on public funding will mean our services will become even more important to carers of all ages, and our dedicated teams will continue to offer a professional, supportive and friendly service.

In conclusion, on behalf of the Trustees, we are proud to support this fabulous charity and give thanks to our staff, volunteers, friends, funders and our carers for making us the organisation we are today.



David Heaselgrave
Chair of Trustees



ANOTHER RECORD YEAR

OUR CEO

2024-25 was a year of consultation and consolidation, as the solid performance in the previous year carried over into excellent results across the services. We increased the number of registered carers across all groups.

Our website traffic, communication, and social media traffic all increased, with more carers enjoying our podcasts and films. I am particularly grateful for the work on the website, which is even easier to navigate.

The outreach to businesses and partnerships blossomed, and the events and activities work provided more support and activity across the board.

The adult team, in particular, cleared a backlog generated during the lockdowns and secured record numbers in assessments, reviews, and support work despite increasing demand.

Overall, whilst the cost of living crisis was not as prominent in the news, we were able to help a range of carers through hardship grants and other vouchers.

We are keen to see how we could improve services and increase levels of satisfaction. There were joint consultation sessions in Solihull and Chelmsley Wood, with all carers, and separate male-carers meet-ups.

Young carers were consulted, and all our service users were surveyed, with positive satisfaction feedback and ideas for further improvement. This all fed into SMBC's own consultation and Carers Forum, as they prepared to retender our contract.

Most of the services that CTS provide are commissioned by the council. We undertake work that they would otherwise deliver themselves.

Multiagency work took place with Primary Health Partnerships, which oversee many of Solihull's GPs, to encourage carers to register at their surgeries and to improve awareness amongst patients and health workers about the support available to carers.

During the year, we organised or attended 57 workshops, activities, and awareness-raising events in 15 different wards and transferred much of our work with young carers to the new Family Hub venues.

The retender of the All-age Carer Service took place between June and July of 2025. We were successful and are delighted to have secured the Charity's long-term future, but the contract price has reduced significantly, reflecting the budget pressures on councils across the country.

To square the circle of limited funding and increasing demand, we have begun a major restructuring and brought forward our partnership with an AI-based service, Bridgit. This will enable us to ramp up our digital engagement offer to more carers and maintain priority face-to-face work with sadly fewer staff hours.

But my final thanks go to the Trustees, team managers, staff and volunteers that make CTS what it is. A thank you to Solihull Council, which commissions and therefore funds the bulk of our services, and a big thank you to other funders, sponsors and supporters who allow us to go the extra mile.



Brandon Scott-Omenka
CEO Carers Trust Solihull

OUR WORK

CARERS WEEK



5K Carers Charity Walk 2024.

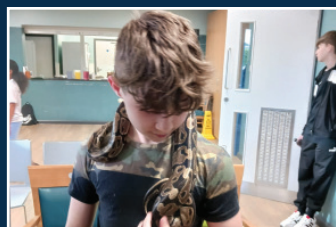
Carers Week 2024 was a vibrant celebration of Solihull's unpaid carers, bringing the national theme "Putting Carers on the Map" to life. The week highlighted the strength of Solihull's caring community and what Carers Trust Solihull stands for – empowering, supporting and celebrating carers.

It began with two coachloads of carers, families and those they care for enjoying a joyful day at Weston-super-Mare, followed by a 5K Charity Walk at Packington Estate with Carers Trust Heart of England. The event blended fresh air, friendship and purpose with generous support from UB Healthcare.

Across the borough, staff and volunteers hosted information stands at Solihull Hospital and community venues, encouraging carers to register for support. Adult and parent carers enjoyed a mix of wellbeing events – from afternoon tea and relaxation sessions to a cinema trip and health checks delivered by Gateway Family Services, the Stroke Association and Marie Curie.

Young carers had their own lively celebration, featuring circus skills, exotic animals, food and laughter – a well-earned break from caring.

During the week, we raised awareness by connecting with carers across the community. Our team distributed information packs to over



Young carers with exotic animals.



Carers having pampering.



Carers enjoying Weston.



Carers enjoying Weston.



Delivering info bags in M&S.



Delivering goodie bags in schools.

20 businesses, organisations, and schools across the borough – including Asda, Marks & Spencer, Morrisons, Solihull Action Through Advocacy, Solihull Community Advice Hub, and Grace Academy.

We also took to the community with information stands, offering advice and support to the public. Highlights included a joint stand with University Hospitals Birmingham at Solihull Hospital and a drop-in session at Monkspath Community Hub with Solihull Healthcare Partnership.

The week concluded with our second Carer Friendly Awards Charity Ball, recognising schools, employers, professionals and individuals who go the extra mile to support unpaid carers.



Our 2024 Carer Friendly Award winners with Brandon Scott-Omenka, our CEO (fourth from left).

Watch a roundup of the week and read further details by visiting our website.



OUR WORK CARERS RIGHTS DAY



Carers Rights Day panel.



CTS staff chatting with audience.



Solihull Parent Carer Voice with CTS.

This year's Carers Rights Day celebrated the vital role of unpaid carers and helped ensure they're informed about their rights and the support available. We marked the day early, on Wednesday 20 November, under the national theme "Recognising Your Rights."

Held at the Renewal Centre in Solihull, the event brought together local services and organisations for a vibrant information marketplace offering advice to carers and professionals. A highlight was our expert panel, featuring Citizens Advice Solihull, Age UK Solihull, UB Healthcare, Act on Energy and Solihull Council. They answered live and pre-submitted questions, raising awareness and improving access to support across the borough.

Discussions focused on employment rights and new legislation – the Carer's Leave Act 2024, providing up to one week of unpaid leave a year, and the Flexible Working Act, allowing carers to request flexible working from day one.

“ Keep doing what you're doing supporting carers.

“ Useful session, nice to meet everyone.

In the north of the borough, Carers also connected over a networking lunch, describing it as “a safe space where I can be myself” and “a really useful session.”

Meanwhile, young carers enjoyed a celebration, creating flash cards about their rights. Our team distributed awareness packs and hosted local exhibition stands to promote support for young and young adult carers.

It was a warm, positive day that left carers feeling informed, valued and connected – exactly what Carers Rights Day is all about.

Watch videos from the day and read more about it by visiting our website.

“ The assessment gave me an insight into aspects that I have overlooked or needed work. It has been beneficial to read everything back and understand how the support plan will help me progress in my life alongside my role as a parent carer.



HIGHLIGHTS PARENT CARERS

We delivered 151 parent carer assessments and annual reviews, plus 101 nine-week reviews. These showed that:

- **100% of parent carers felt their support plan gave enough information to make changes**
- **99% were happy with their assessment**
- **95% found it helpful and**
- **80% would recommend an assessment to others**

Parent carers also reported the greatest improvements in how they felt and in having time for themselves, followed by managing at home, health, caring, finance, and work. All parent carers who returned their 9-week reviews received a £25 restaurant choice voucher for themselves and a friend, and 21 parent carers received external grant funding totalling £5,138.

MAYA* A PARENT CARER



Maya is a parent carer of her 6-year-old son, who has autism. She recently moved to Solihull after spending 12 months in homeless accommodation. Over recent months, her mental health has declined, and she has been experiencing panic attacks, making it difficult for her to leave the house. Although she has attempted to access local support services for herself and her son, her mental health challenges have made this difficult.

We referred Maya to a local advocacy service to support her with accessing disability benefits and other relevant services. I also included local SEND* clubs in her support plan, which she hopes her son will be able to attend, giving both of them some respite. In addition, I supported Maya to apply for a national Carers Trust grant for decorating supplies to help her make her new house feel like a home.

“ Thank you so much for your completion of my assessment, which is a thoughtful and accurate account of our conversation. I really appreciate you taking the time to help me. Thank you for being so easy to talk to and understanding. A PARENT CARER.

*Not real name.



OUR WORK WITH ADULT CARERS

“ I just wanted to pass on my thanks for organising today’s session for carers, I am so pleased I came. I very much enjoyed meeting other carers and hearing their stories and I learnt a lot from them. Caring for someone with dementia can be so very isolating and bringing us all together was an excellent idea. It made me feel less alone.

This year brought strong, positive growth across every area of our service.

Ensuring carers received structured, timely support, we delivered:

- **273 carer assessments and reviews**
- **267 support plans, and**
- **134 contingency plans**

Our partnerships and new innovations opened the door to essential benefits, including short breaks, free bus passes, winter warm initiatives, hardship funding, and more.

Across the year, 372 carers received direct support from us. Of these, 280 took part in a rich programme of 13 workshops, 12 activities, and 7 wellbeing sessions – helping them build resilience, skills, and community connections. Carers remain at the heart of everything we do, and insights from our annual survey will continue to shape how we evolve our offer to meet their needs effectively.

In addition, we strengthened links within the local community, broadened access to vital resources, and enhanced emotional wellbeing support through tailored sessions and increased outreach – ensuring carers feel seen, supported, and valued throughout their journey.

MICHAEL* AN ADULT CARER

Michael cares for his 18-year-old son, who has severe autism spectrum disorder (ASD). After recently moving from Hong Kong, he did not know what support was available locally and felt isolated. He also struggled to exercise or take time for himself, as he could not leave his son unattended.

Following a carer’s assessment, Michael received guidance on ASD-specific services, including day centres that could offer respite. He was supported to access Direct Payments, which allowed him to buy a treadmill so he could improve his physical health at home. He also received a tablet to help him stay connected with family and access important information.

As a result, Michael reports better health, reduced isolation, and improved ability to stay informed and connected in his new community.

SARA* AN ADULT CARER

During an extremely difficult period in her life, Sara experienced homelessness and a sudden move to another part of Solihull. Feeling unsettled and under pressure, she needed both practical help and emotional reassurance.

Through continued contact, she received support delivered with empathy and without judgement. She was listened to, connected to relevant services, and offered financial assistance where needed. Key support included a referral to Age UK’s Winter Warmth Scheme for blankets, and a hardship grant application through CTS to help her purchase food and essential items. She was also given tailored information to help her adjust to her new circumstances following the move.

By maintaining regular communication, we helped reduce her stress and ensured she did not feel isolated while navigating this challenging time.

*Not real name.

HIGHLIGHTS YOUNG ADULT CARERS

This year, young adult carers received dedicated one-to-one support, including assessments and tailored guidance from a specialist worker. They had exclusive out-of-hours access to activities and could drop in to see us across all local colleges.

Carers accessed grant funding and free bus passes to support personal goals, and were regularly represented at the local carers partnership board while also contributing to university research. We completed 39 assessments, with 98% carried out within 35 days of referral. Of the 38 young adult carers we supported, 82% reported positive outcomes from their assessment and support work, and 100% said they learned something that would help them in their caring role.

“ I managed all my assignments on time thanks to my laptop. I always say it, but I mean it, you guys are heroes and the work you do is incredible. From the bottom of my heart, thank you again for helping me along with the next chapter of my life!

A YOUNG ADULT CARER.

LILY* YOUNG ADULT CARER

Lily, aged 24, contacted us explaining she was facing significant financial hardship and her mental health was deteriorating. During our conversation, she shared feelings of isolation as a single parent without family or social support and confirmed she felt safe, with no intention of harming herself. She had recently relied on a foodbank to feed herself and her two children. We arranged a £100 Asda e-voucher immediately and offered ongoing emotional support. Lily also engaged with wider team projects, which helped improve her situation. She later emailed to express her thanks, saying “my days are looking brighter, with a little joy.”

EVIE* YOUNG ADULT CARER

Evie, aged 17, cares for her dad, who has mental health needs. She completed her first year at university but was diagnosed with an eating disorder and felt anxious about returning, as she was worried university life would trigger her symptoms. She asked for support to explore how caring was affecting her wellbeing. Through discussion, it became clear that caring responsibilities had contributed to her eating disorder, and together we explored strategies to help manage this. Although her GP had referred her for counselling, she faced a two-year wait, so national Carers Trust funded specialist counselling. Evie is now making progress and has successfully returned to university.

“ This service has been an integral part of our family for over two years. You have made a significant difference to our lives and no doubt to the lives of other young adult carers. Without all the lovely staff we’ve met, this special charity would not be what it is.

A YOUNG ADULT CARER.

*Not real name.



For Young Carers Action Day, young carers created artwork showing what 'success' looks like for them.

OUR WORK WITH YOUNG CARERS

This year, we introduced group mentoring in schools, funding to support young carers returning to education, and free bus passes.

We worked with eight schools to deliver Young Carers Action Day events, supported families and young carer clubs through family hubs, and partnered with 19 education settings to achieve or maintain the Young Carers in Schools Awards. We completed 154 assessments, with 99% delivered within 35 days of referral. From evaluations, 161 young carers reported positive outcomes from their assessment and support. A total of 178 young carers enjoyed our activities and achieved at least one learning outcome. Additionally, 125 young carers benefitted from mentoring, highlighting the value of peer support and trusted friendships.

“ Although E is a confident girl, she was struggling to speak up for herself ... and ended up being bullied. Since her mentoring sessions she has done a complete 180. On one occasion when someone tried to be unkind, she immediately told them they weren't being nice and [that] she would like them to go away ... She then went straight to a teacher to tell them exactly what was happening and that she would be letting me know. The sessions are brilliant and really beneficial to our kids.

PARENT OF MENTEE.

SARAH* IS A YOUNG CARER

Sarah, age 17, cares for her grandmother, who has complex health needs. She saw one of our posters at school and wanted support but did not feel comfortable approaching the school directly. We met her at a local café, away from both her caring responsibilities and school, in a setting where she could relax. Following her assessment, she received a carers card that gives free access to local swimming, which she looks forward to as valuable “me time”. She also received a grant for school items and agreed that we could inform the school about her caring role. As a result, the school provided her with a quiet room and dedicated space to complete homework.

“ I don't feel like I can talk about my caring roles and how it affects me to my family, so it's been really nice having this opportunity in support work. I don't usually get to relax like this, it was also fun to just be me. Thank you for caring about me.

A YOUNG CARER.

ISLA* IS A YOUNG CARER

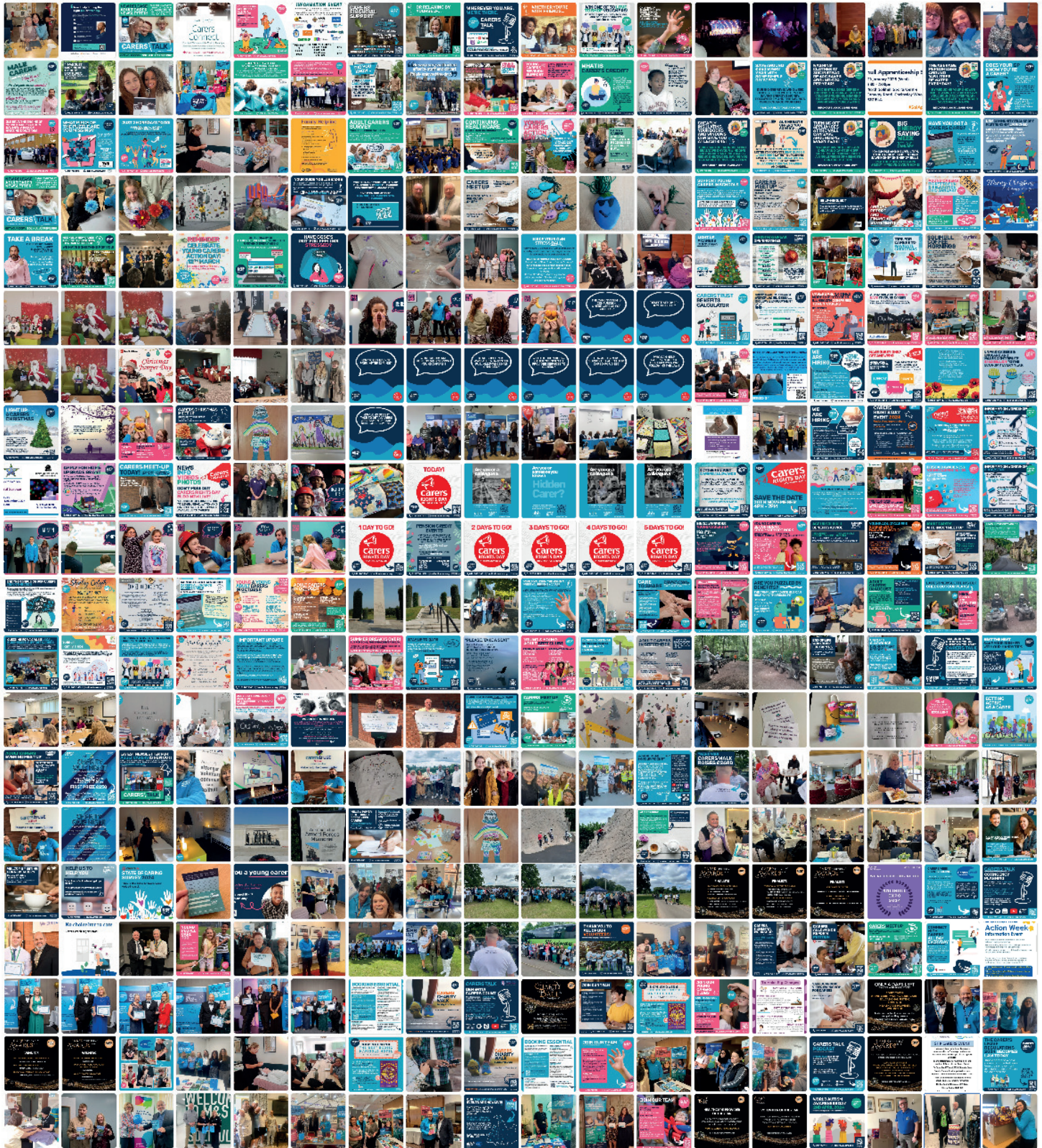
Isla, aged 14, mentors Jack*, an eight-year-old young carer with ADHD who wanted to improve his school experience. Isla also has ADHD and adapted sessions with short breaks, games, activities, and worksheets to help Jack stay focused. Relating to Jack gave Isla confidence and a sense of achievement, which she carried into her own life. She recognised her disability as a strength and successfully supported Jack to reach his goals, showing the value of peer understanding and shared lived experience.

*Not real name.

OUR WORK A YEAR IN FACEBOOK POSTS



Search for 'Carers Trust Solihull' on Facebook.





OUR WORK BUSINESS & COMMUNICATIONS

This year marked strong and sustained progress in how we engage, inform, and support carers across Solihull, while continuing to provide essential business systems and IT support across CTS. Despite capacity pressures at key points in the year, we broadened our digital offer, significantly strengthened engagement across all platforms, and delivered high-quality communications, media, and design support for the organisation, carers, and our wider audiences.

A key achievement was the launch and growth of our Carers Essentials online hub. From Quarter 2, we produced detailed guides on Carer's Allowance, Carer's Cards, Carer's Credit, Blue Badges, financial support, and scams. These resources achieved 699 views, with the most-viewed guide reaching 170+ views, demonstrating strong demand for accessible advice.

Our e-bulletins continued to outperform sector benchmarks. Subscribers grew from 2,632 to 3,037 adult carers, with 265 young carers added. Open rates exceeded charity averages by up to 15.5%, with consistently strong click-through performance. We also issued our first young carers e-bulletin to begin shaping age-appropriate digital engagement.

Website and digital engagement rose significantly: users increased from 4,075 to 4,729 by Quarter 3, page views peaked at 10,354, and new users grew 19.5% year-on-year. Online registrations accelerated sharply after finding solutions to

Our adult carers survey (250+ responses) in Quarter 4, showed 81% of carers found the website easy or very easy to navigate...

external factors barring access, rising 18.7% in Quarter 4 alone.

Our adult carers survey (250+ responses) in Quarter 4, showed 81% of carers found the website easy or very easy to navigate, 17% neutral, and only 2% find it difficult. Our website engagement achieved sustained growth in 2024-25, as we improved on harnessing SEO (search engine optimisation) and targeted Google Ads. At the time of writing, we are now averaging 20,000 page views, demonstrating growing effectiveness in reaching carers online.

In spite of the significantly improved website performance in the year, we planned website changes for a different usability experience.

Social media engagement continued to deepen. Facebook reach peaked at 34,900 during major campaigns such as Carers Rights Day. Campaign-led video and story content supported higher-quality interactions even when reach fluctuated.

We also supported the organisation through newsletters and events programmes, major awareness campaigns, digital media, and design delivery across teams. Alongside this, we progressed and strengthened our capability in emerging AI-enabled carer support, including active involvement in the Bridgit working group. This year reflects meaningful growth, innovation, and resilience. With strengthened capacity, enhanced digital infrastructure, and expanding resources, we are well-positioned to build on this momentum and continue improving how carers access support and information.



Jaguar Land Rover donated a superb hybrid vehicle to our charity, enabling young carers to be transported in comfort and style for activities and support. They also left a surprise in the boot: a £10,000 cheque to further strengthen our work with young carers.

THANK YOU TO OUR FUNDERS AND SUPPORTERS

The support of groups, businesses, and individuals who choose to donate to and champion the work of Carers Trust Solihull – whether through small donations or large grants – enables us to significantly expand our offer to carers in Solihull.

We would especially like to thank Solihull Metropolitan Borough Council. Without their contractual funding, we would not be able to deliver the majority of our services.

WE ALSO GRATEFULLY ACKNOWLEDGE SIGNIFICANT SUPPORT FROM:

- Jaguar Land Rover
- UB Healthcare
- The National Lottery Community Fund
- National Carers Trust Time for Me Funding
- Eveson Trust

- John Lewis
- Persimmon Homes
- Sydney Mitchell Solicitors
- Rotary St Alphege
- The Mayor's Office
- Balsall Common Lions
- Blossomfield Care Home

Thank you also to everyone who contributed to or joined our Charity Ball and Carer Friendly Awards, Carers Week Walk, CTS Quiz Night, Christmas Tree Campaign, and Carers Rights Day.



A special thank you to Sydney Mitchell Solicitors for selecting us as one of their two charities of the year and making us beneficiaries of their charity ball fundraiser, and to UB Healthcare for their continued support with continuing healthcare information for carers.

Staff and volunteers preparing packs for our 2024 Charity Ball and Carer Friendly Awards.



VOLUNTEER SPOTLIGHT SAM HALE

Sam is one of our brilliant Admin Support Volunteers and a big part of what makes Carers Trust Solihull feel like home. Whether he's putting together carers packs, helping around the office, or keeping our plants happy, Sam puts his all into everything he does.

His smile and laugh are contagious, with his humour and kindness, he's a reminder that people really are good and that community matters.

He may call himself a volunteer, but to us, he's family. CTS wouldn't be the same without him.



“ I have only been volunteering since January... I am really amazed how appreciative the two families I have worked with have been.

By giving three hours of my time a week, I allow one carer the opportunity to meet with friends for lunch at her church, maintaining her friendship group, and the other carer the opportunity to go on a motorcycle ride with friends out into the countryside to have a drink, a bite to eat, and a catch-up – “a normal conversation,” he would call it.

... I have a real sense of achievement, to know that by giving so little means so much to the families the service supports.

JAYNE LOOSE, SITTING SERVICE.

THANK YOU TO ALL OUR VOLUNTEERS

This has been a positive year for Carers Trust Solihull volunteers. The team supported trips for young and adult carers and helped reach over 5,000 carers across Solihull.

Volunteer engagement remained steady, with new recruits joining the Young Carers Befriending Team, Sitting Service, Telephone Befriending, and admin roles. A former volunteer also returned on an ad-hoc basis. Most projects are now fully staffed and performing well. Our 29 volunteers continue to show exceptional dedication, professionalism, and compassion, playing a vital role in delivering essential support to carers throughout the borough.

“ I'm Solihull born and bred, and after over 40 years in banking, I really missed the purpose and friendship that work gave me. Volunteering with Carers Trust Solihull filled that gap perfectly. Having seen my mum care for my dad through dementia, I know how vital support for carers is. My role now lets me use my organisational skills to free up staff for the families who need them most. It's incredibly rewarding to know I'm helping make a difference. The team here are amazing – caring, dedicated people who make you proud to be part of it.

KAY PHIPPS, YOUNG CARERS ADMIN VOLUNTEER.

DIRECTORS AND TRUSTEES ANNUAL REPORT 2024-25

CONTENTS

- 19. Objectives and activities**
- 20. Achievements and performance**
- 22. Structure, governance and management**
- 23. Financial review**
- 25. Statement of Directors' responsibilities**
- 26. Independent Examiner's report**
- 27. Statement of financial activities for the year ended 31 March 2025**
- 28. Statement of financial position as at 31 March 2025**
- 29. Statement of cash flows for the year ended 31 March 2025**
- 30. Notes to the financial statements**



After a strong performance in 2023-24, Carers Trust Solihull (CTS) Trustees saw the teams regularly exceed their principal KPIs in 2024-25, registering more active carers than ever and coordinating joint carer consultation events with Solihull Metropolitan Borough Council (SMBC), on the balance and satisfaction with the service offer.

Our CEO, team managers, staff, and volunteers particularly focused on the cost of living, partnership with business and an enhanced social media and web offer to complement the face-to-face, digital, and telephone communication. The board noted the improvements in partnerships with businesses.

Reviewing the year, we are particularly grateful to the staff who built on the previous year's performance to record new record numbers of registered active carers, assessments and activity.

We are particularly grateful to the Solihull Metropolitan Borough Council for their commissioned contract and to Heart of England Inclusive Communities, The Lottery, Everson Trust, and our partners UB Healthcare and Sydney Mitchell and other local donors, big and small, whose support has allowed us to support more carers in need.

During the year, Trustees reviewed their strategic role and received regular reports on performance, risk, planned developments and fundraising to maintain high-quality strategic governance and quality assurance.

OBJECTIVES AND ACTIVITIES

OUR OBJECTIVES REMAIN:

“To support adult and young carers who are, or were, carrying out a caring role for persons who are disabled, elderly or ill, by the provision of practical help, advice, assistance, service, advocacy and support. Also, to advance education concerning caring amongst carers, professionals and the public.”

Our services are restricted to unpaid carers of family members or friends and neighbours who have physical or mental illness, physical or learning disability, long-term or terminal illness or addiction. Carers Trust Solihull (CTS) seeks to support carers regardless of disability, race, gender, age, sexuality, belief or social background.

We encourage all people with an unpaid caring role to register with us and receive information, advice and services or to take an active part in our organisation. We provide:

- Face-to-face support – telephone, social media and web-based support – someone to talk to who understands.
- Events and activities – a break from caring and a chance to have fun.
- Information and advice – an opportunity to learn about services and the help available.
- Adults and young carers clubs and drop-in sessions – meeting other carers.
- Training and workshops – gain knowledge and skills as the carer continues to care.
- Carers assessments – an opportunity for a carer to discuss their role and get help and support.
- Carers Card – confirmation that a person is a carer with access to some discounts.
- Exploring the future – supporting carers into education, employment and training.
- Advocacy for carers – opportunities to suggest improvement in CTS and other services.

CTS seeks to address the considerable and on-going needs of carers by the provision of accessible and age-appropriate user-led services. We aim to identify carers as early as possible and support them to prevent their circumstances needlessly deteriorating.

CTS provides support for carers across Solihull. We recognise that there is a large number of unidentified and “hidden” carers, including those who may not realise that they are in an unpaid caring role. To enable these carers to continue their caring role effectively and safely they may need access to information, advice and support.

Public Benefit Statement: The Trustees consider they have complied with the duty in Section 17 of the Charities Act 2011 to have due regard to public benefit guidance published by the Charity Commission.

ACHIEVEMENTS AND PERFORMANCE STRATEGY

In 2024-25, Carers Trust Solihull reviewed its Strategic Governance and introduced a new and Strategic Assurance score card, revised its Business Portfolio Plan and refreshed its Strategic Objectives and targets:

CUSTOMER CARE

WE WILL ENSURE THE PROVISION OF CONSISTENTLY HIGH QUALITY SERVICES TO CARERS:

- Complete carers surveys/exit questionnaires.
- Promote carer awareness in the Chamber of Commerce.
- Work with schools to reduce carer education inequalities.
- Increase CTS training, events and activities on varied media.
- Implement CTS social media strategy.

LEARNING AND GROWTH

WE WILL WORK WITH HEALTH, SOCIAL CARE AND OUR STAFF AND VOLUNTEERS TO RAISE CARER AWARENESS:

- Staff and Trustees’ joint events
- Ensure CTS Safeguarding retraining.
- Continue the Volunteer Long Service Award.
- Refresh volunteer strategy and build up numbers.
- Develop pharmacy publicity and relaunch our work in GP surgeries.

INTERNAL BUSINESS

WE WILL IMPROVE, DEVELOP AND REDESIGN OUR SERVICE’S EFFICIENCY AND EFFECTIVENESS:

- A minimum of 150 young carers and 25 young adult carers assessments; a minimum of 150 parent carers assessments and reviews.
- Implement new equalities monitoring.
- Coordinate health and safety inspection and office monitoring.
- Increase volunteer recruitment for priority projects.
- Continue quarterly policy and procedure refresh.
- Complete a series of minor/major applications.
- Hold a second Charity Ball and Carer Friendly Awards event.

PROGRESS IN 2024-25

The Trustees, staff and volunteers reconfirmed CTS' key partnership goals when working with others to promote carer recognition:

- Raising community awareness of unpaid caring and the available support services.
- Highlighting the health, well-being, and cost-of-living challenges for unpaid carers.
- Increasing the recognition of unpaid carers in the health and social care economy.
- Leading on unpaid carer issues within the care and support sector.
- Maintaining and extending trusted CTS services for carers.
- Encouraging other organisations to ensure their services are carer friendly.
- Promoting carers' opinions in decision-making at national and local levels.
- Ensuring carers' representations translate into specific and measurable outcomes.
- Campaigning to improve the legal, economic and support for carers.
- Strengthening relationships within the Carers Trust regional and national network.

Trustees confirm that overall, CTS has made considerable progress on meeting our priorities for 2024-25, including our development goals:

- The CEO and Trustees introduced a new assurance scorecard for: financial audit; health and safety liability insurance; annual and SMBC reporting; assurance of DBS monitoring.
- Supporting carers facing the cost-of-living crisis by means of hardship payments, the Sitting Service and Time for Me vouchers to enable carers to take a break and collaborative activities at Carers Rights Day.
- Work with SMBC Adult Social Care on consultation activity with adult carers, male carers and young carers to explore their challenges and satisfaction with support.
- Deploy Inclusive Communities funding to develop the health outreach and social media content, and campaigning.
- A coordinated effort to clear assessment backlogs resulted in a record score in adult carers assessments and reviews.
- Excellent work with schools that saw more Solihull schools achieving carer awareness awards.
- Development of our website resulted in high levels of carer satisfaction in using the new tools and features.
- Work to highlight hidden carers in the workforce.
- Joint work with Social Care, ICB and primary care groups to develop pharmacy publicity and GP surgeries carer registrations and referrals.

We will also raise CTS and unpaid carers' profiles by:

- Deepening partnerships with local businesses and the Chamber of Commerce events.
- Support from our many sponsors and supporters.

STRUCTURE, GOVERNANCE AND MANAGEMENT

The Directors of the charitable company (“the charity”) are its Trustees for the purposes of charity law and within this report are collectively referred to as the Trustees. The Trustees are listed on page 2.

The Articles of Association require that at least 50% of Trustees must be current or former carers. During 2024-25, the Trustee board had a stable membership of 9 Trustees.

The Trustees meet at least six times each year and receive a data-rich, “balanced scorecard” of assurance and performance as well as supplementary reports covering progress against the overall business strategy, key performance indicators, fundraising progress, financial reports, risk register audits and an overarching Chief Executive Officer summary.

The Board implemented a new scorecard format, including portfolio business planning, strategic audit assurance, and streamlined reporting to the Board, with an emphasis on digital sharing in Trustee folders.

The Chair of Trustees follows the agreed policies and procedures for the recruitment of Trustees, and these are applied to every new appointment, with routine checks through the Disclosure and Barring Service..

The Board established a Tender Preparation Plan with a Trustee sub-group, action plan and risk assessment and attendant major actions and resource allocations.

After an independent annual assessment of CTS’s Quality Management System, CTS retained its ISO 9001:2015 certification with another highest score and no improvement retentions.

STAFFING

At the time of writing, we have a full-time chief executive officer, 6 other full-time posts, 23 part-time staff and 12 sessional staff. No employee received emoluments in excess of £60,000 during the year or previous year.

At the time of writing, there are 9 Trustees. The Trustees give freely of their time and expertise and do not receive any emoluments or other benefits. In 2024-25, Trustees met four times for a short Executive Meeting, four times for a full Executive Meeting and convened an Annual General Meeting. A joint workshop with staff, one Trustee Board Strategic Away Day, and various supplementary sub-meetings, including a tender reacquisition sub-group, also took place.

Several volunteers support the charity. At the close of 2024-25, the number of volunteers was 29 volunteers and 5 young mentors. The number of volunteer hours in 2024-25 was approximately 1,962. These valued volunteers enable us to support more carers.

NETWORKING

During the year, we actively participated in the National Carers Trust network.

We remained members of the National Council for Voluntary Organisations (NCVO) and the Association of Chief Executives of Voluntary Organisations (ACEVO) who connect, represent and support UK charities with consultancy, training, advice, and support on governance issues.

We are active in the Solihull voluntary and community networks participating in meetings with SMBC and a full range of our voluntary sector colleagues. This enhanced joint working remains a positive feature of the CTS year. We are active members of various local partnerships, including the Carers Partnership Board, Adult Safeguarding and Children Safeguarding Boards.

We have deepened our relationship with Solihull Chamber of Commerce and several local businesses, including Sydney Mitchell and UB Healthcare.

FINANCIAL REVIEW

The financial year ended with a 13% increase in overall income to more than £890,000, significantly higher than in any previous year. Our ambitious budget was set to spend a further amount of the surplus built up in earlier years and we ended the year with total expenditure increased by almost 18% which included an increased level of staffing with both staff costs and direct spend on carer support being 17% higher year on year. As a result, we recorded a £54,000 reduction in our total reserves.

This increased level of spending has continued but must be significantly curtailed following the reduction in income from SMBC when the new contract begins on 1 December 2025.

YEAR END FINANCIAL POSITION

We finished the year with total reserves of £342,661 down from £396,695 at the start of the year. An element of the reserves is restricted, deriving from income received to be spent on specific projects with the balance unrestricted, available to be spent as necessary to support the work of the charity.

Restricted Funds

Restricted income of £122,194 received during the year included the gift of a vehicle valued at £30,000 generously provided by Jaguar Landrover to be used for the transport of young carers. With expenditure of restricted funds amounting to £91,071 this left the balance of restricted funds carried over at the year end of £59,502 (2024:£28,379).

Details of restricted fund balances are shown in Note 11.

Unrestricted Funds

During the year unrestricted funds decreased by just over £85,000 to £283,159 which equates to approximately 4 months of ongoing unrestricted expenditure. The policy of the Trustees is to maintain sufficient unrestricted funds to provide financial stability and ensure that the work of the charity is not affected by unexpected events, delayed receipts, or a short-term lack of incoming funds. Also, to ensure that in the event of a significant and permanent reduction in income, sufficient funds are available to meet all liabilities and provide an acceptable winding down of operations.

The Trustees have reviewed both the reserves policy and the level of reserves as of 31 March 2025 and are satisfied that the reserves are adequate.

INVESTMENT POWERS

The Charity has the power to make any investment which the Directors see fit. Our funds are only invested in deposit facilities protected under the Financial Services Compensation Scheme and within the limits of the Scheme. We aim to maximise interest income using both fixed and variable-rate deposits.

RISK MANAGEMENT

The Board regularly considers risks to the organisation and agrees on measures to mitigate those identified. The Trustees periodically review their Risk Management and Opportunity Register, which enables the service to plan for and reduce threats to the service we provide to the public. During 2024-25, the Trustee Board and CEO established subgroups to:

- Coordinate the retender application.
- Maintain the Assurance quarterly Scorecard.

These tasks were discussed at Trustees Board meetings and the Trustee Away Day session in March 2025, when the Board received confirmation of the likelihood of a tender process for its All-Age Carer Contract in 2025. Reserves have routinely been held to mitigate this risk. The Trust was informed that it had secured the Tender on September 29th, 2025, and the Trust embarked on a major restructuring to comply with the new contract specification and the reduced contract value in time for the new service to go live on December 1st 2025.

FUNDING

Our funding primarily relies on the SMBC Community Well-Being All-Age Carers Contract and the service-level agreement with Solihull Metropolitan Borough Council. The current agreement is in place until 31st November 2030, with a potential extension until 31st November 2034. During the year, significant funding was also received from The National Lottery Community Fund, Jaguar Land Rover, the national Carers Trust Time for Me Funding, the Eveson Trust, and other local funders. We are also very grateful to those, including staff, trustees and volunteers, who have raised money for the charity, organised special events, sponsored walks, and participated in corporate activities.

STATEMENT OF DIRECTORS' RESPONSIBILITIES

The Trustees (who are the Directors of Solihull Carers Centre/Carers Trust Solihull for the purpose of company law) are responsible for preparing the Trustees Annual Report and the financial statements in accordance with applicable law and regulations.

Company law requires the Trustees to prepare financial statements for each financial year. Under that law the Trustees have elected to prepare the financial statements in accordance with United Kingdom Generally Accepted Accounting Practice (United Kingdom Accounting Standards and applicable law). Under company law the Trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the charitable company and 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 judgments 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;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in operation.

The Trustees are responsible for keeping adequate accounting records that 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 statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

Small company provisions

This report has been prepared in accordance with the provisions applicable to companies entitled to the small companies' regime.

On behalf of the Board

David Heaselgrave
Chair of Trustees

18 November 2025

INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF SOLIHULL CARERS CENTRE

I report to the trustees on my examination of the financial statements of Solihull Carers Centre ('the charity') for the year ended 31 March 2025.

Responsibilities and basis of report

As the trustees of the company (and also its directors for the purposes of company law) you are responsible for the preparation of the financial statements in accordance with the requirements of the Companies Act 2006 ('the 2006 Act').

Having satisfied myself that the accounts of the 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 the charity'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 charity'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 the Institute of Chartered Accountants in England and Wales (ICAEW), which is one of the 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 charity as required by section 386 of the 2006 Act; or
2. the financial statements do not accord with those records; or
3. the financial statements 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 financial statements 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.

Hannah Justice FCA FCCA
Independent Examiner

On behalf of BSN Associates Limited

3B Swallowfield Courtyard
Wolverhampton Road
Oldbury
West Midlands
B69 2JG

18 November 2025

STATEMENT OF FINANCIAL ACTIVITIES

YEAR ENDED 31 MARCH 2025

(incorporating the Income and Expenditure Account)

	Notes	Unrestricted Funds £	Restricted Funds £	Total 2025 £	Total 2024 £
Income from:					
Grants, activities and donations		19,825	52,945	72,770	8,309
Investments: Bank interest		15,799	-	15,799	12,295
Charitable activities: Contract and grants	2	732,369	69,249	801,618	765,276
Total income		767,993	122,194	890,187	785,880
Expenditure on:					
Charitable activities	3	853,150	91,071	944,221	799,205
Total expenditure		853,150	91,071	944,221	799,205
Net income/(expenditure) for the year		(85,157)	31,123	(54,034)	(13,325)
Net movement in funds		(85,157)	31,123	(54,034)	(13,325)
Reconciliation of funds:					
Total funds brought forward		368,316	28,379	396,695	410,020
Total funds carried forward		283,159	59,502	342,661	396,695

The Statement of Financial Activities includes all gains and losses in the year. All incoming resources and resources expended derive from continuing activities.

STATEMENT OF FINANCIAL POSITION

31 MARCH 2025

	Notes	2025 £	2024 £
Fixed assets	6	40,008	11,600
Current assets			
Debtors and prepayments	8	17,268	6,538
Investments	7	309,578	361,930
Bank current account		13,985	48,860
		340,831	417,328
Creditors: amounts falling due within one year	9	38,178	32,233
Net current assets		302,653	385,095
Net assets	10	342,661	396,695
Unrestricted funds		283,159	368,316
Restricted income funds	11	59,502	28,379
Total funds		342,661	396,695

For the year ending 31 March 2025 the charity was entitled to exemption from audit under section 477 of the Companies Act 2006 relating to small companies.

Trustees' responsibilities:

- The shareholders have not required the charity to obtain an audit of its financial statements for the year in question in accordance with section 476;
- The Trustees acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and the preparation of financial statements.

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

The financial statements were approved by the Directors on 18 November 2025 and were signed on their behalf by:

David Heaselgrave
Chair of Trustees

STATEMENT OF CASH FLOWS

YEAR ENDED 31 MARCH 2025

	2025	2024
	£	£
Net cash provided by (used in) operating activities	(87,227)	(61,722)
Cash flows from investing activities	-	(11,508)
Cash and cash equivalents at the beginning of the reporting period	410,790	484,020
Cash and cash equivalents at the end of the reporting period	323,563	410,790

RECONCILIATION OF NET INCOME TO NET CASH FLOW FROM OPERATING ACTIVITIES

	2025	2024
	£	£
Net income/(expenditure) for the reporting period	(54,034)	(13,325)
Adjustments for:		
Depreciation of fixed assets	1,592	1,883
Donated fixed assets received	(30,000)	-
(Increase)/decrease in debtors	(10,730)	(6,015)
(Decrease)/increase in creditors	5,945	(44,265)
Net cash provided by (used in) operating activities	(87,227)	(61,722)

ANALYSIS OF CASH AND CASH EQUIVALENTS

	2025	2024
	£	£
Cash in hand	13,985	48,860
Notice deposits (less than 3 months)	309,578	361,930
Total cash and cash equivalents	323,563	410,790

NOTES FORMING PART OF THE FINANCIAL STATEMENTS

YEAR ENDED 31 MARCH 2025

1. Accounting policies

Status

The Charity is a company registered in England and Wales that is limited by guarantee and does not have a share capital. The liability of members is limited to £1. The registered office is shown on page 2. The charity constitutes a public entity as defined by FRS 102.

Statement of compliance, basis of preparation and assessment of going concern

The financial statements have been prepared in accordance with the Statement of Recommended Practice: Accounting and Reporting by Charities preparing their financial statements in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (SORP FRS 102) issued on 16 July 2014, the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS 102) and the Companies Act 2006. The financial statements are prepared under the historical cost convention with items recognised at cost or transaction value.

In common with many charities the organisation is heavily dependent on grant and contract income. Founded over 20 years ago we are a service-led organisation considered as the lead agency supporting carers in the area. The accounts have been prepared on the going concern basis in expectation that there will not be a significant decrease in support from funding bodies.

Income recognition

Income is recognised once the Charity has entitlement to the income, it is probable that the income will be received and the amount of income receivable can be measured accurately.

Voluntary income is recognised as above except where the income is subject to conditions that require a level of performance before the charity is entitled to the funds, when the income is deferred and not recognised until either those conditions are met, or the fulfilment of those conditions is wholly within the control of the Charity and it is probable those conditions will be fulfilled in the reporting period.

Grants and contracts specifically for the provision of services to be provided as part of the charitable activities or services to beneficiaries are accounted for on the basis of amounts receivable for the year.

Interest arising on cash balances is included when receivable and the amount can be measured reliably by the Charity. This is normally upon notification of the interest paid or payable by the bank.

Expenditure recognition

Liabilities are recognised as expenditure as soon as there is a legal or constructive obligation committing the Charity to that expenditure, it is probable that settlement is required and the amount of the obligation can be measured reliably. All expenditure is accounted for on the accruals basis, inclusive of any value added tax which cannot be recovered.

Tangible fixed assets

Tangible fixed assets are stated at cost or in the case of gifted assets, at valuation. Depreciation is provided at rates calculated to write off the cost or valuation of each asset over its expected useful life, being three years for computers and other office equipment and five years for motor vehicles. Leasehold improvements are depreciated over the period of the lease. Assets are capitalised where the purchase price or valuation exceeds £2,500.

Taxation

The Charity is exempt from taxation on its charitable activities.

NOTES FORMING PART OF THE FINANCIAL STATEMENTS

YEAR ENDED 31 MARCH 2025

Fund accounting

In order to differentiate the availability of funds they are categorised according to the following definitions:

Unrestricted funds are donations and other incoming resources receivable or generated for the objects of the charity without further specified purpose and are available as general funds.

Restricted funds are to be used for specific purposes as laid down by the donor. Expenditure, which meets these criteria, is charged to the fund together with a fair allocation of management and support costs.

Pension costs

The Charity operates a defined contribution pension scheme available to all of its employees. The pension charge represents the amount payable by the Charity to the scheme during the year.

Operating leases

Lease payments are recognised as an expense over the lease term on a straight-line basis. The aggregate benefit of lease incentives is recognised as a reduction to expense on a straight-line basis over the lease term.

Functional currency

The financial statements are prepared in sterling which is the functional currency of the entity.

2. Income from charitable activities

	2025 £	2024 £
Contracts and grants		
Local Authority contract – Solihull MBC	732,369	711,037
Other grants	-	4,000
	732,369	715,037
Grants – restricted funds		
Solihull MBC – Adult carers	3,999	-
Carers Trust – Young carers	750	750
Carers Trust – Adult carers	-	1,052
Children in Need – Young carers	-	12,252
Heart of England Community Foundation	31,000	-
The Eveson Trust – Adult carers	3,500	-
The Triangle Trust – Young carers	30,000	30,000
Other grants – Young carers	-	5,400
Other grants – Adult carers	-	785
	69,249	50,239

Income from grants, activities and donations includes the gift of a motor car valued at £30,000 received from Jaguar Landrover for the use of the Young Carers Team.

NOTES FORMING PART OF THE FINANCIAL STATEMENTS

YEAR ENDED 31 MARCH 2025

3. Expenditure on charitable activities

Direct and support

	Unrestricted Funds £	Restricted Funds £	Total 2025 £	Total 2024 £
Carer support and activities	65,301	22,400	87,701	75,095
Staff costs	667,213	68,671	735,884	625,112
Recruitment	2,691	-	2,691	5,113
Premises	23,038	-	23,038	19,272
Communications and office costs	51,665	-	51,665	38,169
Motor and travel expenses	9,568	-	9,568	7,093
Training and consultancy	5,755	-	5,755	5,677
Publicity/information	5,741	-	5,741	3,425
Insurance	4,067	-	4,067	3,860
Professional fees and subscriptions	4,501	-	4,501	5,839
Fundraising	4,719	-	4,719	-
Other	2,853	-	2,853	4,298
	847,112	91,071	938,183	792,953

Governance costs

			2025 £	2024 £
Independent examination	2,220	-	2,220	2,016
Professional fees	3,723	-	3,723	3,656
Other	95	-	95	580
	6,038	-	6,038	6,252

Total expenditure on charitable activities

	853,150	91,071	944,221	799,205
2024	743,495	55,710	-	799,205

NOTES FORMING PART OF THE FINANCIAL STATEMENTS

YEAR ENDED 31 MARCH 2025

4. Staff costs

The total staff costs for the year amounted to £735,884 (2024:£625,112). The costs for 2025 include employer national insurance contributions amounting to £47,010 (2024:£38,152) and pension costs of £27,027 (2024:£22,938).

The charity during the year had on average 10 full time employees (2024:9) and 20 part time employees (2024:18) plus 9 sessional staff (2024:7).

No employee received emoluments in excess of £60,000 during the year or the previous year.

In addition, at the year-end there were 9 directors (2024: 10). The directors all give freely of their time and expertise and did not receive any emoluments or other benefits.

5. Operating lease commitments

The charity has commitments under an operating lease for land and buildings expiring in 2033 amounting to £120,000 (2024: £135,000).

	2025	2024
	£	£
Amounts falling due within 1 year	15,000	15,000
Amounts falling due within 2 to 5 years	60,000	60,000
Amounts falling due after 5 years	45,000	60,000

6. Fixed assets

	Motor Cars	Computer Equipment	Leasehold Improvements	Total
	£	£	£	£
COST				
At beginning of year	7,900	13,200	11,508	32,608
Additions	30,000	-	-	30,000
Disposals	-	11,200	-	11,200
At end of year	37,900	2,000	11,508	51,408
ACCUMULATED DEPRECIATION				
Opening balance	7,508	13,200	300	21,008
Disposals	-	11,200	-	11,200
Charge for the year	392	-	1,200	1,592
Closing balance	7,900	2,000	1,500	11,400
NET BOOK VALUE	30,000	-	10,008	40,008

There were no capital commitments at the year-end (2024: none).

NOTES FORMING PART OF THE FINANCIAL STATEMENTS

YEAR ENDED 31 MARCH 2025

7. Investments

At cost and valuation

	2025	2024
	£	£
Short term deposits held at UK banks	309,578	361,930

8. Debtors

	2025	2024
	£	£
Debtors	15,045	5,650
Prepayments	2,223	888
	17,268	6,538

9. Creditors: amounts falling due within one year

	2025	2024
	£	£
Creditors and accruals	20,149	15,519
Deferred income	7,002	7,002
Tax & pension contributions	11,027	9,712
	38,178	32,233

10. Analysis of net assets by funds

	Unrestricted funds	Restricted funds	Total funds
	£	£	£
Tangible assets	10,008	30,000	40,008
Current assets	311,329	29,502	340,831
Current liabilities	38,178	-	38,178
Net assets	283,159	59,502	342,661

NOTES FORMING PART OF THE FINANCIAL STATEMENTS

YEAR ENDED 31 MARCH 2025

11. Restricted income funds

The restricted income funds comprise the following unexpired balances of donations and grants to be applied for the following purposes:

	Opening balances	Incoming resources	Outgoing resources	Closing balances
	£	£	£	£
Young carers peer mentoring project	5,761	30,000	35,761	-
Other young carers projects	22,618	53,695	20,311	56,002
Adult projects	-	3,500	-	3,500
Other funds	-	34,999	34,999	-
	28,379	122,194	91,071	59,502

12. Trustees expenses

No expense payments were made to Trustees during the year (prior year £60). The charity provided indemnity cover for Trustees costing £95 (2024: £677).

13. Related party transactions

No Trustee or other person connected with the charity had any personal interest in any contract or transaction entered into by the charity during the year. The Trustees are not aware of any related party transactions requiring disclosure.

**FOLLOW US
FOR THE
LATEST
UPDATES**

@solihullcarers



**Here2
Help**



**CARERS
TRUST**

Solihull

WATCH OUR FILMS

Our films feature unpaid carers in Solihull sharing their experiences. These are a great educational resource for anyone wishing to gain understanding of what it means to be a carer and the support available.

Watch the films on our website or visit our @solihullcarers YouTube channel and select **Awareness Videos**.

Supporting unpaid carers of all ages in Solihull

Carers Trust Solihull

Solihull Carers Centre
Solihull Fire Station Annexe
620 Streetsbrook Road
Solihull B91 1QY

T 0121 788 1143

E centre@solihullcarers.org

Solihull Carers Centre is a company limited by guarantee and a Registered Charity operating as Carers Trust Solihull. Registered Company in England No. 04378042. Registered Charity No. 1092613.

Registered Office:
Carers Trust Solihull
Solihull Fire Station Annexe
620 Streetsbrook Road
Solihull B91 1QY

© Carers Trust Solihull 2025. This document uses a combination of photos copyrighted to Carers Trust Solihull and stock images copyrighted to the originators. Some small graphic illustrations are copyrighted to the national Carers Trust.